PEGA RECALL

MANAGE THE RECALL PROCESS AND OPTIMIZE CUSTOMER SATISFACTION – EFFECTIVELY AND COMPREHENSIVELY

MANUFACTURING

AT A GLANCE

KEY CHALLENGE

When it comes to product recalls, you can't afford to take chances with your customer's safety. You must manage the events around each recalled product swiftly and effectively. But existing approaches aren't sufficient, leaving disconnects in the process and offering an incomplete view across your business and with suppliers and external parties. You're vulnerable to liabilities, fines and customer dissatisfaction and defection.

THE SOLUTION

Pega Recall provides a single place for tracking and managing the lifecycle of your Recall Program including the lifecycle of your compliance program and the all while staying focused on providing the best customer experience possible. Linked into your internal systems and data, Pega manages SLAs, escalation, parts planning and real-time analytics, allowing you to make the "best-next-action" decisions.

WHEN IT COMES TO PRODUCT RECALLS, YOU CAN'T AFFORD NOT TO GET IT RIGHT

When a product is recalled, you are facing regulatory scrutiny and potential customer endangerment. You know the world is watching so it is critical to manage the recall process effectively. You need clear and timely communication with all parties involved including regulatory agencies, your dealers or retailers, your customers and your own internal departments. Pega Recall guides you through all aspects of managing a recall – from the initial notification through to final disposition and closure. And with Pega Recall, manufacturers can define and configure the process they need to exactly match the company requirements including the automatic notifications to each customer, the regulatory agencies, the dealers and more.

Most importantly, Pega Recall enables you to engage each and every customer – individually. In a recall, every customer has their own personal experience, and each one must be treated with care and respect. Whether your recall affects 20 customers or 20 million, with Pega Recall, you can rest assured that each customer will be engaged throughout the process, from first engagement through to closure ensuring optimized satisfaction.

Pega Recall provides a single approach to tracking and managing each recall case, including your service level agreements (SLAs) and escalation handling. You can easily accommodate the needs of each unique situation. You can also use Pega Recall to capture pre-recall events, perform analysis, and apply advanced analytics to provide greater insights.

Companies managing recalls quickly learn that existing information systems are inflexible and cannot address the recall challenge. The recall itself is troubling enough – don't compound the problem by wrestling with your enterprise technology. Pega Recall will run the campaign – linking into the IT ecosystem to tap existing information and updating the central system data, including event information and full audit records.

A successful recall campaign provides coordinated planning across the full customer engagement period. Pega leverages real-time Decisioning to help mangers decide on the next-best-action to take for customer satisfaction and increase net promoter scores, while maximizing efficiency, minimizing costs and reducing risk.

PEGA RECALL

THE PEGA DIFFERENCE

Engage each and every customer professionally and proficiently

- Effectively handle every recall as a specific customer case, no matter how many there are.

- Define and configure the exact process your customer needs – matching exactly to company requirements.

- Automatic notifications to each and every customer, regulatory agency, dealer and others involved.

- Increased customer Net Promoter Scores (NPS) with improved recall processing and close customer engagement

Streamline all of your recall processes and approvals

- Simplified submission process with automated pre-validation of coverage and approvals

- Dynamic capture of all the relevant details for a recall claim in a single location

- Secure, multi-channel interactions across your contact center, web, mobile, social, dealer and retail channels while maintaining continuity and visibility.

Achieve savings in efficiencies, lower costs, customer and employee satisfaction

- Reduce the time and resources needed to process the recall claims

- Reduce the time to make changes to rules and structure

- Lower the cost to operate the technology and software systems

- Improve employee satisfaction with increased engagement, agility, and capabilities

- Preserve customer loyalty and retention

Get out-of-the-box functionality combined with Build for Change® agility to meet your exact requirements

- Configurable recall solution that your business users can tailor to fit your exact needs. No code.

- Easily extendable capabilities which include supplier recovery, return materials, warranty, service, and other key processes.

- Built in support for compliance and integration standards which dramatically reduces integration time to third-party partners

- Reduced integration time into internal legacy and ERP systems such as SAP®.

- Readily available integration touch points for functions such as warranty policies or service levels which eliminate custom coding for commonly required tasks.

Orchestrate and coordinate all of your recall activities in one place with direct communication to your connected devices, dealers, customers and internal stakeholders. Automatically generate and send mandatory forms and letters and create the required audit trial.