



(Draft)

IMPROVING CUSTOMER EXPERIENCE AND REDUCING WARRANTY CLAIMS

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In a competitive market, particularly during an economic downturn, reducing warranty costs and securing customer loyalty are key factors in driving profitability and keeping ahead of the competition. Ingersoll Rand (IR) has successfully developed and implemented new processes and procedures for warranty and contract services, including the introduction of a new reporting structure for its plants, dealers and sales personnel to evaluate the business and increase the quality control throughout the system. As a result, and in part by working closely with its clientele, IR has successfully improved the total customer experience and reduced its warranty claims by 8%.

Attendees will learn how:

- To develop synergies between different parties and create more business.
- Improve the customers' experience and increase satisfaction levels.
- Data mining helped to improve the manufacturing plants and reduce warranty claims.