

BENEFITS

- **Reduce** warranty costs with early warning of emerging issues
- **Aggregate** and analyze data from manufacturers, suppliers, service providers and call centers
- **Blend** and mine both structured and unstructured data
- **Detect** fraudulent claims
- **Produce** validated reports for regulators
- **Recover** warranty costs from suppliers
- **Forecast** demand for spare parts and optimize prices for extended warranty plans

Companies typically spend 2-5 percent of sales on warranty costs. Predictive analytics can help detect emerging issues before they negatively impact the bottom line.

Warranty Analytics

Statistica proactively detects hidden quality issues to reduce risk and costs while improving quality and customer satisfaction

Manufacturers spend a great deal of money on warranty costs — typically 2-5 percent of sales. Therefore, being able to proactively detect emerging defects and fraud is a distinct competitive advantage. But as supply chains have become more complex, including not just suppliers but manufacturers, service providers and call centers, organizations are struggling to combine and analyze increasing volumes of disparate data to get the insights they need to gain this advantage.

Enter Statistica's warranty analytics. Through a combination of multivariate process monitoring, predictive analytics and text mining, Statistica enables early detection of defects and product failures. In addition, it can help you mine warranty claim reports for emerging trends, identify fraudulent claims, recover warranty costs from suppliers and more. In short, Statistica's warranty analytics helps you reduce risk and costs while improving quality and customer satisfaction, protecting your bottom line.

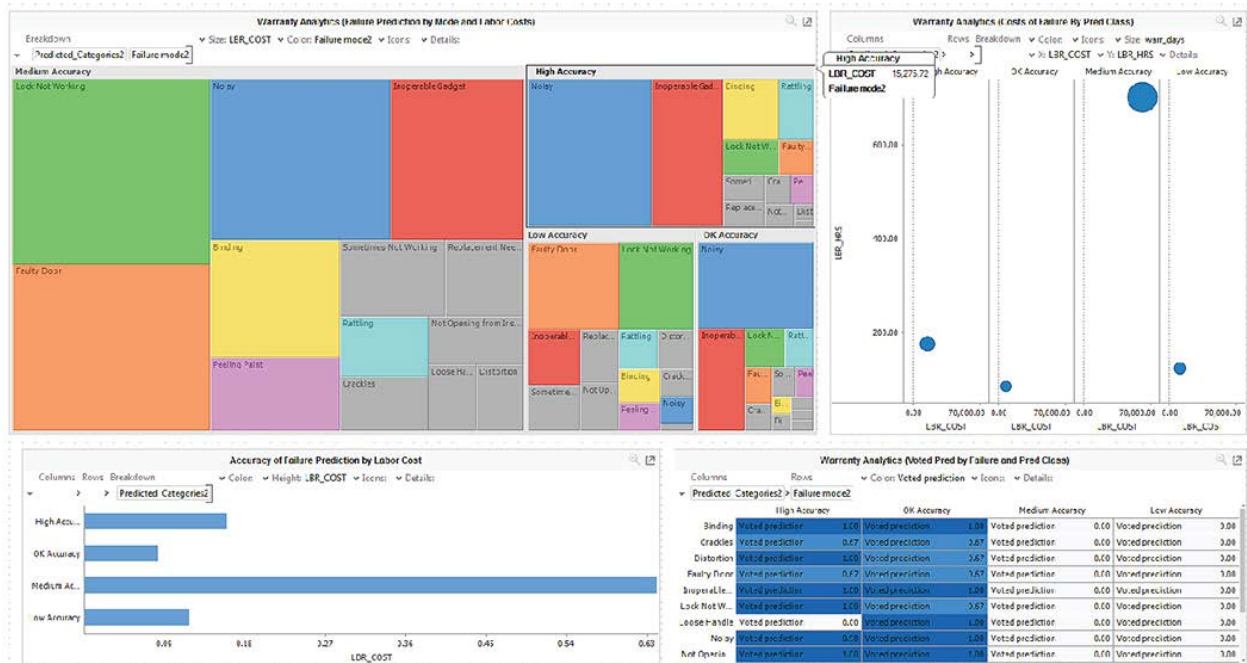


Figure 1: Warranty analytics combines multivariate process monitoring, predictive analytics and text mining to reduce costs, improve quality, detect fraud and increase customer satisfaction.

FEATURES

- **Data blending** — Access and aggregate data across manufacturers, suppliers, service providers and call centers. Statistica's reusable data blending workflows will serve as the foundation for your warranty and quality improvement programs.
- **Early-warning analytics** — Detect emerging issues before they become problematic using a comprehensive toolset for multivariate statistical process control (SPC), root cause analysis and quality imperatives.
- **Dashboards and alerts** — Create interactive dash-

boards that enable you to monitor claims and warranty metrics and then drill down for the details you need. Set up alerts to notify interested parties of critical issues as they arise.

- **Compliance reporting** — Produce validated reports for regulators to prove your compliance with regulations such as the Transportation Recall Enhancement, Accountability and Documentation (TREAD) Act.
- **Text mining of warranty claims** — Apply sophisticated text analytics to classify and cluster the unstructured data in warranty

claim reports so you can spot emerging trends.

- **Multivariate process monitoring and alerting** — Centralize and automate the continuous monitoring of processes and product parameters.
- **Detect invalid charges and fraud** — Discover, detect and monitor claims with integrated analytics and business rules to detect invalid charges and potentially unjustified claims.
- **Recover warranty costs from suppliers** — Separate the warranty responsibilities of each supplier and track the status of each claim against each supplier.



- **Warranty reserves and price optimization** — Model the cost of warranty replacements and repairs, and optimize prices for extended warranty plans.
- **Reliability modeling** — Estimate the expected

lifetimes of critical components and parts to drive predictive maintenance activities.

- **Spare part forecasting and inventory** — Forecast demand for spare parts and other resources to ef-

ficiently manage inventory and personnel.

- **Validated data collection** — Improve data accuracy and quality with double-blind data entry, rule-based validation of fields and approval workflows.

ABOUT STATISTICA

Statistica's advanced analytics, big data and IoT offerings provide you endless possibilities to innovate your enterprise. Whether it's uncovering the genetic basis of a disease, reducing hospital readmissions, mitigating financial risk, or ensuring procedural validation, Statistica enables organizations to transform in new and exciting ways. By embedding analytics everywhere and empowering a wider community of citizen data scientists, you'll accelerate innovation, improve customer experiences, and streamline your enterprise for the future. <http://statistica.io>

Statistica

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