Bruviti Warranty Assist DATASHEET

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As warranty costs surge and affect bottom line profits, many equipment manufacturers are looking to understand the contributing factors of high warranty costs and evaluating advanced analytical and predictive tools to reduce warranty costs. Along with taking a large monetary hit, excessive instances of warranty claim also affect brand value and customer satisfaction.

Bruviti's Warranty Assist is a post service warranty audit tool that helps service teams get to the root of the problem by analyzing triage, service dispatch, and parts used data and take the necessary corrective measures.

USE CASE

Equipment manufacturers are looking to reduce warranty costs by implementing AI powered predictive analytics tools.

Challenges

In the absence of a warranty audit, service teams were unable to identify the source of high warranty costs. To reduce warranty costs, service teams required to employ a smart triage system, an efficient dispatch tool and an intelligent parts prediction tool.

Bruviti Solution

Bruviti's Warranty Assist carried out an audit on the service data using parameters such as examining the co-relation between the triage and parts used, repeat visits for the same issue, and wrong parts installed. Using these parameters, the AI powered tool analyzed the triage executed to identify the cases where wrong parts were sent or unnecessary parts were replaced, whether a truck roll was required or if the customer could have fixed the issue without technician intervention.

Benefits

Parts usage optimization	Product design enhancements
Cost management	Intelligent triage instances