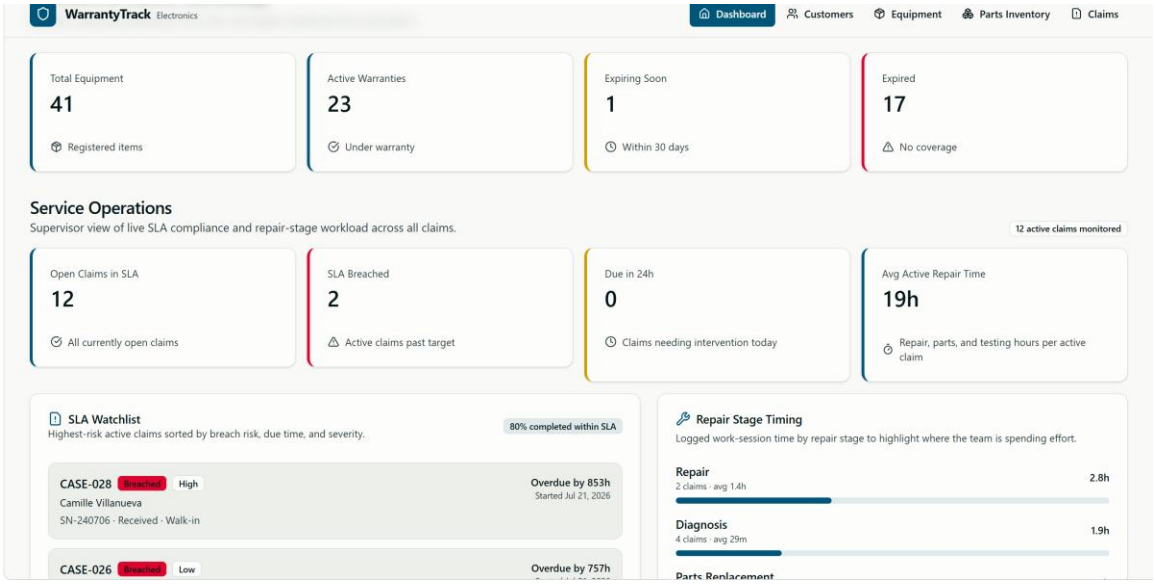
# Unified Warranty Management

Claims, service and customer engagement for consumer goods companies and electronics manufacturers

## Overview

The Unified Warranty Management Solution is an AI-enabled solution brings the whole cycle into a single application: the **customer and product records** that establish coverage, the **claim workflow** that moves an item from intake to release, the **technician workspace** that captures diagnosis, repair, parts and time, and the **communication** that keep the customer informed and measures how the service was received. Service leaders get a live operational picture instead of a monthly reconciliation.




| Core Functions | Components | Purpose |
|---|---|---|
| Master data and records | Customer master data, product and warranty records, parts inventory | Establishes who the customer is, what they own, what it is covered for, and which replacement parts are available. |
| Claims and service workflow | Claims creation, claims management, technician work panel | Moves a claim from intake through diagnosis, repair and testing to release, with ownership at each stage. |
| Operations and engagement | Service operations dashboard, activity time tracking, communication and survey | Gives management a live view of workload and service levels, and keeps the customer informed from receipt to collection. |

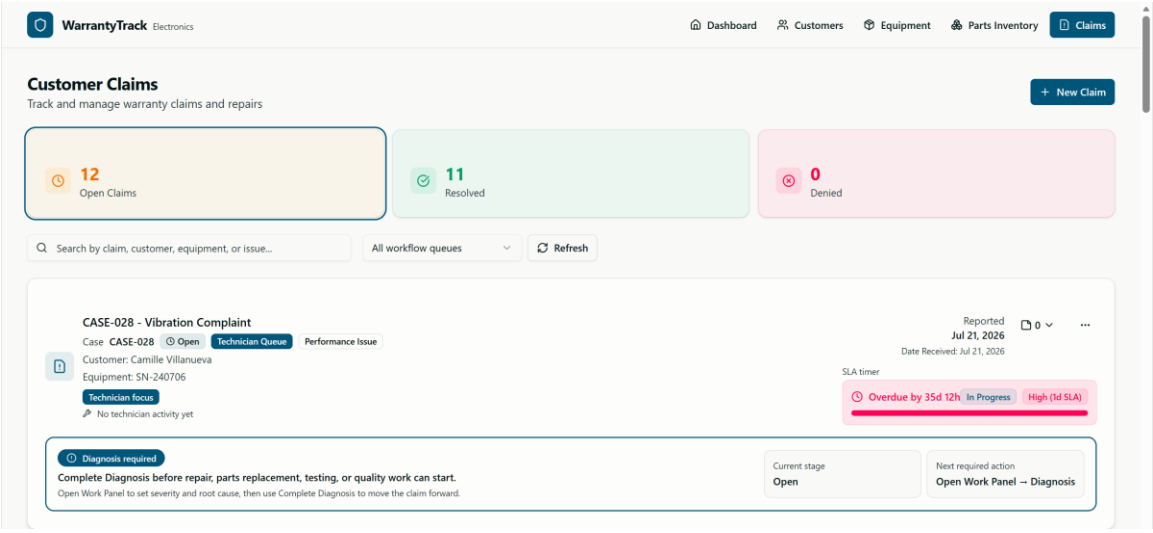
## Core Capabilities

A single data model, so a claim raised at the front desk carries its coverage status, technical history, parts consumption and customer correspondence as a single record.

| Capability | What it delivers |
|---|---|
| Customer master data | Central customer profiles and contact records, so every claim is linked to a known account rather than re-keyed at intake. |
| Product and warranty records | Registered units with model, serial number and coverage terms. Selecting the unit on a claim returns the warranty validation result automatically. |
| Parts inventory | Replacement parts stock with consumption recorded against the claim that used it, linking warranty cost directly to the service event. |
| Claims creation | Intake from any service channel, capturing customer, product, issue type, source channel and intake notes in one screen. |
| Claims management | Status routing from intake through receipt, technician assignment, chargeable-work approval and release, with service-level tracking from the point of receipt. |
| Technician work panel | A queue-driven workspace for diagnosis, repair, parts replacement and testing, with claim type, severity, root cause and session history recorded against the job. |
| Service operations dashboard | A live view of open claims, service-level status and technician workload for supervisors and service managers. |
| Activity time tracking | Start and stop timers per service stage, producing actual labour time by stage, technician, product line and failure type. |
| Communication and survey | Customer notifications at each milestone, a full correspondence history on the claim, and a satisfaction survey issued after collection. |

## The Claim Lifecycle

A claim follows a defined path with clear ownership at each handover, and the status is visible to everyone involved at every point.



1. The customer reports an issue through any service channel, including chat via an AI agent, email, phone, retail counter or web form.
2. The representative creates the claim against the customer record and the registered product, capturing issue type, source channel and intake notes.
3. The system validates warranty status automatically from the selected product and displays the coverage result on the claim.
4. The equipment is marked as received, which starts service-level tracking and routes the claim into the technician queue.
5. The technician takes ownership, records diagnosis with claim type, severity and root cause, and flags whether chargeable work is involved. Where payment is required, the front desk reviews the diagnosis and confirms receipt before repair proceeds.
6. Repair, parts replacement and testing are carried out with timers running against each stage, and consumed parts are drawn from inventory with recorded quantities.
7. On completion the claim returns to the front desk, the item is marked ready for release, the customer is notified, and once the item is collected the claim closes and a satisfaction survey is issued.

## Roles the Solution Supports

The application is built around the three people involved in every claim, each with a workspace suited to what they actually do.

| Role | What they need | How the solution serves them |
|---|---|---|
| Customer | To report a fault on a registered product and know whether it is covered, what will be done and when the item is ready. | Reports through any channel, receives notifications at receipt, payment, repair start, completion and release, and is surveyed after collection. |
| Customer service representative | To document the concern properly, confirm coverage, handle any payment step and release the item once service is complete. | Creates and manages the claim end to end, sees warranty validation automatically, marks receipt and release, and closes the claim on collection. |
| Technician | To work an assigned queue and leave a complete technical record behind the repair. | Takes ownership from the queue, times each stage, records diagnosis and root cause, consumes parts by quantity, and completes testing before handover. |

## Business Outcomes

Bringing warranty onto one platform changes both the economics of the service operation and the experience the customer remembers. Coverage decisions stop being a matter of individual judgement, technician effort becomes measurable, and the parts consumed against warranty work are recorded rather than estimated.

- Consistent coverage decisions, because entitlement is validated from the product record rather than assessed manually at the counter.
- A complete technical history for every serviced item, including diagnosis, root cause, parts consumed and testing outcome.
- Measurable labour and parts cost per claim, per product line and per failure type, which feeds warranty reserving and quality engineering.
- Fewer status enquiries, because customers are notified at receipt, payment, repair start, completion and release without anyone chasing an update.

## Platform and Deployment

The solution is delivered on the Microsoft Cloud and runs in the browser and on mobile devices, which suits a technician working at a bench as readily as a representative at a service counter. It uses the organisation's existing Microsoft identity, so there is no separate user directory to maintain and access follows the roles already defined in the business.

Claim types, severity levels, root cause categories, service stages and communication templates are all configurable, so the application can be aligned to an existing warranty policy rather than the policy being reshaped to fit the software. It integrates with ERP and CRM systems for customer, product and inventory data where those systems are the master, and a typical first deployment is measured in weeks rather than quarters.

## Pricing

| Module | Monthly Price (USD) |
|---|---|
| Warranty Application (Minimum of 10 users) | **$30 per user** |
| Customer Portal | **400 per 100 authenticated users**<br><br>*Equates to $4 per user* |

## Getting Started

Unify Dots can demonstrate the working application against your own product catalogue and warranty terms, and scope a pilot covering one product line or one service location. To arrange a demonstration, contact Unify Dots at info@unifydots.com.

## About Unify Dots

- Global scale with a local touch. Team members across ANZ (Australia / New Zealand), SE Asia (Philippines, Singapore, Malaysia, Thailand), the Americas (USA, Canada, Brazil), and Europe (Poland, UK, Czech Republic, Turkey).
- Over 26 years of business application expertise spanning Sales Automation, Customer Engagement, Portals, Procurement, Asset Management, Inventory & Warehousing, Financial Management, and HR.
- Microsoft Solutions Partner for Business Applications, Data & AI, Azure, and Digital & App Innovation; Microsoft Fast Track Portfolio Partner; and Copilot Jumpstart Ready-Tier Partner.
- Ranked by IDC as a Major Player with an Accelerate Framework that reduces time-to-market for customer deployments.
- Committed to social impact, with a minimum of 25% of profit donated to charitable organizations focused on education for low-income families and children.
- ISO 9001:2015 certified organization.

### Contact:

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