

EXTENDED
WARRANTY
PROVIDER

IMPROVES PRODUCTIVITY 42%

DELIVERS INNOVATIVE CUSTOMER SERVICE

"Pega offered significant value-add with their understanding of our IT and business requirements, their speed of delivery, and the ability of their solution to be built once and then customized for each of our unique customers."

Executive,
VP Technology & Operations Warranty
Extended Warranty Provider

MANUFACTURING

BUSINESS GOALS

- Deliver unique, high quality customer experiences
- Increase productivity
- Lower operational and claims costs
- Reduce onboarding costs and cycle time
- Improve business agility

RESULTS

42% INCREASE
in productivity

10-15% SAVINGS
on CSR Training costs

10-20% REDUCTION
in average handle time

GO-LIVE in 4 months and
extremely high adoption rate

VISION Deliver High Quality Customer Experience to Our Clients' Customers

This company is passionate about providing a unique branded warranty service experience to its clients; OEM and retail customers. They provide these services across the globe and through multiple channels. They have the ability to quickly add new services and on-board new clients while minimizing costs and improving operational efficiency and effectiveness.

Their ability to provide a unique, high quality customer experience for their clients' customers has differentiated them from the competition and has helped fuel their rapid growth. However, before Pega, attempting to do this came with a very high maintenance cost that was unsustainable. Each time a new client or offering, such as web self-service, was added the code base had to be replicated and modified. When automation was too costly to incorporate, transactions were handled manually by the Customer Service Representative (CSR), which impacted productivity, training costs and service consistency.

EXECUTION 4 Months from Proof of Concept to Client "Go-Live"

When this company won a contract to service a large consumer goods manufacturer's Warranty Claims, thousands of products, contracts, processing rules and procedures had to be incorporated into the system along with a unique branded user interface. The team leveraged Pega in the cloud to set up a development platform within a day. They leveraged Pega's situational layer cake technology to create a core set of processes, procedures and user interfaces that could quickly be added to and customized to meet a specific client's needs. In addition, they leveraged the Warranty Management Solution to fulfill many of their key business objectives, such as: Deliver a unique, high quality customer experience, product consistent results/claim settlements, customize the client applications with a low total cost of ownership, reduce ad-hoc processing outside business systems, provide self-service, multi-channel capabilities, support global expansion, and expand product offerings.

OUTCOME Improved Percentage of "Completed on 1st call" from 60% to 85%

In the first few months of operation, they experienced a 42% gain in productivity. CSR's praised the solution for its ease of use and intuitive process flow. They quickly moved to the broader rollout of the solution to include all their clients. As a result, the team has been able to quickly on-board new clients and incorporate all their unique requirements while maintaining the core set of rules, policies and procedures that are driving improvement of operational performance and lowering costs.



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