

# WorkAlign® Warranty Tracker

## AUTOMATED WARRANTY COST RECOVERY

There's no reason to leave money on the table anymore

*How well does your organization track and manage maintenance warranties? The average company performs service when it is needed, without regard to whether a warranty is in force. The reason is simple: warranty tracking is an administrative burden.*

Warranty claims tend to be a missed opportunity. If efforts are made to manage the claims process, they may be superficial or provide inconsistent results. Spreadsheets, the most common method, are highly labor-intensive and potentially inaccurate. ERP asset management systems like SAP PM contain warranty flag and date fields only, limiting their ability to systematically capture warranty details and create actionable relationships to work orders in progress.

VIZIYA WorkAlign® Warranty Tracker automates vendor claims for warrantable repairs. Once the contract details are entered, the system will track warranty statuses, review maintenance work orders against the warranty status, generate claims, and track the claim status. All you have to do is submit the generated claims. Plus, Warranty Tracker's flexible process flow can be tailored for unique needs.



### FINANCIAL BENEFITS SUMMARY:

- Improve Vendor Management
- Recover Warranted Costs
- Redirect Repair Costs
- Reduce Maintenance Costs
- Achieve Budget Targets
- Reduce Claims Processing Costs

### Claim What Is Yours

The Warranty Tracker identifies maintenance work performed on equipment and parts covered by a warranty. Potentially claimable materials, labor, or other warrantable costs are presented to the user, who can easily issue a warranty claim to the vendor. The savings is significant – warranty claims represent between three and five percent of a typical company's capital spending on average. Improving warranty visibility and tracking can help you to achieve maintenance budget targets because it sends hard dollar savings right to your bottom line.

For example, if maintenance personnel work on equipment under warranty, you either need to be reimbursed or receive credit from the vendor for the equipment and parts replacement costs. If broken parts are under warranty, you are entitled to make a warranty claim. WorkAlign® Warranty Tracker provides the tool you need to actively recover these costs, which would otherwise go unclaimed.

### Avoiding Unnecessary Expenses

If work is needed on a warranted item, WorkAlign® Warranty Tracker will alert the planner to its warranty status. This allows the planner to control the work and determine if consuming in-house labor time and materials is warranted or if the work can be postponed until the vendor takes corrective action. With either scenario, the planner has the data to determine whether the timing and conditions allow for pursuing the vendor for covered repairs.

### Fill the Process Gaps

The capabilities of WorkAlign® Warranty Tracker fill a gap in everyday maintenance practices. Built with VIZIYA's ERP bolt-on technology, Warranty Tracker complements and extends the

### RELATED PRODUCTS

- Analytics
- Scheduler
- IIoT
- Mobile
- Maintenance Budgeting

value of products like SAP PM by updating the warranty flag and warranty date fields with claim activity. It also integrates with WorkAlign® Scheduler to ensure that warranty-required work is performed. The entire WorkAlign® product family was built from the ground up using VIZIYA's wealth of maintenance and technical expertise, and it was developed with the goal of filling ERP EAM gaps.

### Realize Rapid ROI

Warranty Tracker can be up and running in just a few days. Its easy, out-of-the-box delivery saves implementation time, money and effort, and speeds the time to ROI. Fixed implementation costs and scalable license pricing accommodate customers of all sizes. Additionally, going live with a single central repository for all warranty terms simplifies ongoing program administration.

### Optimize Your Vendors

Vendor relations are improved when clear and accurate warranty records are kept. Capturing historical claims records in Warranty Tracker improves your leverage when it comes time for vendor negotiation and selection. Furthermore, when vendors receive multiple warranty claims from a customer, it could drive them to redesign the equipment or parts, which will not only reduce future warranty claims against the vendor, but it will reduce unscheduled outages and future maintenance costs as well.

### Choose a Robust Solution

WorkAlign® Warranty Tracker has an unmatched functional scope:

- Both equipment- and part-level warranty coverages are tracked, including systems, sub-assemblies, and parts. It provides visibility for all warranted products, from the most expensive equipment to the less-expensive non-maintainable parts, and it even supports asset sub-assemblies that are covered under different warranty terms.
- For complex equipment, an unlimited number of contracts can be entered into Warranty Tracker, and there is no limit as to how many contracts can be associated with a single vendor.
- Each contract can have multiple unique equipment or parts coverages, including calendar-based warranty durations or any number of consumption-based measures, such as mileage, meter readings, or hours in service.
- Any single piece of equipment can be assigned to as many coverages and contracts as required. Every equipment assignment will be tracked in Warranty Tracker and every qualified claim will be presented.
- Any single component or part, like an engine or transmission, can be assigned to as many coverages and contracts as required. Every component assignment will be tracked in Warranty Tracker and every qualified claim will be presented.

Let us show you how VIZIYA WorkAlign® Warranty Tracker can simplify your warranty claims processing, quickly and cost-effectively.

### Warranty Claims Typically Represent:

- 3-5% of Capital Spending



Empowering ERP Asset  
Management Solutions®

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