MARK NAGELVOORT

PRESIDENT & CEO

mark.nagelvoort@pcmicorp.com

- 30+ years of industry experience

- Founded PCMI in 2012

PCMI
Your Technology Partner

WCM EXPERIENCE.

DEVELOPED BY
P&A
PROVIDERS & ADMINISTRATORS

WCM
WARRANTY CHAIN MANAGEMENT

DEC 2 & 3, 2020
www.warrantyconference.com/experience

ROB CHRISTIAN

PRESIDENT & CHIEF RISK OFFICER

rob.christian@onpointwarranty.com

- 25+ years in the Warranty industry

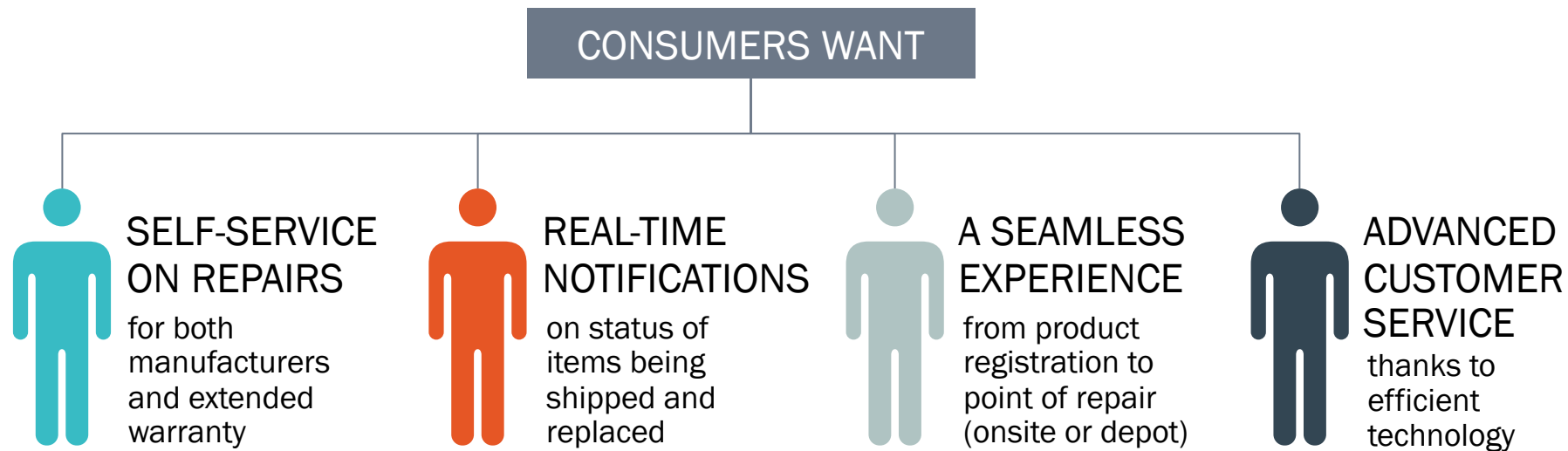- A founding partner of Service Net Solutions (now AIG Warranty) in 1999

Challenges Manufacturers Currently Face

CONSUMERS WANT

SELF-SERVICE ON REPAIRS
for both manufacturers and extended warranty

REAL-TIME NOTIFICATIONS
on status of items being shipped and replaced

A SEAMLESS EXPERIENCE
from product registration to point of repair (onsite or depot)

ADVANCED CUSTOMER SERVICE
thanks to efficient technology

The Strategy:
Adaptable Software + an Administrator

Add immediate consumer benefits by augmenting and enhancing your existing capabilities with:

+

ADAPTABLE SOFTWARE

Flexible software specifically for warranty program management

ADMINISTRATOR

A warranty administrator with automated warranty support processes and seasoned warranty management

Benefits of This Strategy

✓ SAVE TIME

Resolve your problems in months, not years

✓ QUICK ROI

Enhance your base system and augment

✓ IMPROVE PERFORMANCE

Utilize cloud-based software solutions uniquely designed to meet your warranty program's needs

Providing Manufacturers a Range of Automation

- To help manufacturers meet the needs of today, they can look to **adaptable software** specifically designed for warranty program management

- An **administrator** can help streamline manufacturers' unique challenges, easing workloads and automating processes

Solution Portfolio

Global Warranty and Service Solutions
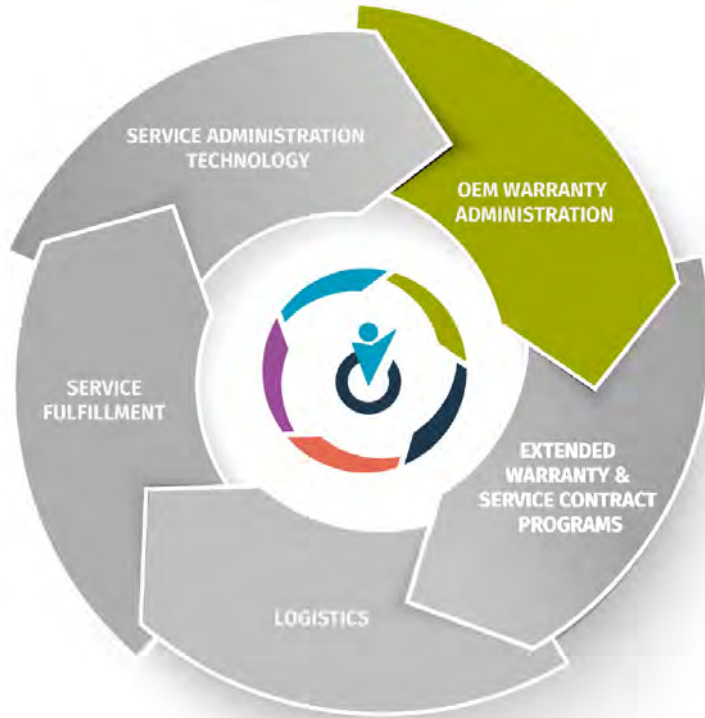Focused on Customer Experience

OEM WARRANTY ADMINISTRATION

- Insurance & Compliance

- Customer Service Solutions

- Tech Support & Other Service Call Avoidance Techniques

- Service Fulfillment

- Claims Processing

- Product Registration Solutions

- Parts Management

Case Study

OEM WARRANTY ADMINISTRATION

- Global data center equipment OEM

- Full suite of OEM warranty management services provided globally

- Enabled OEM to quickly stand up a global, world-class OEM warranty (& service contract program) on Next Gen data center equipment being purchased by the largest users on the planet

SERVICE ADMINISTRATION TECHNOLOGY

OEM WARRANTY ADMINISTRATION

SERVICE FULFILLMENT

EXTENDED WARRANTY & SERVICE CONTRACT PROGRAMS

LOGISTICS

EXTENDED WARRANTY & SERVICE CONTRACT PROGRAMS

- Program Development

- Sales Training

- Insurance & Compliance

- Customer Service Solutions

- Tech Support & Other Service Call Avoidance Techniques

- Service Fulfillment

- Claims Processing

Case Study

EXTENDED WARRANTY & SERVICE CONTRACT PROGRAMS

- Major national retailer

- Service contract revenue & margin optimization

- Significant, overnight boost in service contract program revenue and margin using optimization techniques and re-engineering program structure

LOGISTICS

- Warehousing & Shipping

- Returns Processing - Failure Testing, Refurbishment & Repair

- Salvage & Disposal

- B Goods Sales

Case Study

LOGISTICS

- National small electronics brand

- Returns processing, refurbishment, repair & B goods sales

- Allowed a major appliance-focused OEM to quickly enter the small electronics space without having to rely on major appliance-centric systems, resources & processes
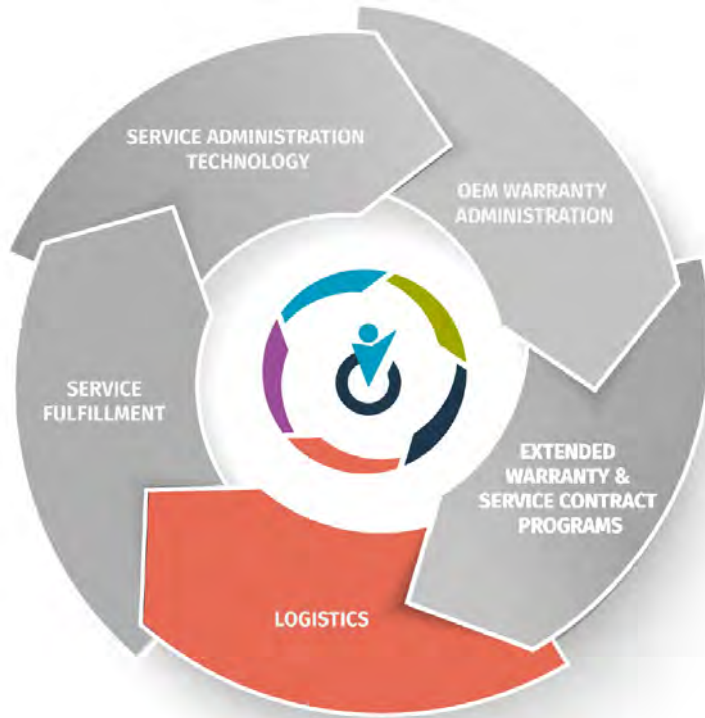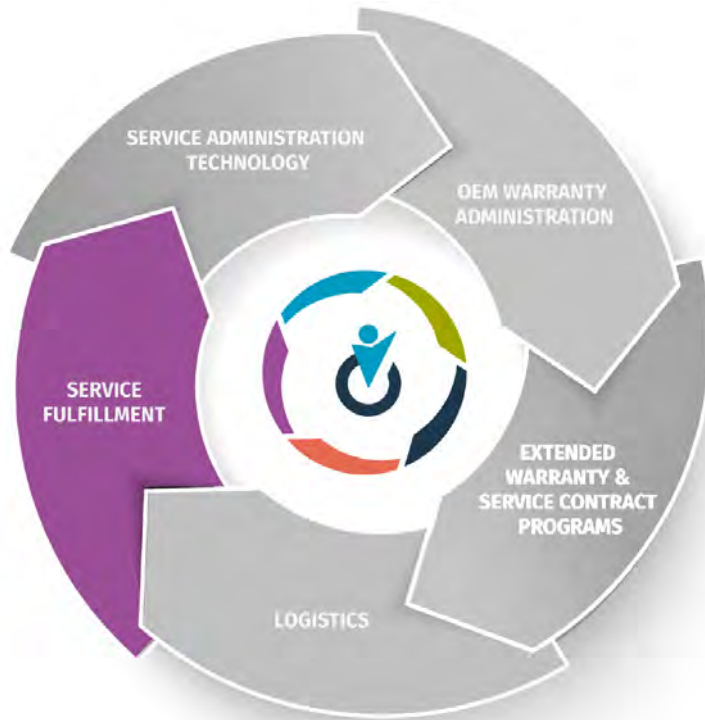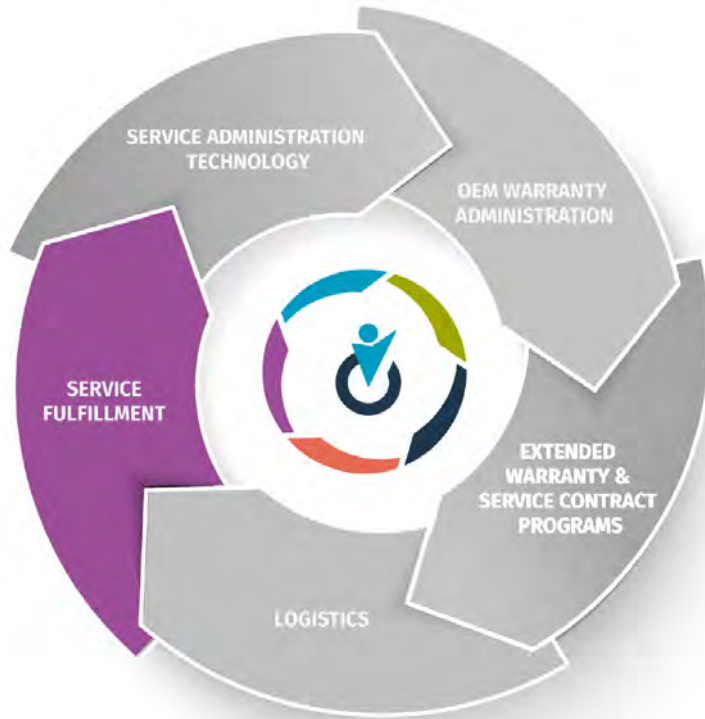
SERVICE FULFILLMENT

- Triage and Other Service Call Reduction Techniques

- Onsite & Depot Repair

- Advanced Exchange & Carry-In

- Replacement Fulfillment

- Warranty Recall Services

Case Study

SERVICE FULFILLMENT

- Warranty recall services firm

- National service network builds & dispatch services

- Enabled warranty recall firm to stay focused on CDC requirements and other tasks by commissioning OnPoint to build the service network & perform dispatch services for products such as heating boilers & CAT 5 cable

SERVICE ADMINISTRATION TECHNOLOGY

- Provision of Tech Platform to OEMs

- Technology Consulting, Benchmarking & Advisory

Case Study

SERVICE ADMINISTRATION TECHNOLOGY

- Global security products OEM

- Use of OnPoint's platform by the OEM's contact centers

- Enabled overnight support of OEM's first service contract program (global) without having to modify its ERP systems

Thank You!

Questions?

Contact

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