

OPTIMIZE

WARRANTY MANAGEMENT



CONNECTED CUSTOMER EXPERIENCE



WARRANTY MANAGEMENT

Mize Warranty Management Software and Solution (WM) improves the quality and integrity of warranty data by validating all claim aspects with extensive business rules and incorporating data feeds directly from mobile and diagnostic devices directly into claim forms.

[CONNECTED WARRANTY MANAGEMENT]

Mize Warranty Management is the only solution that connects all stakeholders and processes to maximize revenues, profitability, and customer value.



AUTOMATE
Warranty Processes



REDUCE
Warranty Costs



ENHANCE
Customer Experience



IMPROVE
Supplier Recovery

INCREASE REGISTRATION RATE

Increase your product registration rate by simplifying the registration process and adding value to customers. Know who your customers are and establish a direct connection using Customer Connect.

BENEFITS

- Manage and track products, customers, and warranty entitlements
- Enhance customer on-boarding experience
- Generate additional revenue and profits from accessories, parts, services and service plans
- Inform customers about service campaigns, product knowledge, and upgrades



IMPROVE ATTACH RATE

Manage service plans to deliver value-added services and programs beyond standard warranties. Differentiate customer experience and improve customer satisfaction by building long-term relationships across all channels including retail, web, mobile and social media.

BENEFITS

- Increase plan attachment and renewal rates
- Grow sales and profitability of service plans
- Improve customer retention and loyalty
- Gain customer and product insights

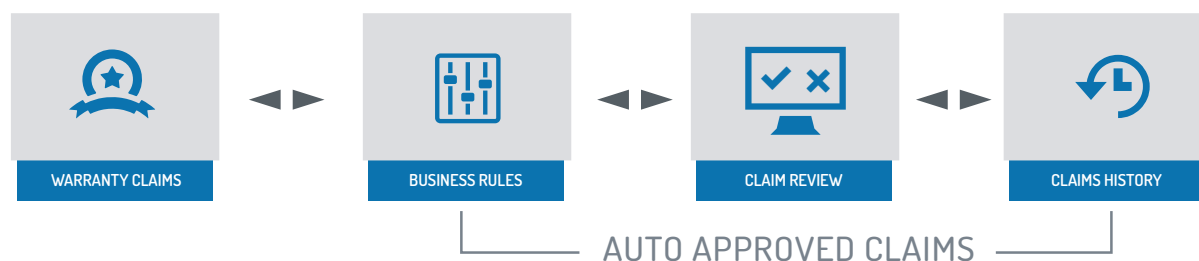


AUTOMATE CLAIMS PROCESSING

Streamline and automate all types of claims with extensive business rules to validate claim data. Service providers can easily upload, enter, submit and check the status of claims online. Manage and control claim costs through compliance with warranty policies, entitlements, failure coding, authorized parts, and standard repair times.

BENEFITS

- Control warranty costs with extensive checks & validations
- Enhance the accuracy and integrity of claim data
- Improve productivity and efficiency with claim automation
- Reduce the claim cycle time
- Capture attachments, videos, diagnostics and communication



MAXIMIZE COST RECOVERY

Improve collaboration to reduce warranty costs and improve product quality by sharing supplier warranty claims in real-time. Supplier Connect portal allows OEMs and suppliers to exchange claims, RMA's, and performance metrics.

BENEFITS

- Increase warranty cost recovery
- Drive product quality and supplier performance
- Manage supplier warranty efficiently and cost effectively
- Provide real-time visibility to warranty failures

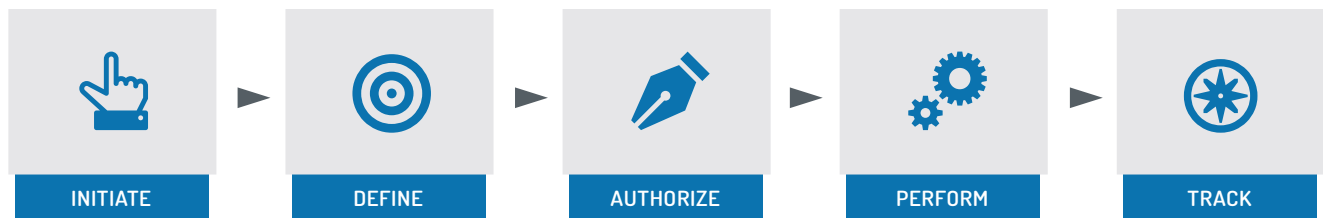


ENHANCE QUALITY & SAFETY

Streamline the entire product recall process to limit financial risk, retain customers and protect brand reputation. Manage service campaigns from initiation to closure, including customer notifications, performance tracking, and compliance reporting.

BENEFITS

- Manage recalls efficiently and cost effectively
- Track and improve campaign performance
- Enhance customer satisfaction
- Improve product quality and safety

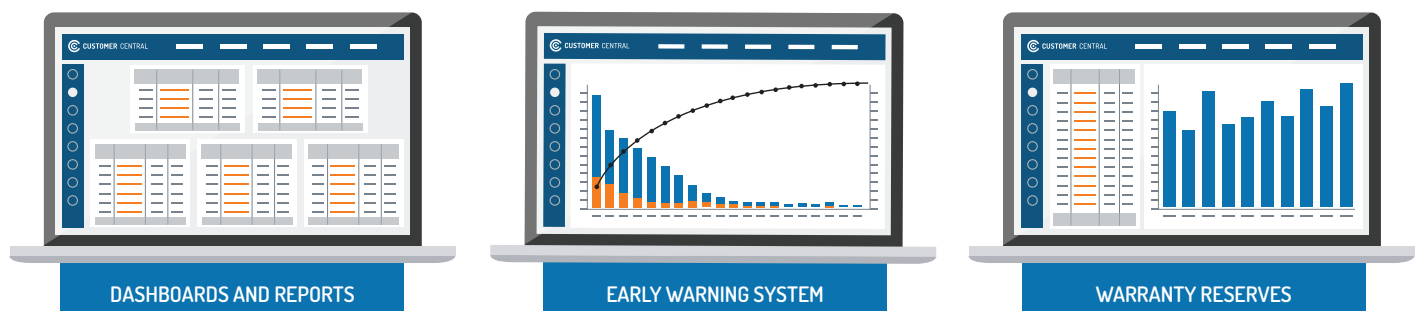


REDUCE WARRANTY COSTS

Provide easy access to warranty dashboards and reports for all stakeholders, including Warranty, Quality, Engineering, Finance, and Suppliers to track and improve warranty performance metrics. Generate and share standard reports for warranty reserves, failure analysis, regulatory compliance, and supplier quality.

BENEFITS

- Gain actionable insights to reduce warranty costs
- Reduce detection-to-correction cycle-time to fix quality issues
- Provide a centralized and trusted source of warranty metrics
- Save time and costs in creating ad hoc reports



SIMPLE & COST-EFFECTIVE SUBSCRIPTION MODEL

Our simple and cost-effective subscription model allows you to deploy Warranty Management software without the upfront investment in costly infrastructure, software licenses or implementation services. Warranty Management can be seamlessly integrated with your ERP, CRM or other enterprise systems to provide a connected warranty experience to all stakeholders.



GLOBAL TEAM

- Decades of warranty experience
- Proven industry track record
- Qualified and knowledgeable team



CLOUD SUBSCRIPTION

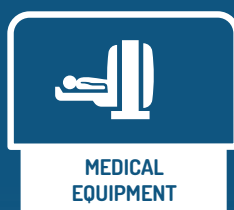
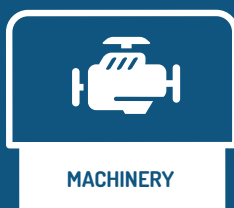
- Simple and cost-effective subscription
- Easy to use, configure, and integrate
- Realize faster ROI



BEST PRACTICES

- Standardize global warranty processes
- Connected warranty experience
- In-depth knowledge across industries

INDUSTRY EXPERTISE



MIZE AS YOUR SOLUTION PARTNER

Mize enables companies to optimize key post-sale customer interaction events such as product registration, warranty, service plans, parts, support, service, and maintenance to enhance customer satisfaction, retention and loyalty.

CLOUD SUBSCRIPTION • BEST PRACTICES • INDUSTRY EXPERTISE • GLOBAL TEAM

MAXIMIZE CUSTOMER LIFETIME VALUE

Mize Connected Customer Experience platform and Smart Blox elevates the customer experience, builds more knowledge about the customers and products and increases revenue from the existing customer install base. Mize enables you to harness web, mobile, cloud, IoT and analytics technologies to Maximize Customer Lifetime Value.



Mize named as a Leader in
Warranty and Service Contract
Management Applications



REQUEST A DEMO NOW!



Learn how you can Optimize Warranty Management
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