



Eaton Warranty Transformation Journey

Presentation by:

Antonio Rodriguez
Manager, Warranty & Supplier Quality
EATON
&
Mukund Ramaswamy
Partner, Customer Experience Management
TATA CONSULTANCY SERVICES

Eaton Vehicle Group embarked on a warranty transformation journey to replace their existing legacy system and build an enterprise wide warranty solution across its diverse business units. The warranty transformation process also provided opportunity to build process efficiencies, improve scalability and ultimately reduce warranty costs. However there were multiple challenges like business process variations, stakeholder alignment, data management and legacy business rules that needed to be addressed during this program

This presentation will discuss on the various initiatives taken towards defining the overall future state business process and requirements, identifying the opportunities for business rules rationalization, getting global alignment and building a business case for the implementation. This will also cover how the alignment with other Eaton business were built while building a 'One Warranty' solution.

Participants will learn the following:

- How to plan and structure a warranty transformation journey across enterprise
- How to articulate business value proposition for a global solution implementation
- How to ensure alignment of the solution with business needs and requirements
- Understand the key success factors for consideration during solution implementation