

According to AMR Research, automotive manufacturers continue to shoulder significant warranty costs due to latency in the defect reporting process. Winners in this hyper competitive market will need to establish process and technology solutions that will collapse the time it takes from uncovering a defect in a product's design or manufacturing process to applying the corrective action.

HP, as a large complex high tech company, with very diverse product sets, rapid product lifecycles, and diverse customer requirements, also needed to address this problem. HP has successfully lowered costs by saving hundreds of thousands of dollars against goals we set for ourselves in 2003.

HP has proven methodologies and total end-to-end solutions for warranty, including our own warranty best practices, and can help automotive companies deploy warranty solutions successfully and with a lower risk through HP's proven experience.

Warranty Chain Management

Technology, tools and partnerships to lower costs and increase customer satisfaction in the after-sales market



Automotive Industry



Hewlett Packard Company
Global Automotive Industries
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Lower your warranty reserves, increase your profits, and most importantly – protect your brand

Warranty chain management solutions can lower warranty reserves, free up cash, and protect the brand that you promise to your customers whenever they buy your products and services.

Hewlett Packard isn't without its warranty challenges. In 2003, HP spent over \$2 billion in warranty costs. This led to HP investing in improved processes and technologies to help better manage our own warranty chain. Does it work? We think the results speak for themselves: HP has successfully lowered costs by saving hundreds of thousands of dollars against goals we set for ourselves in 2003.

Working with HP and HP's strategic warranty partners, you can build a warranty chain environment that has flexibility for modifications, growth and improvement

You'll be able to:

- Integrate disparate warranty business processes and increase efficiency by integrating heterogeneous product and service information
- Streamline process and practices throughout the entire warranty value chain, from manufacturing, parts traceability, and engineering data to claims and customer services.
- Leverage your existing infrastructure investments so that they support the enablement of new processes but also help you minimize the risk associated with change.
- Take advantage of HP's proven methodologies and solutions from an end-to-end view versus point solutions to specific problem areas.

Warranty chain management has been a management imperative for HP. HP has channeled the resources of the combined HP organization, plus those of select channel partners, to lower inventory spend and increase customer satisfaction.

Together, HP and its partners provide a comprehensive set of consulting, skills and technology to blueprint and build warranty chain management strategies and deployments

Using our partners application functionality and expertise and HP's own warranty experience - which includes enterprise technology design, implementation skills and IT management expertise – we can offer a leading-edge warranty chain environment with the functionality and reliability required for the critical areas of deployment, growth and maintenance.

HP Partner	HP & Partner Solution Focus
• Microsoft	Various application areas
• PolyVista	Engineering data analytics & EWS
• iTAC	Parts traceability
• 4CS	iWarrantyClaims
• SAP	Entitlement and PDM

This joint approach delivers warranty chain solutions that leverage HP's entire warranty portfolio including HP's best practices, integration expertise, support and global services.

The HP advantage – why HP?

HP can help you create a warranty chain management environment that will help you lower costs, build revenue, support change, and maintain a high level of customer satisfaction.

- HP's own warranty experience and best practices
 - HP's experience, knowledge transfer and robust integrated solution portfolio give you the right solution for your specific warranty challenge with lower risk and accelerated deployment and ROI.
- An end-to-end approach versus point solutions
 - The technology and services strength of HP along with HP's technical and business partnerships and alliances, can help you with business process change, solution deployment including infrastructure considerations, and lifecycle support and global services, all from one company.

HP can help you decrease your warranty chain management risks, leverage proven approaches and practices to warranty solutions, lower costs and risk, and improve your total customer experience.

For more information

Let us help you develop your warranty chain management strategy and vision.

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