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BENEFITS OF HAVING WARRANTY MANAGEMENT

AS PART OF A COMPLETE BUSINESS SYSTEM FOR THE BUILDING MATERIALS INDUSTRY

In the world of today, building materials manufacturers & distributors often have to overcome obstacles when it comes to their management of their warranties.

These warranties should be seen as an added value or a USP for building materials businesses, but people are put off sometimes by the concern that they are too complicated or hard work to implement, therefore compromising on price is instead considered, and of course that affects profitability and reputation.

Businesses need to be able to have full insights into their warranty data and to be able to analyse product performance, access warranty costs, deal with field service issues, and confirm the reliability of their products. But this isn't going to happen if warranties aren't being dealt with in the right way.

There are major benefits of having a warranty management system, here are the 6 benefits that will really make a difference to any Building Materials business:

PRODUCT DEVELOPMENT

1



- Identify flawed building materials and faulty products/components early on, so your team can use this information when designing to reduce the cost and effort involved in this process.
- Get the information you need in real-time about the causes of such product defects, helping your product team to analyse problems quickly and make faster decisions on product recalls. Which will improve customer satisfaction, loyalty and your businesses brand.

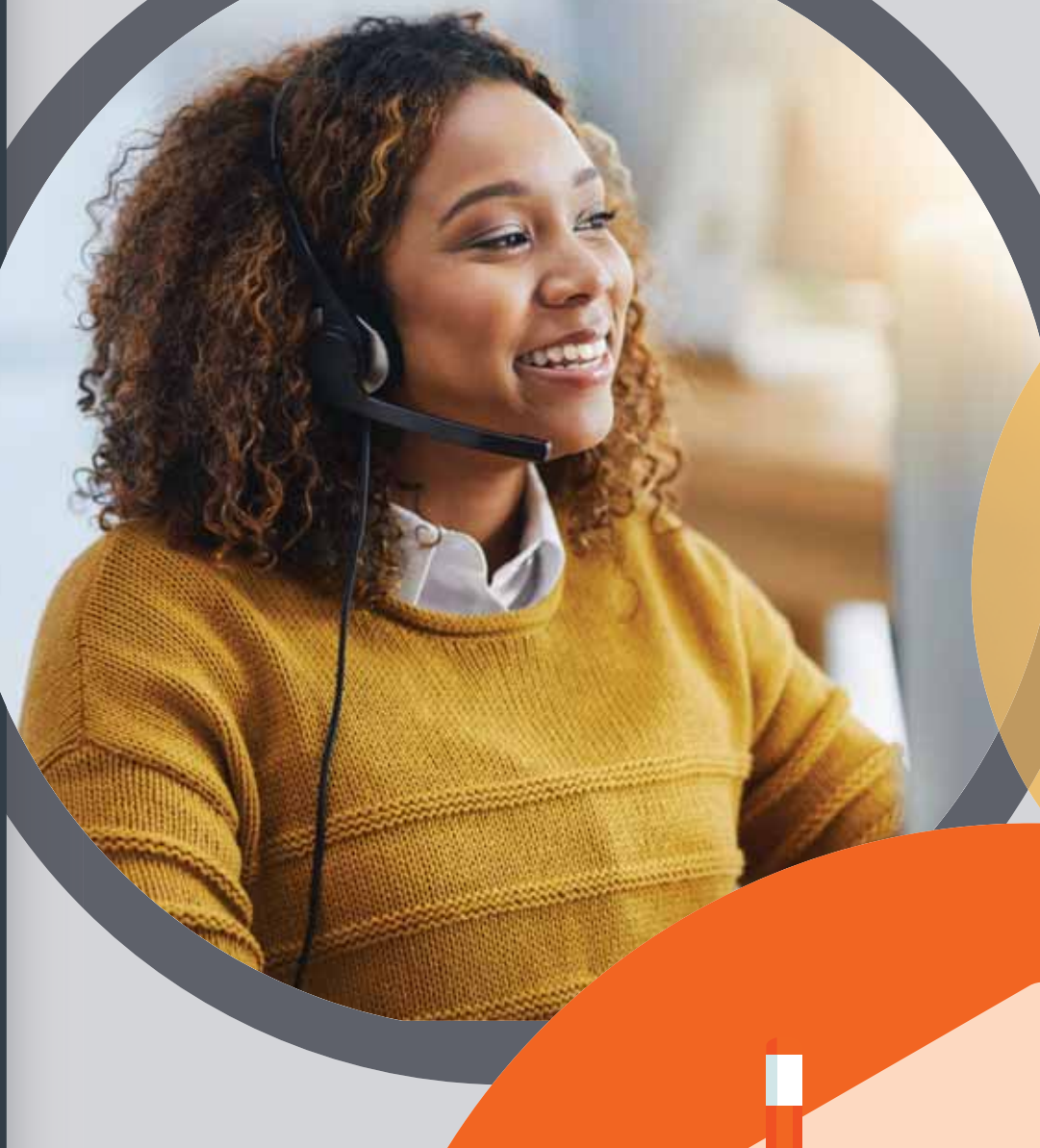
SALES

2

- With extended warranties, your sales team can take advantage of new revenue opportunities.
- Give your sales team full view of all your customer data, so they can keep up to date on all customer information, when and where they need it.

SERVICE & CLAIMS

3



- Make sure only valid claims are processed by having visibility of all the information you need from proof of purchase, date of warranty and when/where the product was brought all in one system.
- Save costs significantly during claims processing by reducing claim errors.
- Gain full visibility of your customer information so your team can more accurately find and resolve service and claims issues.
- Drive up your revenue by giving your service teams the opportunity to focus on selling products rather than manually working through warranty claims.
- Faster claims settlement leads to happier customers.

FIELD SERVICE

4

- Easily create a job or inspection for a team member who is on site.

FINANCE

5



- Get an accurate view of your future finances with the availability to see and understand how much your warranty claims and returns cost. Meaning you can make more advanced decisions like charging a premium for them, so that you are making sure you are making the business money not lose it.

THE FUTURE

As a Building Materials manufacturer & distributor you need that high level of insight, so you have the ability to streamline the warranty claims process and deliver a seamless customer experience. Dynamics Building Materials will take businesses like yours into the next generation, giving you the ability to get the edge over your competition.

Microsoft Dynamics has been seamlessly extended to include building materials industry-specific requirements to ensure your business makes the most of its investment. It enables you to effortlessly track every aspect of your business interactions from specification to quote, production, delivery and cash.

Our Dynamics Building Materials solution already helps businesses like Alumasc Group Plc, Biasi, Charlton & Jenrick, Click Plastics, Eastbrook, Epwin Group (including Permadoor, Profile 22, Swish Building Products and Quay Plastics), Eterna Lighting, Karndean, The MX Group and Selecta Systems, Wade International and Winlock to name a few.

Learn more about Dynamics Building Materials today!

What's next?

You need to be able to have full insights into your warranty data so you can analyse product performance, access warranty costs, deal with field service issues, and confirm the reliability of your products.

You can do all of this and much more as warranty management is just one piece of the functionality included in Dynamics Building Materials - Proven Microsoft business software developed specifically for the Building Materials industry.

Take the next step to accurately manage your warranties with Microsoft business software for the Building Materials industry - discover more at www.tecman.co.uk/BM.

Driving forward with Technology Management

We've got the solution and the expertise to give you a smooth transition from the systems you use now, to the solution you will use for decades to come. With over 25 years' experience, 4,000+ projects - we have the people, the solution, the industry knowledge and the technical infrastructure to provide the software that will aid in driving your organisation forward.

We look forward to working with you.



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