



Warranty Analytics – Do's And Don'ts

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Every OEM is using some tool for Warranty analytics be it Excel, Access or advanced SAS solutions. Many of them have implemented more advanced business intelligence and big data solutions for warranty and service contracts and not all of them have seen the same level of success with these initiatives. Tavant Technologies, over the years, has seen prospects spending resources on implementing a chosen set of tools and within a couple of years reinvesting on it, as the solution was not able to scale up to new business realities and challenges. For example, traditional relational databases are not able to scale up to provide real-time analysis of data generated by IoT (Internet of Things) components.

This presentation will provide a summary of what has worked, what has not worked and things that OEMs should consider when starting their implementation of analytics solutions.

Participants will learn the following:

- Changing business and technology landscape, and how it impacts analytics requirements
- How to select the best solution, from big list of available cloud-based and on premise tools
 - o On-premise vs. cloud-based solution
 - o Key attributes of the desired solution
 - o Specific product or scalable platform
- Learnings from Tavant Technologies' experience in implementing analytics solutions
 - o What has worked?
 - o What has not worked?
 - o Key takeaways