



Pega Warranty powers heavy truck manufacturers' warranty platform

- Legacy warranty solution dating back to circa 1990 was painfully slow
- New agile solution has mobile field service and TREAD Act reporting
- New vehicle warranty system supports multiple brands

The business issue

This North American heavy truck manufacturer's homegrown warranty management solution comprised eight different applications. The 30-year-old mainframe-based suite managed primary warranty-related functions of claims, vehicle registration, supplier recovery for third-party parts, standard repair time, and more. Age and a distributed design made improving warranty processes incredibly difficult. Replacing the legacy system's embedded rules and complex structure would be even more daunting.

The company's mission to improve dealer and customer support was the impetus for taking on that challenge. At the end of an open RFP, Pega Warranty™ emerged as the best option.

The solution

The manufacturer's new multi-brand solution is Agile-based and being delivered in incremental releases: mobile field service reporting (FSR); TREAD Act federal compliance reporting; vehicle/warranty registration (with pre-delivery inspections); warranty claims; and supplier recovery. The final phase addresses enhancements and post-Minimum Lovable Product capabilities.

Pega Consulting delivered the FSR and TREAD components in just 14 weeks, despite significant infrastructure issues. Pega partner Tech Mahindra heads the remaining phases, with continued full-time participation from a Pega Consulting Scrum Master and scheduled expert services reviews.

Within 24 months of the start date, all phases of the Pega Warranty solution will be up and running.

The results

The fully functional system will provide SLA-driven visibility and monitoring of metrics and process efficiency, plus:

- **A projected ROI of \$10 million a year in improved recovery**
- **Improved tools for inspections and field reporting using Pega hybrid mobile capabilities**
- **Faster, easier, and more automated warranty claims processing**
- **Reduced cycle time for supplier claims**