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How Adaptable Software + Third Party Resources Can Help Manufacturers Improve Warranty Program Performance



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- 30+ years of industry experience
- Founded PCMI in 2012



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ROB CHRISTIAN

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- 25+ years in the Warranty industry
- A founding partner of Service Net Solutions (now AIG Warranty) in 1999



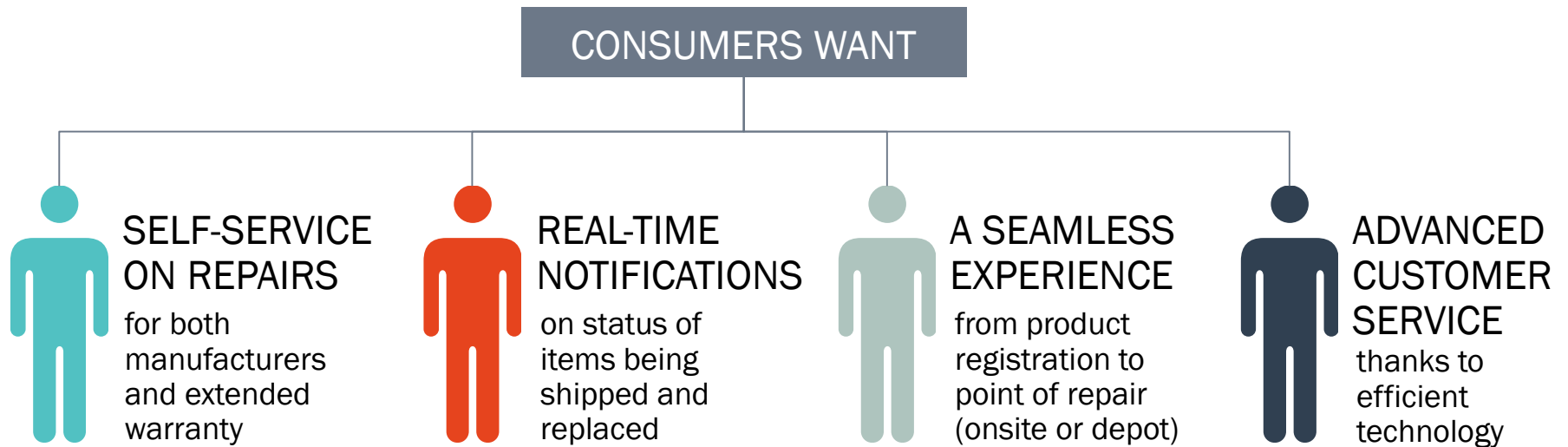
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Challenges Manufacturers Currently Face



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The Strategy: Adaptable Software + an Administrator

Add immediate consumer benefits by augmenting and enhancing your existing capabilities with:



ADAPTABLE SOFTWARE

Flexible software specifically for warranty program management



ADMINISTRATOR

A warranty administrator with automated warranty support processes and seasoned warranty management



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Benefits of This Strategy



SAVE TIME

Resolve your problems in months, not years



QUICK ROI

Enhance your base system and augment



IMPROVE PERFORMANCE

Utilize cloud-based software solutions uniquely designed to meet your warranty program's needs



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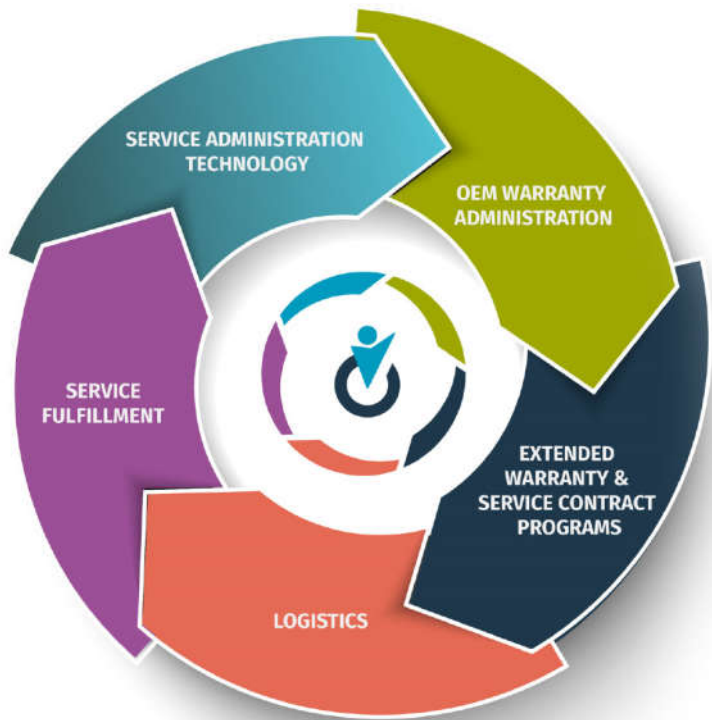
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Providing Manufacturers a Range of Automation



- To help manufacturers meet the needs of today, they can look to **adaptable software** specifically designed for warranty program management
- An **administrator** can help streamline manufacturers' unique challenges, easing workloads and automating processes



Solution Portfolio

Global Warranty and Service Solutions
Focused on Customer Experience

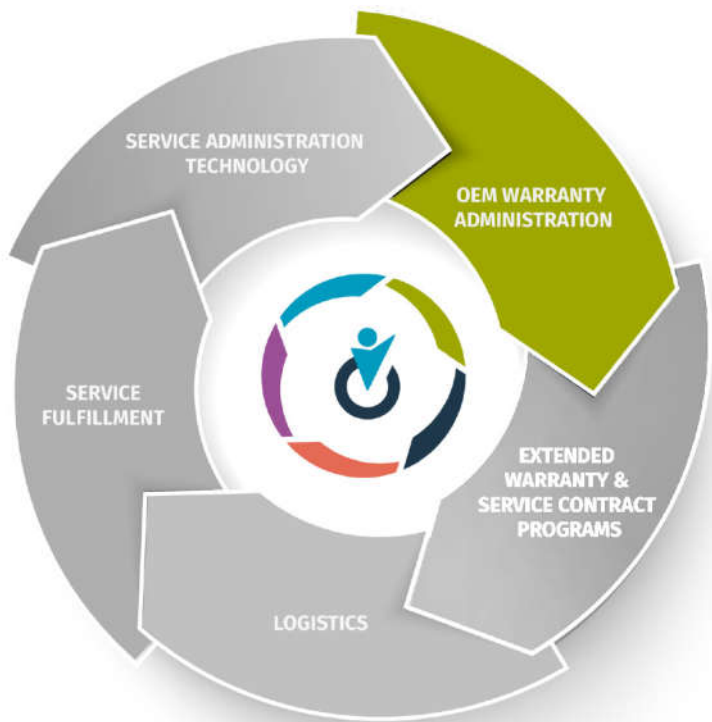


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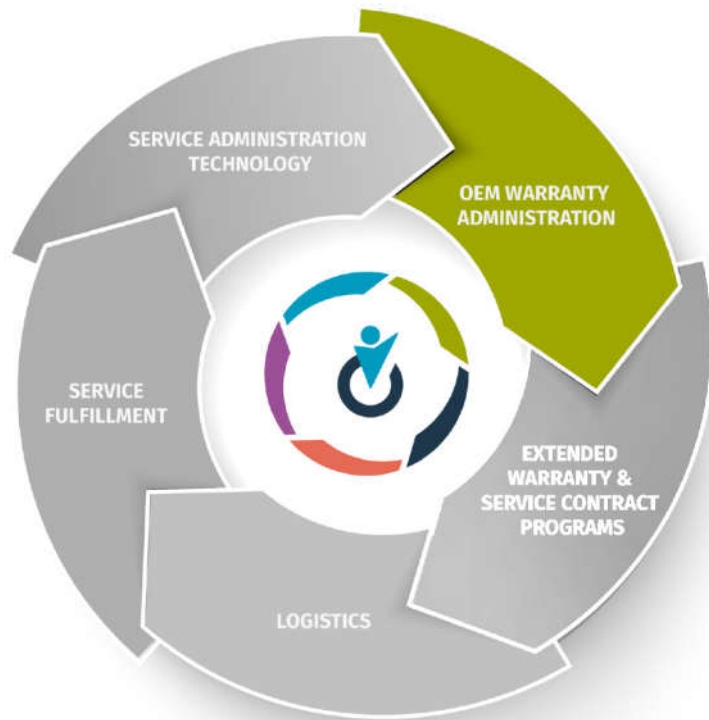


OEM WARRANTY ADMINISTRATION

- Insurance & Compliance
- Customer Service Solutions
- Tech Support & Other Service Call Avoidance Techniques
- Service Fulfillment
- Claims Processing
- Product Registration Solutions
- Parts Management

Case Study

OEM WARRANTY ADMINISTRATION



- Global data center equipment OEM
- Full suite of OEM warranty management services provided globally
- Enabled OEM to quickly stand up a global, world-class OEM warranty (& service contract program) on Next Gen data center equipment being purchased by the largest users on the planet



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EXTENDED WARRANTY & SERVICE CONTRACT PROGRAMS

- Program Development
- Sales Training
- Insurance & Compliance
- Customer Service Solutions
- Tech Support & Other Service Call Avoidance Techniques
- Service Fulfillment
- Claims Processing



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Case Study

EXTENDED WARRANTY & SERVICE CONTRACT PROGRAMS



- Major national retailer
- Service contract revenue & margin optimization
- Significant, overnight boost in service contract program revenue and margin using optimization techniques and re-engineering program structure

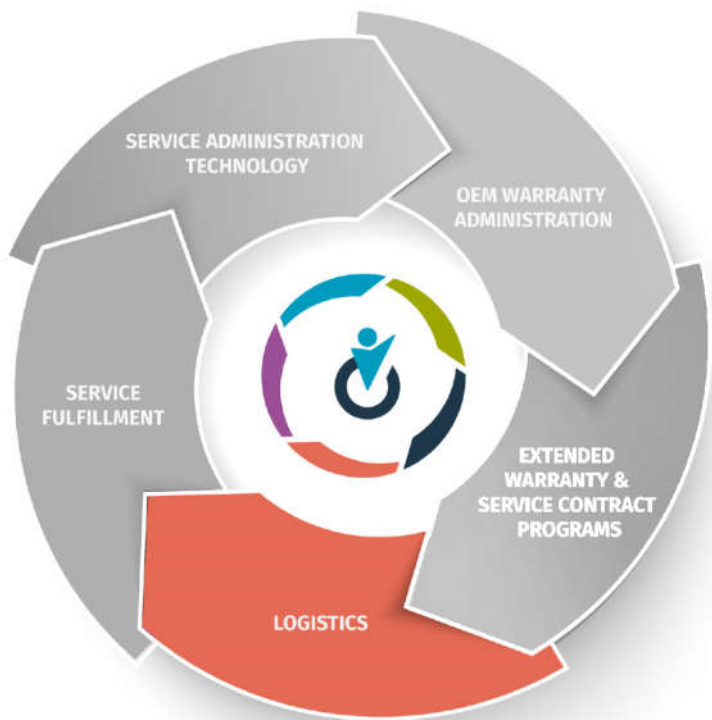


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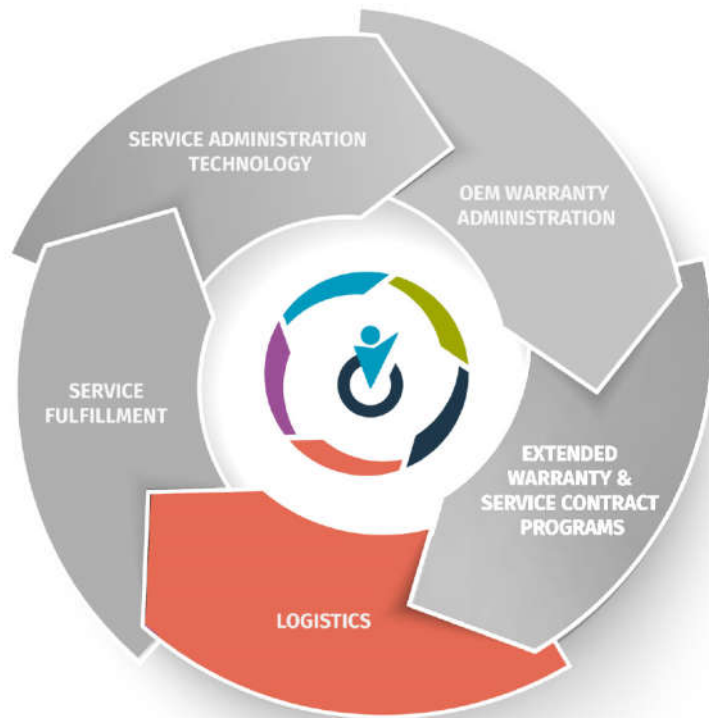


LOGISTICS

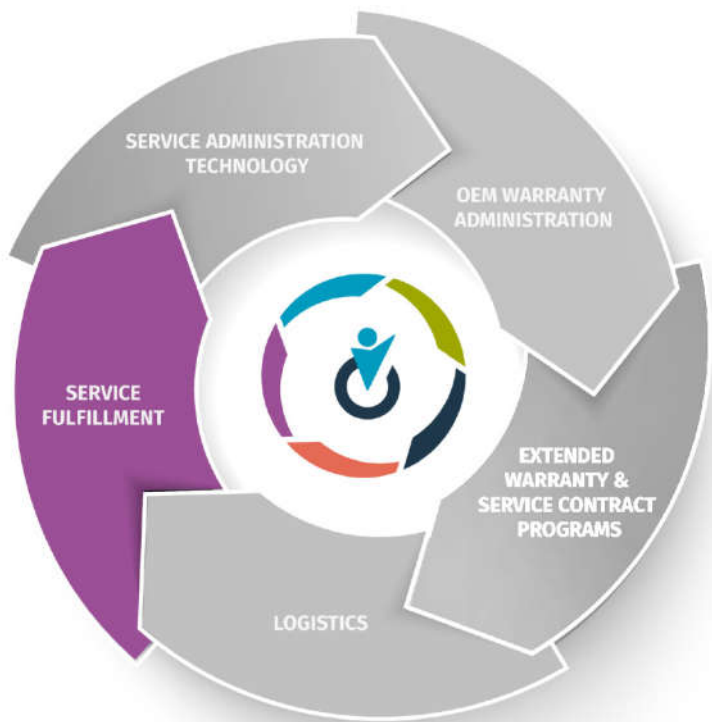
- Warehousing & Shipping
- Returns Processing - Failure Testing, Refurbishment & Repair
- Salvage & Disposal
- B Goods Sales

Case Study

LOGISTICS



- National small electronics brand
- Returns processing, refurbishment, repair & B goods sales
- Allowed a major appliance-focused OEM to quickly enter the small electronics space without having to rely on major appliance-centric systems, resources & processes

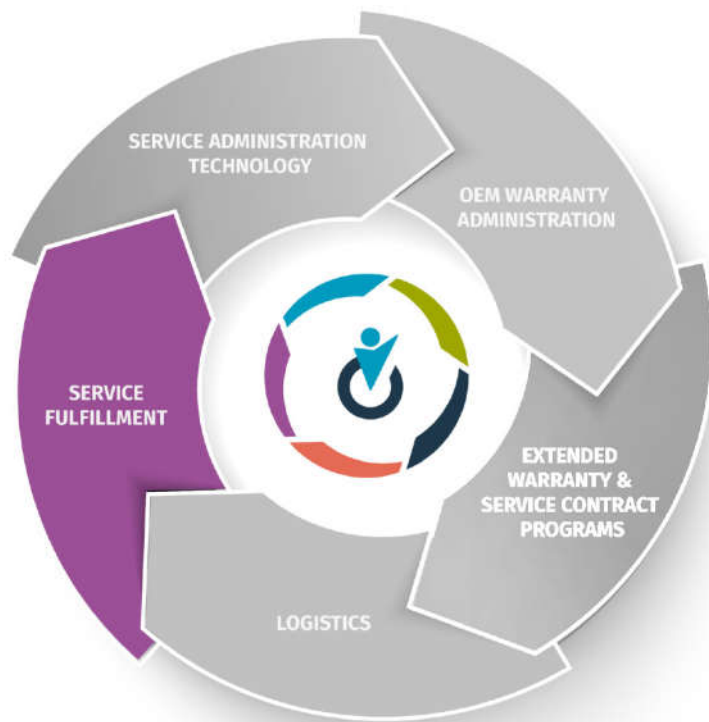


SERVICE FULFILLMENT

- Triage and Other Service Call Reduction Techniques
- Onsite & Depot Repair
- Advanced Exchange & Carry-In
- Replacement Fulfillment
- Warranty Recall Services

Case Study

SERVICE FULFILLMENT



- Warranty recall services firm
- National service network builds & dispatch services
- Enabled warranty recall firm to stay focused on CDC requirements and other tasks by commissioning OnPoint to build the service network & perform dispatch services for products such as heating boilers & CAT 5 cable

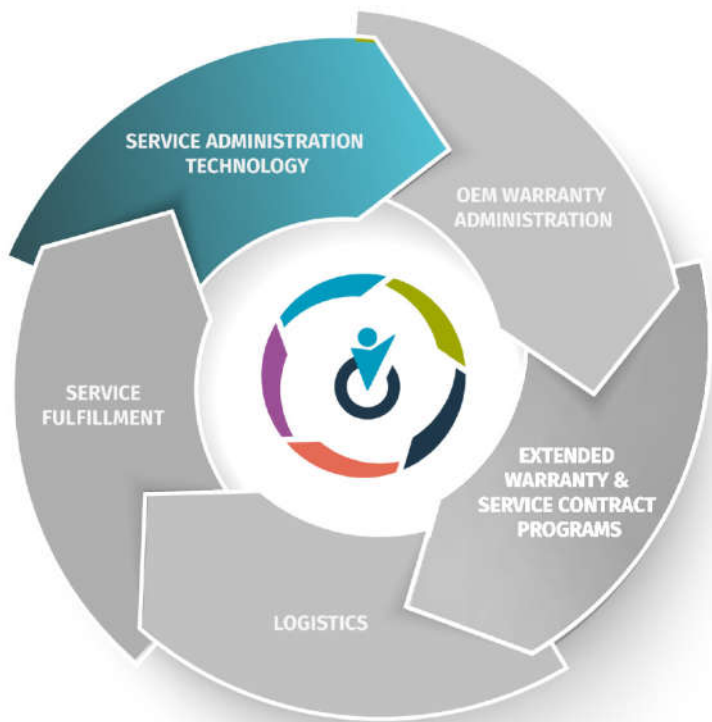


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SERVICE ADMINISTRATION TECHNOLOGY

- Provision of Tech Platform to OEMs
- Technology Consulting, Benchmarking & Advisory

Case Study

SERVICE ADMINISTRATION TECHNOLOGY



- Global security products OEM
- Use of OnPoint's platform by the OEM's contact centers
- Enabled overnight support of OEM's first service contract program (global) without having to modify its ERP systems

Thank You!

Questions?

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