



Hitachi Solutions Warranty Management Solution

Automatically track and manage customer asset warranty activity in 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.

Features and Capabilities



Automate Warranty Workflows

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

Access and manage warranties and activities across all devices, including a complete mobile experience with offline support. Provide technicians with visibility to warranty and agreement coverage on cases and work orders in the field.



Streamlined Claims Processing

Our solution simplifies the claims process by centralizing data collection and automating data capture. This ensures that all necessary details for a claim are accurately recorded, reducing manual effort and speeding up the process. The system also facilitates claim submission, tracking, and management, providing real-time updates and visibility into claim status. This transparency allows service managers to address issues quickly and ensure efficient processing within timelines.

Business Outcomes

Hitachi Solutions Warranty Management Solution offers many benefits to an effective warranty management solution, including:

- ✓ Automated and Streamlined Warranty Management - Increase efficiency with automated workflows.
- ✓ Increased Warranty Visibility - Enhance access to warranty status and coverage details.
- ✓ Enhanced Customer Communication and Satisfaction - Improve service quality and customer satisfaction.
- ✓ Reduced Revenue Leakage - Mitigate revenue loss due to warranty claims process issues and fraud.
- ✓ Simplified and Speedier Customer Invoicing - Increase accuracy and speed of customer billing.
- ✓ Increased Claim Accuracy - Ensure proper claim processing and reimbursement.
- ✓ Streamlined Warranty Registration Process - Simplify the registration process, reducing administrative burden.
- ✓ Full Integration with D365 Contact Center and Work Order Processes - Seamlessly connect with existing systems.



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