



COST SAVINGS BENEFITS OF AN EFFECTIVE WARRANTY ENTITLEMENT SYSTEM

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HP has made significant progress in warranty transformation capabilities to reduce warranty costs by identifying and addressing the root-cause issues that impact warranty leakage, and have established the needed sustaining key business fundamentals within our end to end warranty entitlement system. These actions include:

- Single repository of complete and accurate shipment records
- Pan-HP warranty entitlement policy and agent refresh training
- Enriched warranty installed base information
- Simplified and standardized reference and data management model
- Provided Next Generation Business Intelligence

We will outline how we were able to size the cost opportunity, identify key drivers and root causes using a Pan HP data driven model, as well as present our critical learning's along the way. These warranty entitlement improvements are allowing us to save millions of dollars in warranty costs, reduce fraud and improve internal financial accounting metrics.

Attendees will learn the following:

- How to measure warranty leakage and the cost opportunity
- The importance of and how to measure warranty entitlement strength
- How to reduce “noise” in warranty leakage measurements for complex systems
- How HP reduced warranty costs due improvement entitlement data chain (end-to-end data)