



MANAGING WARRANTY AND POST WARRANTY REVENUE OPPORTUNITIES

Presentation By:

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Ms. Lux-Boim will address how manufacturers, distributors and their business partners are able to increase their ability to better monitor the timing of maintenance renewals and equipment replacement cycles. Attendees will hear how to simplify the complex and cumbersome process of asset, warranty, and service contract management. Additionally, attendees will learn how to extend value to their customers by assisting them in managing the entire life cycle of their service and maintenance contracts, thereby reducing their cost and time of procurement. As an executive for your company it is important to know how:

- Many organizations have seen their renewal capture rates climb from below 60% to over 90% enabling them to realize increased revenues, more profit and a greater annuity stream;
- To achieve a reduction in your operating expenses by eliminating internal contract management efforts that are manual and un-automated;
- To prevent risk by identifying exposed assets;
- You may generate increased revenues by identifying products sold without warranty and available for conversion, warranty contracts in need of a post-maintenance and all before months of potential services revenues is lost;
- To create an online repository where assets, warranties and post warranty contracts can be housed with proactive call to actions and marketing messages can reach your end-user targets.

We will discuss how People, Process, and Technology work for you to simplify the entire process of asset, warranty, and service contract management.

Participants will learn the following:

1. The importance of warranty conversion to post warranty maintenance.



2. How to streamline warranty and post maintenance contracts.
3. How to effectively recognize the revenue and cost of warranty and post maintenance contracts and services.
4. How to analyze warranty opportunity, conversions and missed opportunities.