

Equipment **warranty factsheet**

From inefficient warranty protocols
to optimized warranty workflows





Warranty challenges faced by equipment businesses



Complex
warranty terms



Timely claims
processing



Parts availability



Warranty fraud



Parts inventory
discrepancies



Supplier
coordination



Regulatory
compliance



Seamless warranty operations **from beginning to end with A365**

A365 simplifies all levels of warranty management activities. It designs and delivers prime customer experience, stronger supplier ties, a swifter turnaround time, and a reduction in expenses that supports after-sales service.

A365 unlocks value for customers, service centers, dealerships, and Original Equipment Manufacturers (OEMs) by facilitating and streamlining warranty intelligence, fraudulent warranty claims, counterfeit equipment parts, unjustified claims management, parts inventory, and supplier recovery.

01

Effortlessly manage outbound and inbound warranty claims

02

Customize service and recall campaign support

03

Manage communication on warranty extensions

04

View standardized and extended warranty features

05

Develop a fully functional connection to work orders

A365 equipment warranty features



Warranty tracking



Automated warranty validation



Claim management



Parts inventory integration



End-to-end claim management



Automated claim processing



Supplier collaboration



Document management



Analytics & reporting



Fraud prevention

A365 equipment warranty functionality coverage



Warranty claims management

Claims submission & processing

Streamline the submission and processing of warranty claims, ensuring a smooth and efficient workflow.

Automated claims validation

Automate the validation of warranty claims for accuracy and compliance with terms.

Internal workflow approvals

Facilitate internal approvals for warranty claims, ensuring proper authorization and accountability.

Warranty contracts management

Centralize warranty contracts for easy access and reference during claims processing.

Warranty payments processing

Streamline the processing of warranty payments to ensure timely settlements.

Warranty claims history tracking

Maintain a comprehensive record of warranty claims history for reference and analysis.

Warranty claims processing & settlement

Seamlessly manage the end-to-end workflows of processing and settling warranty claims.

OEM bulletins/recall management

Stay informed about OEM bulletins and recalls to manage warranty-related issues effectively.

Operator notifications

Notify operators about warranty-related information and processes, enhancing transparency.

Pre-work approvals

Facilitate approvals for pre-work activities related to warranty claims, ensuring proper planning.

