TAVANT

WARRANTY.AI

AI Models to Elevate Your After Sales Business

TAVANT AT A GLANCE | INNOVATION FOR THE MANUFACTURING INDUSTRY

GLOBAL PRESENCE
Offices in Europe & UK

LOCATIONS
8 Countries

INTERNATIONAL CLIENT BASE

BEST COAST DELIVERY

24
YEARS
Aftermarket software expertise

200,000 + users

150 + countries

3,000+
GLOBAL HEAD COUNT

Industries
Automotive

Building/Construction Materials

HVAC

Electrical Appliances

Ag/Farm Equipment

Heavy Equipment

Artificial Intelligence and Machine Learning
APPROACH TO BUILD PRODUCTS

SERVICE LIFECYCLE MANAGEMENT

- Warranty Management

- Quality Management

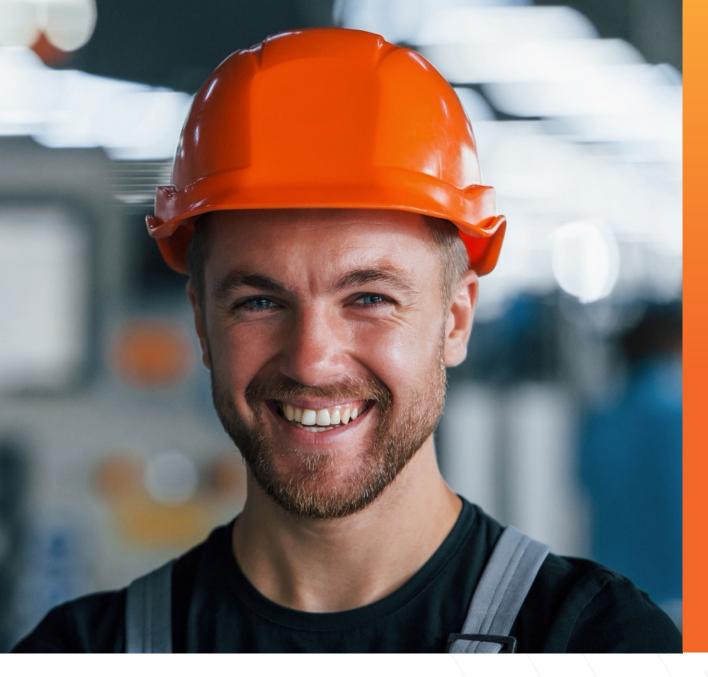- Service Contract Management

- Service Parts

- Service Analytics

Analyst Speak
≡IDC

*Manufacturers in complex industries with complex networks demand partners like **Tavant,** that can support its clients with **personalized, configurable offerings** that can deliver **AI-based capabilities** and improve point processes while ensuring data can be leveraged across the enterprise."-*

Aly Pinder (IDC)

Best Place to Work
in the Digital Space by the CEO Magazine

KEY PARTNERSHIPS

Microsoft

salesforce

TAVANT

LEADER

IDC MarketScape for Warranty Service Management Applications 2024

MAJOR PLAYER

IDC MarketScape for Service Life-cycle Management 2023- 2024

MAJOR PLAYER

IDC MarketScape for Service Parts Planning Applications 2023-2024

TMAP

AI Models to Elevate Your After Sales Business

Warranty.AI

- Suspect Claim
- Claim Automation
- Peer Averaging
- Code Predictions
- AI Content Extractor from Images & PDF
- Data Models & API Integrations
- Warranty Dashboards, Metrics & Reserve Forecasting

Price.AI

- Price Optimization
- Price Strategies
- Competitive Pricing Analysis
- Alerts, Price Metrics, What-If Analysis
- Inventory optimization
- API Integrations
- Parts Demand Forecasting

Field.AI

- Copilot for Field Engineers
- Service & Parts Predictions
- Real-time visibility
- Intelligent Service Recommendations
- MTTR, MTBF, Fix Rate
- Causal Parts Probabilities
- Workforce & Route Optimization
- Customer Sentiment Analysis

Knowledge.AI

- Structured and unstructured data collection & optimization
- Gen AI enabled smart search and chatbot
- Persona based questions and answers
- Copilot integration in your application
- Automation Agent – Case creation, Warranty Claim Entry
- Generate content - service documentation, knowledge articles.

Connect.AI

- Data collections
- Alerts & Uptime
- Failure Prediction Models
- Asset Utilization for IoT devices
- Anomaly Detections
- Integrations with Business Applications

Quality.AI

- Early Warning Signals
- Machine Failure Clusters and Root Cause Analysis
- Failure predictions from Claims
- Quality Metrics
- Weibull, Survival, Defect, and Part Failure Analysis
- Recalls & Return Analysis

Contract.AI

- Parts & Service Demand Forecasting
- Profitability Analysis
- Pricing
- Service Contract Metrics
- Contract renewal & Churn
- Plan Performance Optimization
- Segmentation, Upsell & Cross sell Opportunities

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WARRANTY

Warranty Analytics

AI Models & Insights to automate claims processing, identify suspicious information, improve dealer performance and reduce warranty spend. Enhance quality of the claim as well as identify anomalies in the image.

Suspect Claim Analytics
Leverage Machine Learning algorithms to flag suspicious claims and reducing warranty spend

Code Prediction
Predict QA codes using AI, ensuring better data quality, and data accuracy in identifying the issues

Warranty Analytics
Benefit from large number of standard KPIs, dashboard based on industry best practices

Warranty Cluster
Auto cluster of similar claims, based on a multitude of parameters to provide the labor/part cost peer averaging

Image Anomaly Detection
Neural net-based image labelling of the attached images, PDF and Videos

Predictive Analytics
Predict future warranty cost, failure rates and maintenance requirements and allocate resources effectively

Claims Automation
AI Models to automate the validation and processing claims. models to analyze claim data, and verify warranty coverage

Optimize Warranty Spend
ML models to predict failure probabilities for existing and replaced components. With a help from AI, Identify cost optimization drivers

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TMAP | VALUE PROPOSITION

Improve **operational efficiency** (Reduce Cost, Improve Quality and Maximize resource utilization), **elevate service quality, drive revenue growth** (IoT Monetization, Parts Price) and **Service Focus** (Focus on Total Cost of Ownership, Uptime Assurance Programs)

Comprehensive AI Models for Manufacturing After Sales teams to reduce cost, optimize outcomes, and solutions relevant to their operations

Real-time Insights
enabling businesses to make proactive and immediate decisions based on the most up-to-date information.

Industry specific Expertise
enabling standardization & reducing data engineering investments exponentially

Advanced Predictive capabilities
utilizing ML models to forecast future trends, anomalies, or potential issues based on historical and real-time data
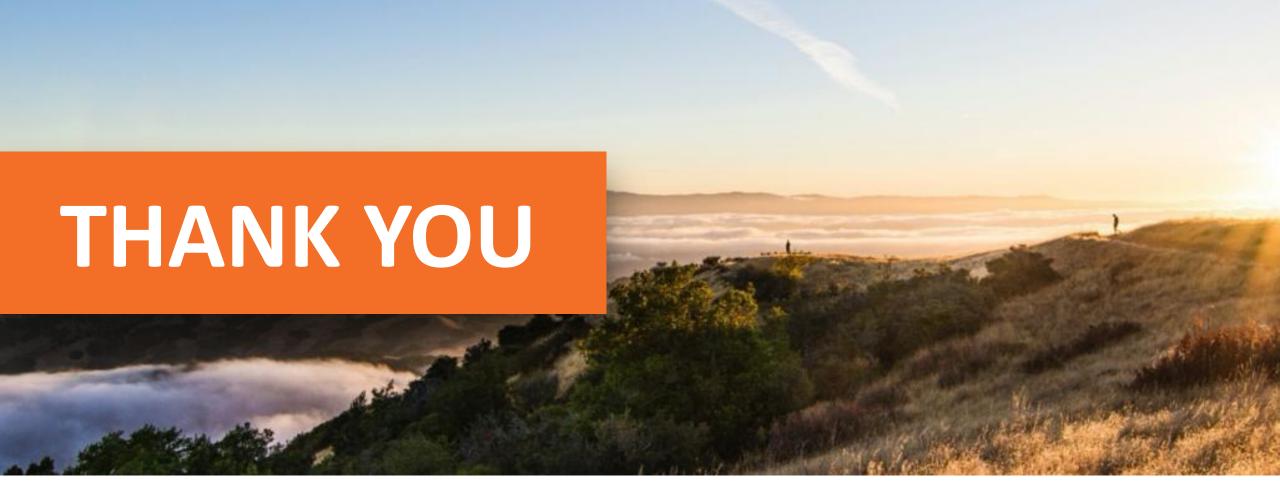
Wide choice AI models
that seamlessly & securely run on your data and store insights in your subscription

APIs that offer flexibility
to build or run solutions analytics, reports & dashboards

Turning Data into Insights & Recommendations. Elevate Your After Sales Experience with AI-Powered Intelligence.

THANK YOU

PEOPLE. PASSION. EXCELLENCE.

Santa Clara | Dallas | New Jersey | Indianapolis | London | Bangalore | Hyderabad | Noida | Kolkata | Sydney | Tokyo | Colombia

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