

LeenTech's online warranty management system

If you are a manufacturer of capital equipment or valuable, complex machinery and use a dealer network to distribute your products, then you will want to have good control of your warranty claims. Left uncontrolled warranty costs can spiral and affect the profitability of your business.

LeenTech's LeenWarranty system is a web based management system which scales to the size of your business and allows you to effectively resolve, manage and measure critical metrics for optimising costs arising from warranty claims. It can also extend using LeenRecovery to your supplier network so that warranty claims arising from outside suppliers' quality issues and costs recovery can be effectively managed.

Global Dealer support



LeenWarranty supports Worldwide dealer networks.

Using standard Internet browser technology, supporting: Apples Safari, Microsoft Internet Explorer, Firefox, and Opera.



It requires minimal internal IT support and no new equipment. The system can be securely access from anywhere in the world via the Internet 24/7. LeenTech's Help desk will support the manufacturers and dealers internationally directly where required.

Improve Dealer and supplier relationships.

Using LeenTech's web application means everyone is working off the same data and the process is transparent to all sides. Allowing dealers and suppliers to work with the manufacturer to solve problems and reduce the misunderstanding through improved communication.



Multi-currency submitted warranty claims.

Allows claim to be submit multiple currencies and converted back to a base currency e.g. GBP or Euro etc.

Workflow



Work flow and User Roles

Warranty and supplier recovery work flow can managed using LeenTech's "Actions Status" to control and break up the warranty process into discrete functions between the Warranty Managers and Engineers, Distributors, Administrators and Credit Controllers.

- ▶ All data relating to the claim in one place.
- ▶ Creates transparency in processing.
- ▶ The "Action status" controls the processing between the dealer and the manufacturer.
- ▶ "Actions status" can be used to brake up processing into specialised tasks and allocate to different individuals in the company.

LeenTech Warranty System

Home | Plant Details | CommissioningV2 | **New Claims** | List Claims | Support | Admin | Logout

New Claims - LeenTech Warranty Admin

Claim No:

Total records found: 2

Submitted Claims Awaiting Processing

Claim No	Dealer Ref	Dealer	Serial No	Plant Type	Failure Date	Repair Date	Claim Total		
23	9848394	Screens Chile SA	11223344	LeenTech Crusher 2000	2008/03/04	2008/03/06	\$ 4627.00	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
19	-	Construction France	21022008	Leentech 5000	2008/03/11	2008/03/11	£ 3100.00	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

Total records found: 2

Draft Claims (Claims not submitted)

Note: The "Date Received" is the date the claim was submitted, NOT the date the claim was first drafted.

Days until expn	Dealer Ref	Claim No	Dealer	Serial No	Plant Type	Failure Date	Repair Date	Claim Total		
21	-	22	Screens Chile SA	11223344	LeenTech Crusher 2000			\$ 0.00	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
20		15	Construction France	21022008	Leentech 5000			0.00	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

LeenDealer V5.0 (SVN 925) - Copyright © 2005, 2006 - LeenTech Ltd



Email Alerts

Email Alerts for dealers and engineers for claims awaiting their attention.

Single Data source

Claim Details | **Labour and Parts** | Accounts | Comments | Credit Notes | Fault Reports | Finalise

Exchange Rate 1

Labour/Expenses	Description	Qty	Cost		Total		Edit	Delete
			GBP	GBP	GBP	GBP		
Labour	Repair frame	2.0	40.50	40.50	81.00	81.00	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Labour			40.50				<input type="button" value="Sum"/>	<input type="button" value="Add"/>
Labour Expenses Total:					£ 81.00	£ 81.00		

3rdParty	LT Invoice No	LT Part No	LT Description	Qty	Unit Cost		Total		Edit	Delete
					GBP	GBP	GBP	GBP		
<input type="checkbox"/>	1403013612	EXTENSION LH		1.0	11.00	11.00	11.00	11.00	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

Parts Discount Matrix | Parts Discount Matrix V2

Find Part:

Tick box if claiming for third party parts

- ▶ Provides a communication trail, storing dealer and manufacturer comments on each claim.
- ▶ No need to track down emails, every aspect of the claim is stored on the system.
- ▶ Load photos (jpeg), PDF documents, MS Word, Excel and most file types to claims. All supporting evidence store with the claim.
- ▶ Parts prices list, allows for multiple region prices, discounts and historic pricing.
- ▶ Credit notes raised individually for each claim or by monthly reports for each dealer.



Commissioning on line

- ▶ Equipment can be instantly commissioned/registered on by the dealer network.
- ▶ Calculates Warranty period from Commissioning date integrated with warranty claims and equipment database.

Equipment database

- ▶ The database records all equipment manufactured. Dealers and manufacturers can check that Serial Numbers are valid and use the database to check details of the equipment online.
- ▶ Automatically checks that equipment is within standard or extended Warranty when claim is submitted.

Reporting

Fault Reporting - Diagnosis and rectification.

“Warranty data is often collected in some detail, but it is not accessible to management and engineers easily.”



“Timely and detailed warranty data is critical to rectifying design and product failures quickly”
“Increased productivity and ease of management is critically to an efficient warranty system.”



Fault reporting – up to 10 different fault types can be set up for claims.



Flexible reporting – create your own reports using Microsoft Access. Access is common skill in most IT Departments; it enables them to easily create any report combination.

LeenTech can provide basic training in Query and report writing and will write ad hoc queries as part the monthly maintenance fee.

Benefits

- ✓ **Improve customer satisfaction.**
- ✓ **Speeds up claim turnaround time.**
- ✓ **Improved dealer relationships.**
- ✓ **Improved warranty processing productivity.**
- ✓ **Improved accuracy and transparency of claim process.**
- ✓ **Fewer invalid and poorly documented claims.**
- ✓ **Improve Fault Reporting so faults are rectified faster.**
- ✓ **Improve Supplier cost recovery using LeenRecovery.**
- ✓ **Faster processing reduces dealers withholding payments, so reduce working capital.**
- ✓ **Minimal internal IT support required.**
- ✓ **Flexible reporting tools.**

Typical cost savings

Hard benefits	Example based on £1m of warranty payments a year	Savings
Faster rectification of faults	5% reduction in warranty payments	£50,000
Tighter cost control	1% saving by reduce over payment	£10,000
Reduced working capital	1% of sales payments withheld due warranty disputes. Costs based 6% interest rate	£30,000
Warranty staff savings	25% reduction in Warranty claim processing time. Staff cost saving based on 2 staff at £25K each.	£12,500
Total savings per year		£102,500

Soft benefits

Ease of management	Decline in intervention by senior management in claims processing	?
Improved customer satisfaction	Claims were settled promptly and reliability issues actioned	?
Repeat business	Sales growth average of over 20% per year 8 years	?

These figures are illustrative based on conservative estimates of a real case stud.

**Contact William Davison Tel: +44 (0)7798 905307 or Email: william@leentech.co.uk.
Further details about the LeenWarranty can found on www.warrantysystems.co.uk.**