

Appian for Automotive

WARRANTY MANAGEMENT

- Gain visibility and control for decision making and quality improvement
- Drive efficiencies and modernize processes for quicker resolution and funds recovery
- Improve relationships with dealers and suppliers through an integrated warranty claim experience
- Increase efficiencies across teams to handle parts return and warranty claims with ease

Warranty management is a complex, multifaceted process directly impacting the profitability of an original equipment manufacturer (OEM), its dealer network, and supply chain partners.

Often fragmented across departmental silos and systems, legacy business processes to handle warranty claims and recover money from suppliers hinders productivity, relationships, performance—and the bottom line. Organizations need an integrated solution to streamline processes and transform parts return and warranty recovery, while empowering collaboration across the ecosystem.

TAKE CONTROL OF THE WARRANTY LIFECYCLE

From warranty registration to parts return and supplier cost recovery, enhanced visibility and control leads to continuous improvement, better vehicle quality, and better supplier relationships.

With Appian's enterprise low-code application platform, organizations can automate and centralize processes to improve warranty management and provide a unified experience to everyone involved in the warranty claim lifecycle.

- **Provide a unified view** of customer, component, dealer, claim, and coverage information
- **Enhance collaboration** across OEM, suppliers, dealers, quality organization, and internal stakeholders
- **Power agility** to quickly adapt applications to meet changing market demands, enhancements, industry best practices, and future design requirements
- **Increase visibility** in each step of the warranty process to identify root causes, track resolution, and improve detection-to-correction cycles
- **Provide real-time reporting** to all stakeholders including claims processing, part diagnosis, and funds recovery
- **Extend applications** across the business, while seamlessly integrating with existing systems and dealer claim processes



FOCUS

Take control of the end-to-end warranty management process, with an easy-to-use platform that allows organizations to:

- Increase efficiencies and team productivity to handle warranty claims with ease
- Reduce warranty costs with improved quality and faster warranty recovery
- Improve vehicle and component design quality through ecosystem collaboration
- Provide complete visibility into the warranty, parts return, and claims processes
- Improve relationships with dealers and suppliers through better claim transparency

TAKE CONTROL

Quickly build, deploy, and scale new automotive and manufacturing enterprise applications, including:

- Product Innovation Management
- Manufacturing Execution
- Vendor and Supplier Relations Management
- Dealer Network Incentives
- Compliance and Government Affairs
- Aftermarket Service
- Inventory and Materials Planning

PREPARE FOR THE FUTURE

Modernizing warranty claim processes, with the ability to quickly adapt and deliver quality, is critical for automotive manufacturers.

It takes speed and power to transform warranty management. The Appian enterprise low-code application platform provides both, while leveraging your current IT investments.

With Appian, organizations can build web and mobile apps faster, run them on the Appian cloud, and manage complex processes end-to-end, without limitations.

LEADING AUTOMOTIVE AND MANUFACTURING ORGANIZATIONS RELY ON APPIAN:



DAIMLER



Appian

Appian provides a low-code development platform that accelerates the creation of high-impact business applications. Many of the world's largest organizations use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk management and compliance.

For more information, visit www.appian.com