



PTC Warranty and Contract Management Solution

Best-in-class warranty management and analytics software

The PTC Warranty and Contract Management (WCM) solution is the leading warranty transaction management solution in the market that defines, manages, and analyzes all warranty processes from initial product registration through the end of the standard or extended warranty period, providing a single-view of product performance across the install base. This unique approach to warranty and Service Lifecycle Management (SLM) leverages a product-centric data model to manage and capture service/warranty history as it relates to product configuration, allowing important data to feed back into the enterprise for continuous product and service improvement.

Key Benefits:

- Increases operational efficiency and minimizes risk
- Accelerates time to value and ensures maximum return on investment
- Improves contract opportunities
- Enhances product and service performance
- Reduces service and warranty costs
- Improves customer satisfaction and retention

Costs and Gains

7%

The world's manufacturers spend anywhere from 0.5% to 7% of product revenue on warranty claims each year.¹

\$50,000,000,000

In the United States alone, manufacturers' annual costs for warranty claims add up to approximately \$23 billion in lost opportunity.¹ Worldwide this cost totals to \$50 billion or more.²

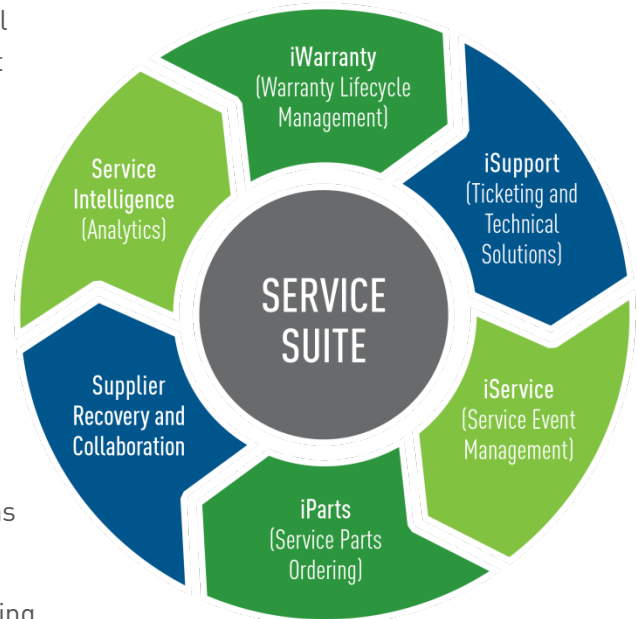
30%+

Yes, the costs of warranty claims are high. But service contracts and warranties also drive revenue gains. Recent industry research shows that they contribute about 31% of total service revenue for the world's manufacturers today.³ With best-in-class service performance, the rate of revenue from service contracts and warranties can rise significantly more – and the costs of claims can drop substantially.

PTC Warranty and Contract Management Solution

PTC WCM is a **Service Suite** that provides in-depth functionality for the management of Warranty, Support, Parts and Service. This Service Suite allows you to manage various service processes and transform your service chain with fully integrated modules:

- **iWarranty** Industry leading software to manage all aspects of the warranty life cycle including product registration, claims processing, parts return, supplier recovery, warranty analysis and extended warranty.
- **iSupport** Specialized technical support management application for manufactured products that helps provide rapid response for support requests
- **iService** Service dispatch, service center management and technician workforce management solution to manage internal as well as independent service centers
- **iParts** Service parts ordering, catalog and marketing solution to improve the service parts sales
- **Supplier Recovery and Collaboration** Increase recovery percentage from suppliers while streamlining the claim sharing process and quality analysis. It automates supplier claim generation based on supplier agreements, shares claim information with suppliers in different formats and allows recovery analysts and the suppliers to negotiate and process claims in real time
- **Service Intelligence** An exciting approach to reporting and analytics that extends the span of reporting across the entire business. WCM enables reporting access at the lowest level, to meet the needs of everyone in the organization. By pre-creating the data relationships, and delivering them through one of the most intuitive report writers in the business, reports are created on the spot by your front line people. The organization is not restricted to canned reports, nor dependent on their IT department for high-cost report coding.



The Market Leading Warranty Management Solution

PTC Warranty & Contract Management is the market leading warranty transaction management solution, as reported by IDC Manufacturing Insights. It is easy to use, implement, integrate and maintain – lowering the cost of the solution significantly while increasing business value. Many companies have implemented and realized the benefits of the PTC WCM solution. Your company too can benefit from the unparalleled focus, specialization and experience of the PTC team.

To learn more about PTC WCM, please visit www.ptc.com/go/warranty