



# Warranty Software

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Reduce costs and improve CSI with the smart warranty system.

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Pentana Solutions' Warranty Solution is automotive specific - built from the ground up. The world-class warranty solution is an online, real-time system that integrates seamlessly into existing systems, including third party software. It affords manufacturers, distributors and dealers the flexibility and control needed to streamline the entire warranty process.

Making warranty claims is no longer a lengthy, error-laden process with Pentana Solutions' Warranty. With cutting-edge data verification tools and an advanced rules based system, it's easy to supply claims with accurate information the first time.

With both dealers and distributors logging onto the same system, staff spend less time on the phone and less time contacting the importer. You're able to enter the information required, attach supplemental material where needed, and make enquiries all through the same system - thus reducing routine phone traffic.



Data accuracy is tremendously improved with such a high level of integration available. The correct VIN numbers, part prices, labour prices and more are all verified automatically - saving enough time and manual processing to reduce labour resource overall.

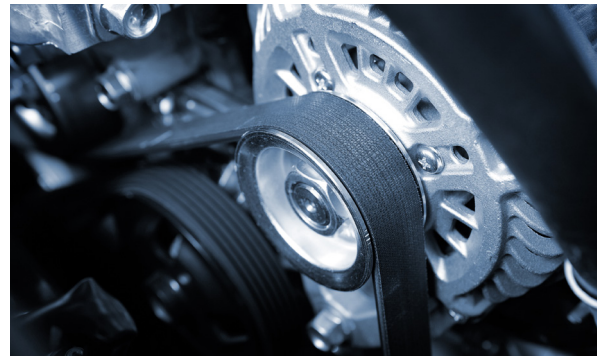
## Comprehensive Detail

Our comprehensive unit and parts database is a pivotal part of making the system work so fluidly. The behind-the-scenes database makes it easy to validate the part number, know what the factory will pay for and what it won't, manage cost recovery, break down costs and know automatically who is responsible for each cost.



### Automatic Verification

The software is smart enough to automatically forward the appropriate cost to the appropriate party - automatically adjudicating claims and sending off to appropriate work flow. Our software takes away the manual check process by verifying all of the correct details for you automatically. However, you can still set manual checks for certain dealerships or claims, where required.



### Flexibility

The rules based system allows the distributor to set alerts for recall campaigns, unit checks, suspected fraudulent activity and more. The software can disallow labour for over the counter parts warranty, control at what distance a part is no longer covered by warranty, and determine the conditions under which parts need returning. The rules based system is configured to your needs - satisfying the government, customers, and the bottom line.



### Control

Require dealerships to request prior authorisation - and even better, give them the tools to do so themselves. Dealers are able to log onto the distribution system and request approval with pictures and documentation ahead of time. Through operation codes, the system will already know how long labour should take - verifying the costs, predefined hours etc. for the quickest return.



### Cater for Complexities

Set up rules to cater for different labour rates and part rates, for different dealers. Know immediately what each part costs for each different dealer - saving confusion and lengthy processing times. Even further, manage the various periods of warranty for different parts - catering for region, sales exceptions, goodwill etc.

# About Us

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Our Warranty Solution is part of a bigger picture.

For 40 years, Pentana Solutions has pushed the automotive envelope through innovation, cutting edge technology and industry changing invention. We think outside the box. We push the boundaries. And we never stop developing for the future.

Why? Our customers. Our passion for the industry and our expertise in the field drive us to always look for the next opportunity. Through customer collaboration and 40 years of industry knowledge, we work around the clock to ensure our customers' businesses operate more profitably.

With a global footprint spanning more than 100 countries and 50,000 users – we're driven to deliver innovative solutions that transform the way you'll work tomorrow.



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