

# AI driven Warranty Management Solution

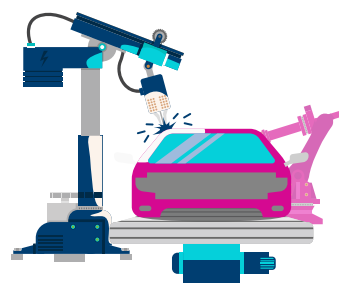
## THE CLIENT

A renowned UK-based Tier-1 automotive OEM, they are one of the top OEMs with a significant market share in the luxury vehicle segment.

## THE CHALLENGE



Warranty claims from field issues resulting in loss of profitability



Inability to predict issues, so as to take corrective measures

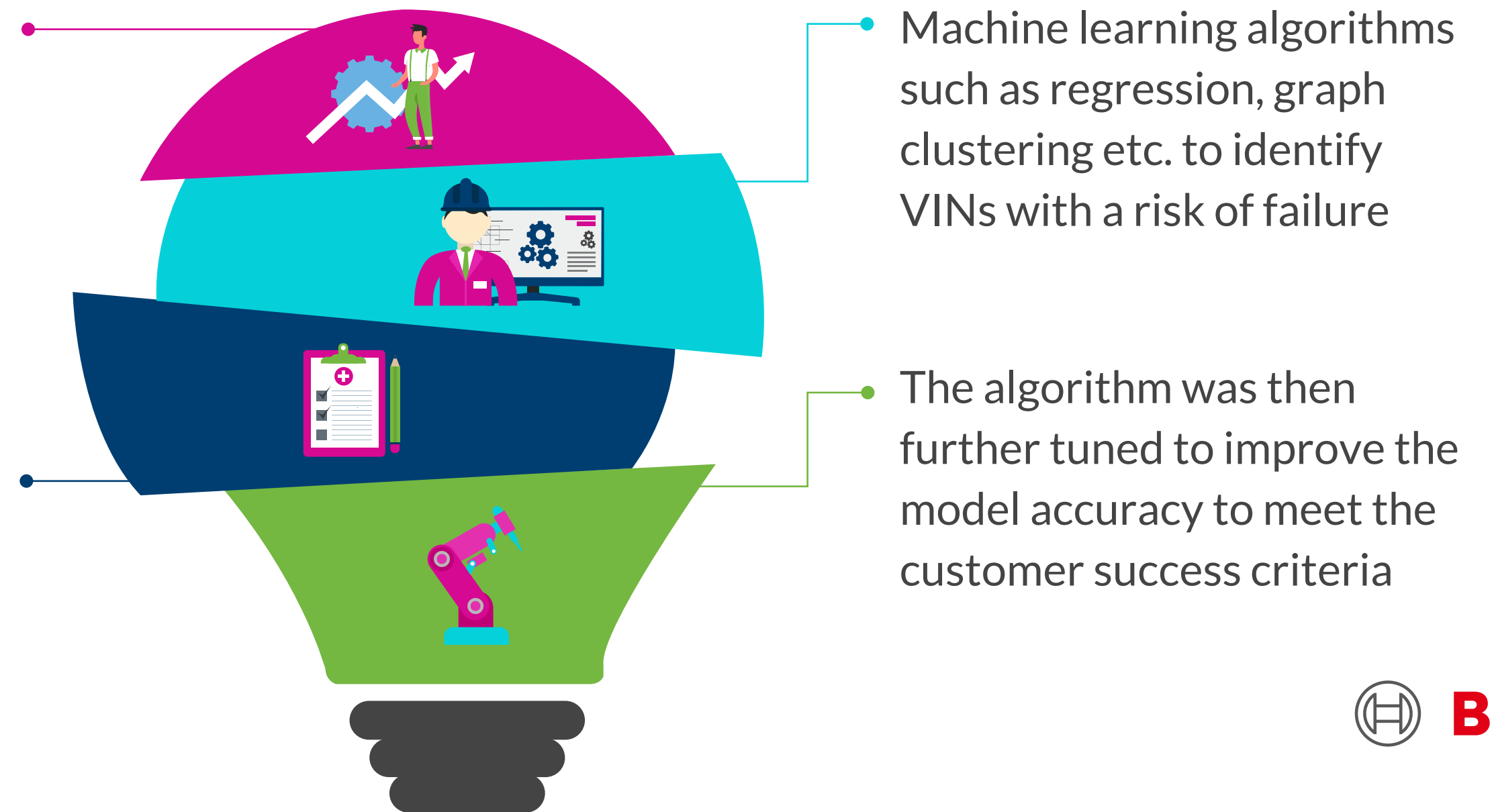


Inability to arrest unforeseen losses

Historic field diagnostic data is combined with secondary data sources such as warranty claims, hotline support to create a comprehensive data mart for data pre-processing

Feature engineering is carried out on the raw data using domain knowledge.

## SOLUTION APPROACH



## KEY SOLUTION FEATURES

Helps in identification of VINs with a high risk of failure so that corrective measures can be taken before the issue escalates

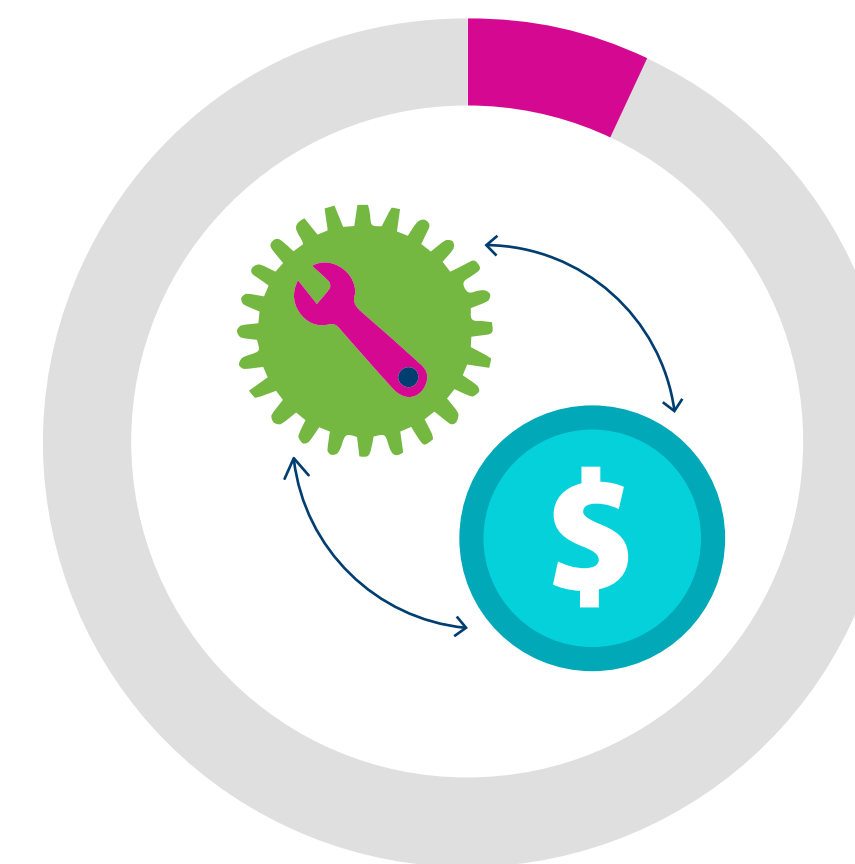


AI based early warning system to detect quality issues using vehicle diagnostic data



The solution is based on a scalable architecture to accommodate growing data volumes

## THE RESULT



The annual warranty costs reduced by **7%**



Field failures can be predicted at least 2 months prior to occurrence