



The Role Of Technology In Warranty, Service Delivery And Meeting Customers' Expectations

Keynote Presentation by:

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Manufacturers worldwide are responding to global economic, technological and demographic forces that are reshaping the very fundamentals of their businesses. Not only are customers demanding more personalized products and services but they are requiring tailored approaches in how they buy and the services that support them. Digital transformation, self-driving cars, 3D printing and the Internet of Things (IoT) are compelling manufacturers to modify their processes and make better and faster use of big data and analytics. Manufacturers across the board are moving to leverage quality data sooner, better manage their supply chains and smart connected products and factories, tailor their service model, upsell additional products and services, and improve their customers' experience.

Learn how:

- Manufacturers are using analytics and Next Best Action to anticipate customer needs and provide innovative products and services
- Digital Transformation in breaking down business silos enabling a more transparent, end-to-end process for improved operations and superior customers' experience.
- Warranty, Remote Service and IoT is providing the connected car the ability to self-diagnose with predictive and prescriptive maintenance and improve the customers' service experience
- Partnerships are essential to providing the depth of knowledge and breadth of service offerings critical to maintain competitive advantage