

# WINNING EDGE 365 SUITE



## Partner Relationship Management

[www.winningedge365.com](http://www.winningedge365.com)



WARRANTYEDGE

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## Warranty Edge Overview

The **Warranty Edge** module of our **Winning Edge 365 Suite** helps seal customer relationships with long-term trust. Trust is difficult to earn and can be easily broken. Delivering excellence in your warranty program will build more brand loyalty than anything else you do.

Many companies see traditional warranties as cost-center rather than a profit-center. We go beyond printed cards and paper trails to change all that. Warranty Edge, built on Microsoft Dynamics 365, turns your warranty program into a profit center that generates trust, exceptional customer experiences, and competitive advantage.

Register & Track Warranties

Installed-System Warranties

Claim Management

Extended Warranties

Knowledge Base

Connected Field Service

Reporting & Analytics





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## Register & Track Warranties

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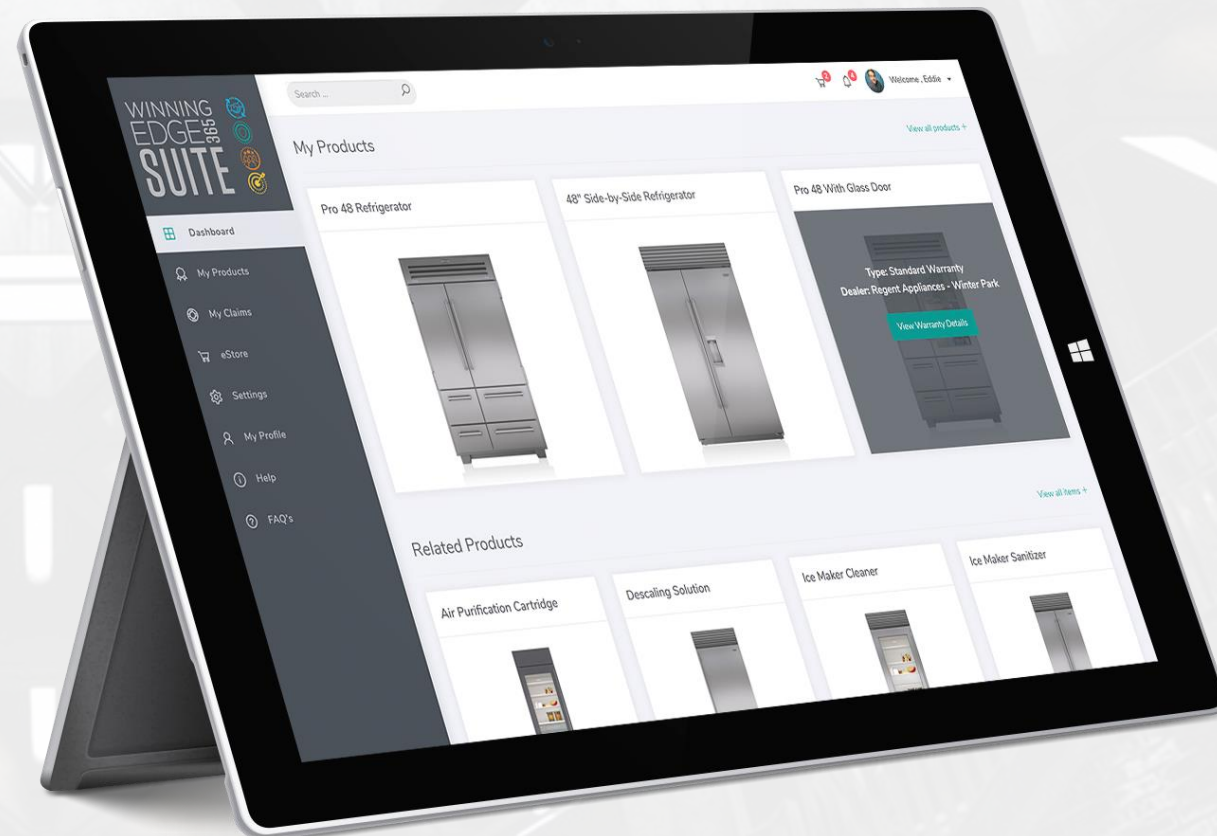
With our latest innovation, you now have the possibility of linking your Loyalty Edge and Warranty Edge systems together so that manufacturers, partners and end customers all have access to the same relevant information seamlessly and in real-time.

Partners can enter warranty information on behalf of end customers. Delivering excellent customer experience during the registration process gets you and the end customer on the right path to success.

Partners and end customers alike will have access to a powerful self-service portal with a complete knowledge base, learning center, live chat, chat bots and warranty claim processing—all in one place.

# Feature List

- ❖ Partner portal allows the seller to register products on behalf of end customers.
- ❖ End Customer portal offers a beautiful B2C customer experience accessing the same core system and utilizing the same portal
- ❖ Track serial numbers along with other product warranty information
- ❖ Complete end customer self-service capabilities including claim processing, knowledge base, chat and profile management





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## Installed-System Warranties

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Some companies warranty not only the discrete materials they sell, but the final installed system as a whole. This unique module allows the channel manager to convert an Opportunity into an Installed-System Warranty custom template, copying the products along with other details.

Channel manager and partner can collaborate on warranty details using customizable, automated approval workflows. Attach test results and other documentation and then auto-generate an Installed-System Warranty with a unique identifier.

The manufacturer, channel and end customer all have access to the same warranty and can process claims through their respective portals.



# Feature List

- ❖ Installed-System Warranty module allows partners and end customers to collaborate on a custom warranty for the final installed system
- ❖ Automated workflows allow partner to control the process while working with the end customer on warranty details
- ❖ Generates an Installed-System Warranty document with unique identifier which can be accessed the via the portal
- ❖ Process claims through the partner and end customer portals, giving functionality and visibility to the entire channel

The screenshot displays the Dynamics 365 Warranty module interface. The top navigation bar includes 'Dynamics 365', 'Settings', and 'Warranties > WAR-7000007'. Below the navigation bar is a toolbar with buttons for 'SAVE', 'SAVE & CLOSE', 'NEW', 'DEACTIVATE', 'DELETE', 'ASSIGN', 'SHARE', 'EMAIL A LINK', and 'RUN WORKFLOW'. The main content area is titled 'WARRANTY : WARRANTY EDGE' and shows the warranty ID 'WAR-7000007'. The interface is divided into several sections: 'GENERAL', 'WARRANTY TERMS', 'CONSUMER INFORMATION', 'DATES', and 'PEOPLE'. The 'GENERAL' section contains fields for Warranty #, Warranty Name, Warranty Type, Transferable, Relocatable, Invoice Product, Loyalty Product, Product, Serial Number, Parent Membership #, Membership #, and Company Name. The 'WARRANTY TERMS' section contains a table with columns for Category, Parts & Labor, Duration, Period, and Expiration. The 'CONSUMER INFORMATION' section contains tabs for 'CURRENT HOLDER', 'ORIGINAL HOLDER', and 'TRANSFER HOLDER'. The 'DATES' section contains fields for Warranty Initiation, Invoice Date, Install Date, Warranty Start, and Transfer Date. The 'PEOPLE' section contains fields for Portal User, Sales Rep, Consumer, Original Consumer, and Transfer Consumer.

GENERAL	
Warranty #	WAR-7000007
Warranty Name	Sub-Zero Refrigerator
Warranty Type	Standard
Transferable	Transferable
Relocatable	Yes
Invoice Product	SubZero Pro 48 With Glass Door [648PROG]
Loyalty Product	SubZero Pro 48 With Glass Door [648PROG]
Product	SubZero Pro 48 With Glass Door [648PROG]
Serial Number	6435734534
Parent Membership #	6832511
Membership #	6832510
Company Name	Regent Appliances

WARRANTY TERMS					
Category	Parts & Labor	Category	Parts & Labor - Sealed System	Category	Parts - Sealed System
Duration	2	Duration	5	Duration	12
Period	Year(s)	Period	Year(s)	Period	Year(s)
Expiration	6/1/2020	Expiration	6/1/2023	Expiration	6/1/2030

CONSUMER INFORMATION		
CURRENT HOLDER	ORIGINAL HOLDER	TRANSFER HOLDER

DATES	
Warranty Initiation	Invoice Date
Invoice Date	2/5/2018
Install Date	
Warranty Start	6/1/2018
Transfer Date	

PEOPLE	
Portal User	
Sales Rep	
Consumer	Eddie Kingdon
Original Consumer	Eddie Kingdon
Transfer Consumer	



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## Claim Management

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Make claim management for your channel and end customer easy. Once registered, the manufacturer, partner and end customer can all access the same claim through their respective portals.

The manufacturer has the full capabilities of Microsoft Dynamics 365 for Service at their disposal. Serial number tracking is included in the module and is particularly useful for tracking the history of a 'customer journey', not just the history of the 'product'.

Warranties and serial numbers can be linked to a claim, providing deep insights into your product development processes and lifecycles.



# Feature List

- ❖ Claim Processing available through the partner and end customer portals, giving functionality and visibility to the entire channel
- ❖ Activity and document tracking for the entire channel, with internal notes and documents hidden from the portal.
- ❖ Advanced serial number tracking allows multiple serial numbers to be tracked to a single warranty product to track replacements
- ❖ Notifications to all parties via email or text based on user preference





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## Extended Warranties

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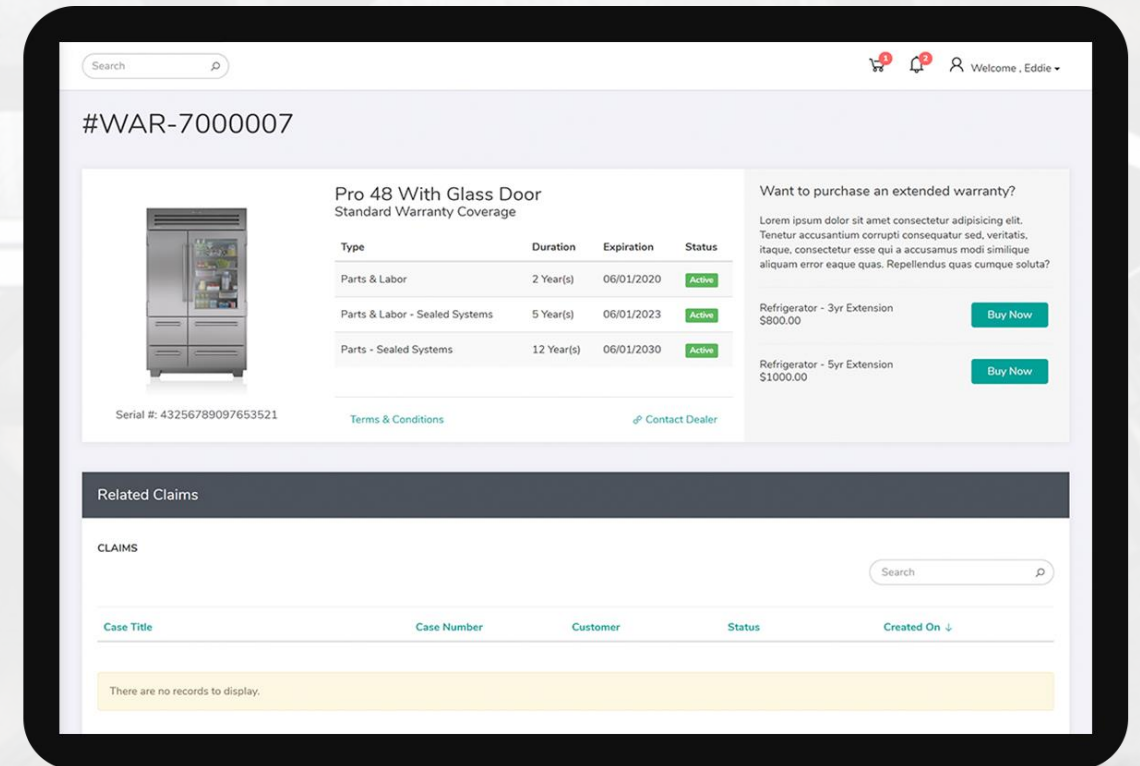
Once you have deep insights into your product claim processing analytics by linking warranties and serial numbers to claims, you now have the data to make intelligent decisions about offering extended warranties.

Use analytics to determine the optimal cost and duration of extended warranties per product or product category—or decide not to offer one at all!

Extended warranties can turn your cost centers into profit centers. To make it easy, we provide the capability for both the partner and customer to purchase extended warranties from their portals.

# Feature List

- ❖ Partners can purchase extended warranties in bundles to resell to end customers
- ❖ End customers can purchase extended warranties directly from the customer portal
- ❖ Use the Marketing Edge module to market profitable extended warranties as expiration dates approach
- ❖ Track claim processing against standard and extended warranties for future analysis
- ❖ Analytics give you insights into the most profitable extended warranties to offer based on claim processing







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## Connected Field Service

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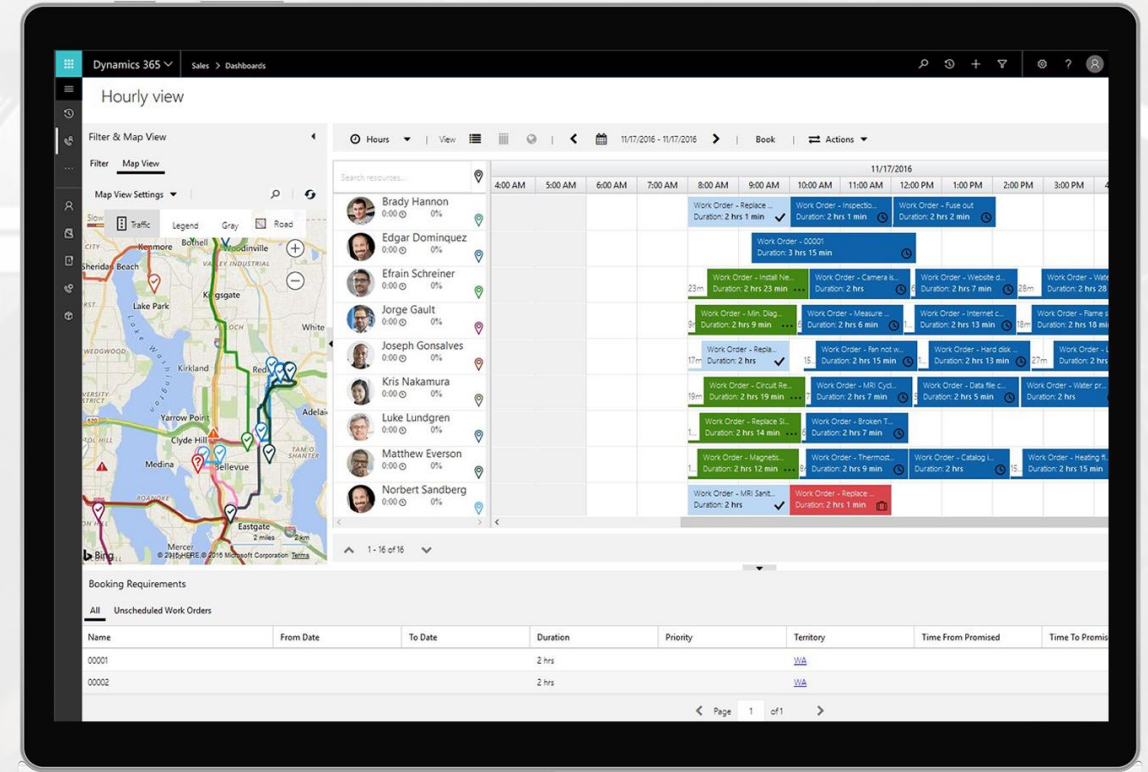
By combining warranty management with field service operations, the customer experience is further enhanced.

All parties have real-time insights into the claim management process, reducing confusion, frustration, and delivering on customer expectations. WarrantyEdge harnesses the power of Microsoft AI & Machine Learning to complement connected Field Service and Claim Processing in a variety of ways.

Warranty Edge is a fully customizable platform to meet your unique line of business needs. So set your imagination free and get creative!

# Feature List

- ❖ Improve scheduled maintenance and address issues before they occur
- ❖ Increase margins by identifying and remediating defects more quickly
- ❖ Monitor IoT devices and auto-generate claims based on device status & reporting
- ❖ Complete resource scheduling engine to efficiently manage your field service team
- ❖ Make sure your trucks have the right parts for first-call resolution





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## Reporting & Analytics

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Warranty Edge comes with out-of-the-box reports, charts and dashboards to handle warranties and claims. You'll also have access to an easy and intuitive interface for generating custom reports, charts and dashboards. Both channel manager and partner will be able to track all types of activity, from claim processing to warranty costs.

One of the greatest benefits of the platform is the option to combine CRM + PRM into a single platform, allowing a true 360-degree view of the entire enterprise. No other system *anywhere* can provide that depth of *native* reporting and analytics. Now that's true digital transformation.



# Feature List

- ❖ Real-time data reporting. Native data means no outdated information. Ever.
- ❖ Out-of-the-box reports and dashboards
- ❖ Customizable reports and dashboards
- ❖ Track claim processing and warranty performance
- ❖ Segment data with advanced drill-down with Microsoft Power BI
- ❖ Intelligent insights for intelligent business decisions

