OnProcess Warranty & Fraud Management:
Accelerate Claims Processing and Prevent Fraud

Warranties are an essential part of business. Customers rely on them to protect product purchases. Vendors rely on them to both spur sales and delineate their own responsibilities when it comes to repair and replacement. And for most companies, warranty management is a manually intensive, fragmented process riddled with risks.

The headaches begin with product registrations, when typos and missing information stall the process while your warranty team painstakingly tries to complete them—consuming precious corporate resources you could be applying to your core business. Then, when claims are filed, there's the protracted process of putting them through the system, fixing mistaken entries and determining if entitlements are valid. In many cases, they're not—unbeknownst to you.

Fraudulent warranty claims account for up to 15% of an average company's warranty costs and cause businesses to lose 5% of their annual revenue.[1] But many companies are unaware of the extent of the problem or struggle to take action because they lack tangible evidence.

Exacerbating this is the fact that most companies don't have the end-to-end visibility needed to find hidden problems and optimize the warranty lifecycle. That's one reason issues like No Trouble Found are so persistent, comprising 68% of returned consumer electronics products[2] and about 30% of smartphones sent off for warranty-driven repairs[3], for example.

OnProcess Warranty and Fraud Management
OnProcess Technology removes your warranty management burden, simplifies the entire process, mitigates your fraud risk and saves you substantial money and time.

We leverage two decades of post-sales process management experience, advanced analytics expertise and insights gained from helping many of the world's biggest brands transform order fulfillment, revenue enablement, triage and reverse logistics. And we apply all this to your business via a highly optimized managed service for your warranty and fraud process, from product registration and claims processing through analysis, parts return, fraud settlement and loss recovery.

Accelerate end-to-end claims processing and resolution

We simplify exception management, provide a fast, clear path for valid customer warranties, and quickly uncover suspect cases, all via a singular, consolidated and highly streamlined process. Our proprietary OPTvision℠ micro-analytics platform makes this possible by providing unprecedented, real-time visibility across and within all components in the warranty and fraud management process.

Drive revenue enablement and customer engagement

We measure and monitor product registrations, using analytics to gauge who is, and is not, actively engaged with your product. We provide those critical insights back to you, driving visibility into pain points in the product and registration experience. With those insights, OnProcess creates and executes against a mutually agreed upon proactive customer engagement strategy, reducing remorse returns and lowering churn risk, ultimately enabling your revenue stream and improving the customer experience.

Prevent fraud

We use predictive analytics and propensity scoring to determine fraud likelihood so we can combat it before it happens.

Reduce costs

We eliminate costs throughout the entire warranty and fraud management process. By efficiently handling No Trouble Found instances and reducing the number of invalid claims through our decision tree processes, we enable you to spend less on refunds and product replacements. As you ship fewer replacement products, you'll also lower CapEx on new purchases previously used for replenishment. By lessening product swaps, we also eliminate a sizeable amount of costly transportation and labor associated with reverse logistics.

Recover losses

When fraud does occur, we help you recover equipment and/or payments.

Service Components

OnProcess' program offers a seamless product registration process, advanced analytics providing critical product and customer insights, entitlement validation, decision tree return/ repair/ replacement processes, and fraud prediction and prevention.

In addition to our core managed services and advanced analytics, we also provide a comprehensive investigation and recovery service for a closed loop solution, when fraud does occur.

All of this is presented in a real-time, singular, end-to-end presentation layer, via OnProcess' OPTvision platform.

OEM WARRANTY RECOVERY LIFECYCLE

Product Registration → Predictive & Preventative Analytics → Repair Diagnosis & Triage → OEM Warranty Reclaim Processing → Reverse Logistics & Replenishment → Investigation → Settlement Recovery

Product Registration

Our agents can manage the full registration lifecycle or focus on exception fallout, based on your preference. OPTvision is key to enabling us to handle exceptions in real-time, identifying gaps so we can quickly fill in the blanks. This step is critical because customers whose data isn't complete become high-risk, since it will be harder to validate their claims.

Predictive & Preventative Analytics

We analyze customer warranty data and provide you with intelligence on root causes to help your teams clarify warranty policies and improve processes and product quality. We determine fraud propensity by creating risk indicators based on a variety of nuanced factors related to the claimant, claim parameters and the product itself.

Repair Order Diagnosis and Triage

OnProcess conducts root cause analysis and handles level 0/1 repairs. These repairs result in fewer product swaps and refunds.

OEM Warranty Reclaim Processing

We validate entitlements concentrating on exceptions flagged by OPTvision. For instance, we research whether the person is entitled to make the claim, obtain proof of purchase, and confirm if the reseller was authorized to sell the product. If it's invalid, we deny the claim.

We process manual and digital claims, working within your system or, if you prefer, using OnProcess' system, which we'll integrate with yours. We work with you to create business rules that determine whether to deny, repair, recycle, replace or refund, based on thresholds like cost and time.

Reverse Logistics & Replenishment

Using OPTvision, we expedite and track the return and replacement of products from customers, and the movement of defective parts through the repair channel and into inventory.

Investigation

We conduct comprehensive investigations of fraudulent claims. This may include data analysis, forensic examination of documents to detect manipulations or counterfeits, online investigations, accompanying police searches and conducting interviews to gain court-relevant findings.

Settlement & Recovery

We provide you with the detailed results of our investigation to help you successfully recover your products and/or lost revenue.

> "OnProcess' custom solution for HPE is a critical component of our efforts to identify and eliminate fraudulent warranty claims, leading to substantial financial savings. The Global Brand Security program also benefits other key areas of HPE business, including inventory management, transportation costs, and improvements to our returns process."
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> **- Kollen Brower**, *Director, Global Program Services* Global Brand Security, HPE

To learn how OnProcess can accelerate your warranty process and reduce fraud, contact us at **sales@onprocess.com, U.S. 508-623-0810, The Netherlands +31 (0)20 2184623** or visit **www.onprocess.com.**

[1] *Association of Certified Fraud Examiners, 2014*

[2] *Accenture, "A Returning Problem: Reducing the Quantity and Cost of Product Returns in the Consumer Electronics Industry," 2011*

[3] *Ovum, "Solving Common SmartPhone Woes," 2015*