



## **DRIVING HARMONIZATION AND COMPETITIVE ADVANTAGE THROUGH WARRANTY SYSTEM IMPLEMENTATION**

*Presentation By:*

Kevin Hogan, Senior Manager, Supply Chain & Service Management

**ACCENTURE**

&

Warranty Manager

**LARGE GLOBAL OEM**

(To Be Confirmed)

The presentation will focus on practical strategies & tactics that support driving process and policy harmonization and increase competitive advantage when implementing new warranty management capabilities in a global company with multiple product lines and brands.

The session is based on a recent SAP Warranty implementation project for a large global OEM and presented by senior project managers from both Accenture and the OEM; the information provided is based on hands-on experience and lessons learned during a complex project with demanding deadlines and multiple stakeholders.

Participants will learn the following:

- How to drive harmonization of processes and policies across brands.
- How improve competitive advantage through new systems capabilities.
- Benefits from implementing an ERP-based warranty system.
- How to manage change among multiple groups of stakeholders.
- Critical success factors, challenges and real-life lessons learned from planning and managing a complex warranty systems implementation.