

Warranty Pro: Warranty Handling and Management

Optimized solutions and a fast path to ROI



For some customers, it's a warranty that seals the deal. Knowing that their purchase is protected by a warranty can often move someone from sitting on the fence to signing on the line.

For manufacturers and distributors, however, implementing a warranty management solution can often be a challenge. Maintaining and tracking warranties, and managing claims, returns, and replacements can be a system nightmare. Factor in third-party products being warranted, or external extended warranties and often typically becomes always.

Which is why Argano has created a new extension for Dynamics 365, Warranty Handling & Management (or Warranty Pro) that helps you easily manage the warranty process – from initial creation and sales, to servicing and bookkeeping – right from within Dynamics.

Not only does Warranty Pro simplify back-end processes, it also empowers sales with a customer-friendly value add for most every product sold, as it makes attaching a warranty to any product or service as easy as point-and-click. Manufacturer and extended warranties can be set up and assigned to products that are sold or simply distributed.

Warranties are activated when a product is shipped. Should a customer make a warranty claim, Warranty Pro provides you with the ability to manage the claim from start to finish and gives you actionable insights on steps in the warranty lifecycle. The solution includes the following capabilities:

- Manufacturer and extended warranty setup
- RMA/Return order integration
- Warranty transactions
- Warranty claims
- Warranty reporting and analytics
- Product registration
- Seamless integration with Dynamics

The business benefits Warranty Pro delivers are immediate and tangible. No more sorting through external warranty records to address questions and claims. No more leaning on an external system for warranty creation and management. And – best of all – a new means of optimizing a reliable revenue stream (extended warranties) that concurrently fuels customer satisfaction.

Benefits:

- Manage comprehensive warranty lifecycle in Dynamics
- Improve customer experience with claims and returns
- Drive revenue with an additional service offering
- Reduce costs with rapid insights

To learn more or see a demo of Warranty Pro in action, contact us at microsoft@argano.com for more information.



Learn more at argano.com