



# **I.T. INVESTMENTS IN SERVICE, REPAIR, AND WARRANTY MANAGEMENT OPERATIONS**

*Presentation By:*

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## **MANUFACTURING INSIGHTS**

How do we justify strategic Information Technology investments in our service, repair, and warranty management operation? Cost, especially large strategic investments, are being heavily scrutinized while identifying and measuring hard benefits are sometimes elusive in the warranty management space. Mr. Barkai will discuss the state of the industry in terms of the investments that companies make I.T., whether companies are choosing to leverage third party hosting arrangements, and arguably the most significant issue for many, whether companies have been able to identify, measure and prove the value of a large scale strategic I.T. investment in warranty related operations.

Attendees will:

- Find out the results of a recent survey to determine the level of I.T. investment companies make in service, repair, and warranty management operations.
- Learn how companies identify and evaluate the benefits realized from their I.T. investments.
- Understand how companies use third-part hosting arrangement, and why.