Warranty Administration and Repair Efficiency

msx
international

MSX helps mobility providers take control of warranty, increase efficiency, reduce processing times, and accelerate warranty claim decisions.

Our Warranty Administration and Repair Efficiency Solution offers innovative methods to eliminate warranty waste not only to traditional OEMs but also to diverse mobility providers. We work closely with our clients to achieve substantial reductions in warranty costs while enhancing the overall quality of their warranty processes.

Our team of experts assess current issues and work hand-in-hand with the key stakeholders to implement best practice warranty repair procedures. This includes providing your dealers and field staff with the necessary materials and training to ensure that warranty efficiency remains at the highest possible level. Our solutions are built on a modular platform that allows our customers to:

› Maximize automation of their claim handling

› Leverage the potential data available within the client landscape

› Be in complete control of claim selection for manual review whilst managing the distributed approver/ assessor teams

![MSX international logo]

Explore our end-to-end warranty portfolio

The MSX Warranty Administration and Repair Efficiency portfolio comprises a set of modules – which can be implemented as a suite or individually – that help enhance your organization's productivity, global reach and cost efficiency.

Warranty Claims Review

Our artificial intelligence-driven claims assessing solutions automatically select and process low–value, low-risk claims, freeing up time for warranty agents to focus on high-value claims.

Repair Pre-approval

Our pre-approval solution enables pre-authorization of repairs to minimize costs and improve the quality of the repair.

Warranty Coaching and Audits

We offer onsite and remote coaching and auditing to improve warranty process compliance.

Parts Return Center

Our Parts Return Center use analytics to prioritize parts recalled, quickly analyze root cause and improve quality.

Warranty Business Intelligence

We leverage your warranty data to identify insights that help improve your performance.

Dealer Network Support

We manage requests from the dealer network for support with complex systems and policies.

Recall Management

We support the entire recall life cycle with customized actions improving completion rate and transparency in the process.

Warranty Digital Platform

Our Warranty Digital Platform leverages AI to manage the end-to-end claim review process, optimizing warranty savings and controlling costs.

Automated, digital tools that save time and reduce costs

Driven by AI and machine learning, MSX's digital warranty platform identifies anomalies and fraudulent claims, and help find hidden value, reducing warranty costs and improving accuracy.

A **Prediction Engine** based on algorithms scores all incoming claims according to criteria such as potential savings, probability for deficiency or potential risk.

Within the **Rules Engine**, business and analytical rules are applied to 'scored' claims for further validation. Claims are then sent for automatic payment or manual assessment. The rules studio enables the creation or modification of rules without IT team intervention or programming.

Our **Workflow Distribution Platform** combines machine learning and human intelligence. AI supports agents with better insights, while the AI tool receives feedback from agents and performance analytics to train the models.

A set of **Smart Analytics** dashboards provide deeper insight into claims processes, including performance of assessments and continuous feedback on technical skills within the warranty team. Analytics also provide information on the performance of AI models and rules.

Smarter warranty solutions, tailored to your needs

Our flexible, agile and responsive engagement models ensure we can offer the right package of solutions and services to meet your organization's unique warranty requirements.

Whether you'd like us to develop a complete strategy that includes programs, services and technologies and deploy it across your business, or tailor a project in response to a specific challenge or opportunity, our smart and cost-effective solutions will work for you.

Full-service BPO

MSX delivers end-to-end solutions, from concept and design to delivery and ongoing support. Our expert teams use best practices, proven techniques and innovative technologies to support your warranty operations now and in future.

On-demand projects

Our warranty solutions and services are flexible and dynamic, so we can adapt quickly to the requirements of your ad-hoc projects and manage them faster and more cost effectively than most in-house arrangements.

MSX digital warranty platforms

Our automated warranty management solution integrates seamlessly into your organization, helping to enhance performance, offer more detailed insight, and improve efficiency.

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Get in touch with us

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