

WARRANTY MANAGEMENT SOLUTION



Comprehensive warranty management & claims processing system designed to help Powersports, Transportation and Equipment OEMs manage the complete warranty claims process.





TRANSPORTATION.



POWER SPORTS.



EQUIPMENT.



AGRICULTURE.

MAIN FEATURES

- ① Register claims directly into the cloud-based system, collaborating with dealers throughout the warranty lifecycle
- ② Process, review and adjudicate claims
- ③ Adjust pre-authorization settings based on OEM policy
- ④ Track Failure Part Returns shipping, reception and replacement of part for each warranty claim
- ⑤ Generate supplier recovery claims and track to completion and payment receipt
- ⑥ Keep track of other Service Issues reported by end-users or dealers
- ⑦ Record Warranty Registration information and review claims / repair order history of each unit
- ⑧ Receive best-in-class customer service and continuous expert support

SOLUTION BENEFITS



Improve customer experience during claim entry & tracking



Reduce time spent in processing claims



Eliminate information barriers and streamline collaboration flow



Lower warranty costs

FROM OUR CUSTOMERS

“ Our claim processing time averages 10 days with the use of Optimum’s solution. Prior to Optimum, we averaged 35 days to process a claim (paper forms had to be mailed back and forth to our dealers). ”

IT Executive, Trailer Company

“ We have greatly reduced our costs with eliminating carbon copy forms, drastically reduced our postage costs, reduced the need to print off claims and paperwork. All e-mails, pictures, trailer specs, labor invoices, freight invoices, etc. are attached to each claim and visible to both internal and external users. ”

Warranty Executive, Trailer Company

OPTIMUM INFO

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Some of our partners include:

