

Warranty Analytics

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

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

Manufacturers spend a great deal of money on warranty costs — typically 2–5 percent of sales. Therefore, proactively detecting 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 TIBCO Statistica™ 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 warranty analytics helps you reduce risk and costs while improving quality and customer satisfaction, protecting your bottom line.

Companies typically spend 2–5 percent of sales on warranty claims. Predictive analytics can help detect emerging issues before they negatively impact the 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. Reusable Statistica 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 dashboards 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 efficiently 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.