



WORKSHOP 5:

Warranty Chain Management Benchmarking And Value Assessment

Presenter:

Bill Roberts
Practice Manager
SAS

Workshop Overview:

A recent Aberdeen study showed that 83% of executives polled believe that Warranty Chain performance was important to their company's success with more than half stating it is more important than it was two years ago. Each aspect of the warranty chain presents unique opportunities to achieve value.

This workshop will focus on the value of applying analytics to various aspects of the warranty chain including early warning, fraud detection, service parts forecasting, service technician optimization and warranty accrual accounting. We will utilize a mixture of process maps, analytic examples and case studies to illustrate what types of analytics can be applied to which areas of the warranty chain, the expected value along with real world examples to support the value statements. There will also be opportunities for interactive dialogue with domain experts on applying analytics to their environments.

SAS may involve several customers to present the case studies, as well as a partner.

Learning Points

Participants will learn the following:

- Industry best practices for applying analytics across the warranty chain.
- How to calculate potential value associated with analytics
- How to build the corresponding internal business case to invest in analytics.
- Case studies that support each example.