

Extended Field Service Warranty Management Module

Automatically track and manage customer asset warranty activity in Microsoft Dynamics 365 for Field Service

The ability to view, access, and automatically track customer asset warranty coverage and the data to facilitate manufacturer warranty claims is critical to running a profitable service organization. Not having this visibility can negatively affect efficiency, productivity, revenue, and customer satisfaction.

To help you seize control of warranty management, we've built an agile yet robust add-on that's integrated with Microsoft Dynamics 365 for Field Service. The warranty management module allows you to quickly and easily create, administer, process and track warranty coverage and activities against customer assets throughout their entire lifecycles.

When warranty processes and data are automated, service is faster, invoices are more accurate, warranty claims are streamlined, customers are happier, and all service revenue is accounted for.



Business Outcomes:

- Automated and streamlined warranty management
- Increased warranty visibility
- Enhanced customer communication and satisfaction
- Reduced revenue leakage from warranty claims process issues and fraud
- Simplified and speedier customer invoicing
- Increased claim accuracy
- Streamlined warranty registration process
- Integrated fully to D365 contact center and work order processes

Features and Capabilities

- **Automate Time Card Work Flows**
Pre-built functionality allows you to automatically track and manage warranty activities, terms, and conditions within D365 CE and Field Service. With this visibility you can check warranty status and access details and serviceable components in warranty agreements. It also allows you to indicate warranty and agreement coverage on cases and work orders – including showing which products and services are not billable.
- **Full Mobile Experience**
You can access and manage warranties and activities across all devices, including a complete mobile experience with off-line support. This provides technicians with visibility to warranty and agreement coverage on cases and work orders in the field. The module runs on the latest version of the Field Service Mobile app.

→ **Streamlined Claims Processing**

The module helps you collect all the data you need to quickly and efficiently support warranty claims processes.

→ **Leverages the Power of the Platform**

Our warranty module takes advantage of all the out-of-the-box features of D365. Accounts, assets, campaigns, work orders, schedule board, pricing, process work flows, and more are leveraged to provide a full and robust warranty management system.

→ **Works Right Out-of-the-Box**

The Warranty Management Module is plug and play. It's up and running quickly with no customization necessary – saving time and money and speeding time to benefit.

→ **Warranty Registration**

The module lays the groundwork necessary to automate warranty creation and streamline warranty tracking. Now you can quickly and easily identify warranty owners, effective dates, and easily access other coverage data to ensure faster and more accurate service.

→ **Warranty Generation Rules**

Automatically create warranty records upon approved warranty registration with warranty generation rules that serve as templates with a corresponding plug-in.

Why Hitachi Solutions

We offer deep industry expertise combined with decades of experience providing high-value solutions that deliver rapid return on investment. Our approach is designed to give you a faster, lower-risk implementation and rapid adoption through proven best practices.

- It starts with core technologies built on Microsoft Dynamics 365 so you can get up and running quickly
- We extend that with our own industry modules that give you capabilities tailored to the needs of your industry
- Finally we deliver a customized solution to provide the best fit for your business, so you can focus on your unique strengths, not on basic technology

GET STARTED. REQUEST A CUSTOMIZED DEMO.

Interested in learning more about Extended Field Service Warranty Management Module? Get a customized demo to see how you can re-invent your business solutions.



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