PCMI | LIVE WEBINAR

CONSUMER WARRANTY ADMINISTRATION

Starts @ 11AM CST

pcmicorp.com/about/leadership

HOST: MARK @ PCMI

GUEST: ROB CHRISTIAN @ ONPOINT

MARK NAGELVOORT

PRESIDENT & CEO

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- 30+ years of industry experience
- Founded PCMI in 2012

ROB CHRISTIAN

PRESIDENT & CHIEF RISK OFFICER

rob.christian@onpointwarranty.com

OnPoint Customer Service Solutions

- 25+ years in the Warranty industry
- A founding partner of Service Net Solutions (now AIG Warranty) in 1999

AGENDA

1

Introductions
- Mark's Story
- PCMI's Story

2

Consumer Warranty Administration
- Administration functionality
- Quickly launching new products
- SaaS vs PaaS

3

OnPoint
- Introduction
- PCMI's ability to support OnPoint's diverse global business
- Why OnPoint chose PCMI

?

Q&A SESSION

MORE ABOUT MARK AND PCMI

NAT, INCORPORATED™

Sears Home Warranty

Zurich/GE Alliance

flipswap

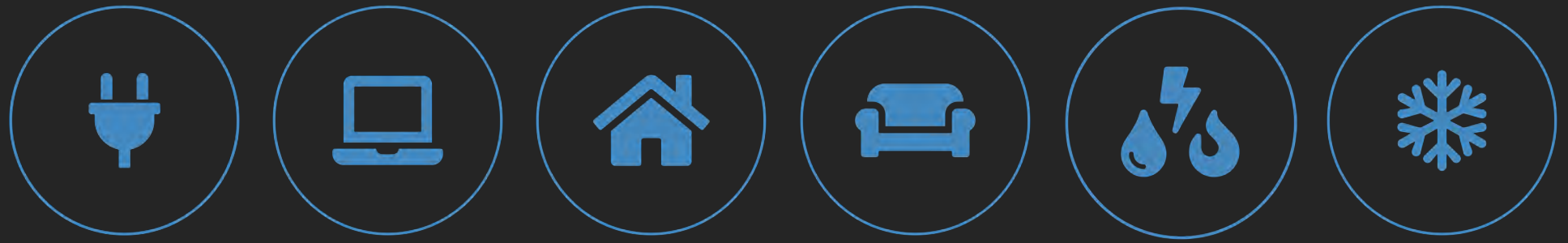
PCMI
Your Technology Partner

Launched PCMI in 2012

- 3 offices in US, Europe, and Asia
- Over 140 team members
- Consumer/Home Warranty administration platform

- Policy Administration
- Claims/SO Administration
- Service Network Dispatch
- Risk Management
- Connected Platform
- Analytics & Reporting

INDUSTRIES WE SERVE



APPLIANCES ELECTRONICS HOME FURNITURE UTILITIES HVAC

AND MORE!

16M
CONTRACTS PROCESSED

770K
CLAIMS PROCESSED

20K
DEALERS SUPPORTED

13K
SERVICERS SUPPORTED

MAIN BENEFITS

Launch

new products to the market within days

Customize

your product offering using our flexible system

Convert

your legacy data to administer and report all in one place

Integrate

with industry partners seamlessly using our API connections

SaaS vs. PaaS

SaaS

Software as a Service

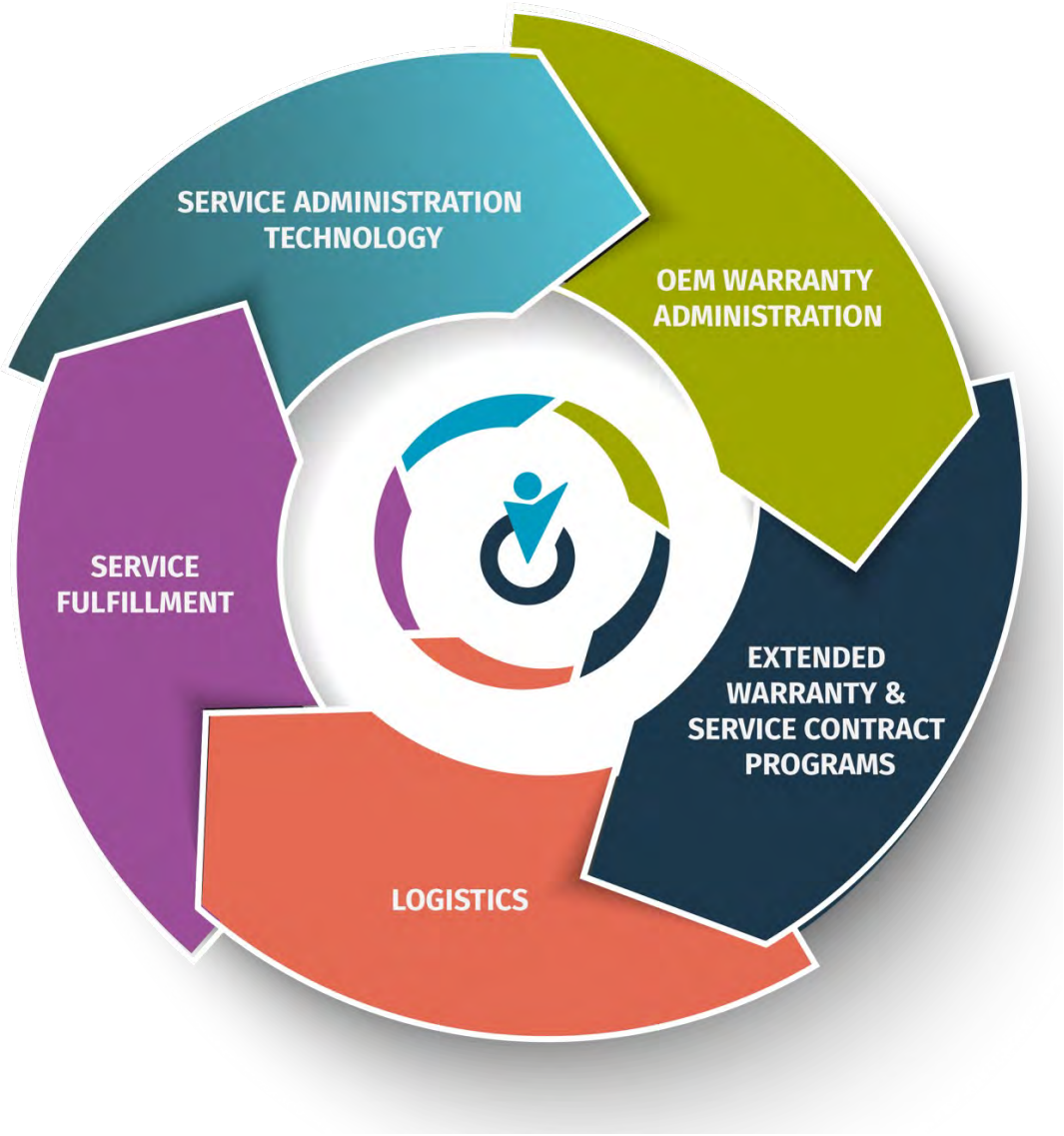
SaaS is a software licensing and delivery model in which software is licensed on a subscription basis and is centrally hosted

PaaS

Platform as a Service

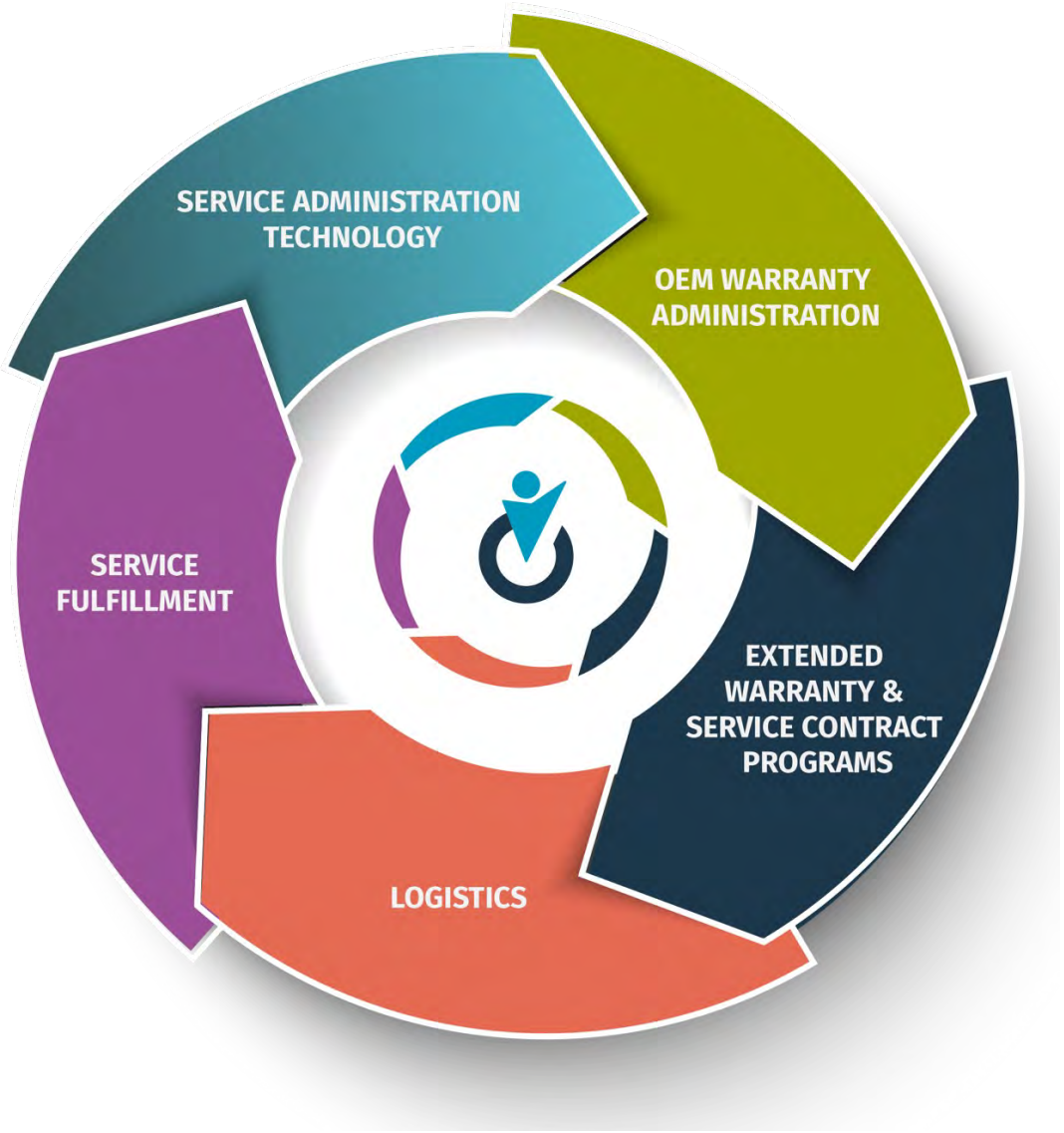
PaaS is a complete development and deployment environment in the cloud, with resources that enable you to deliver everything from simple cloud-based apps to sophisticated, cloud-enabled enterprise applications

ONPOINT
WARRANTY



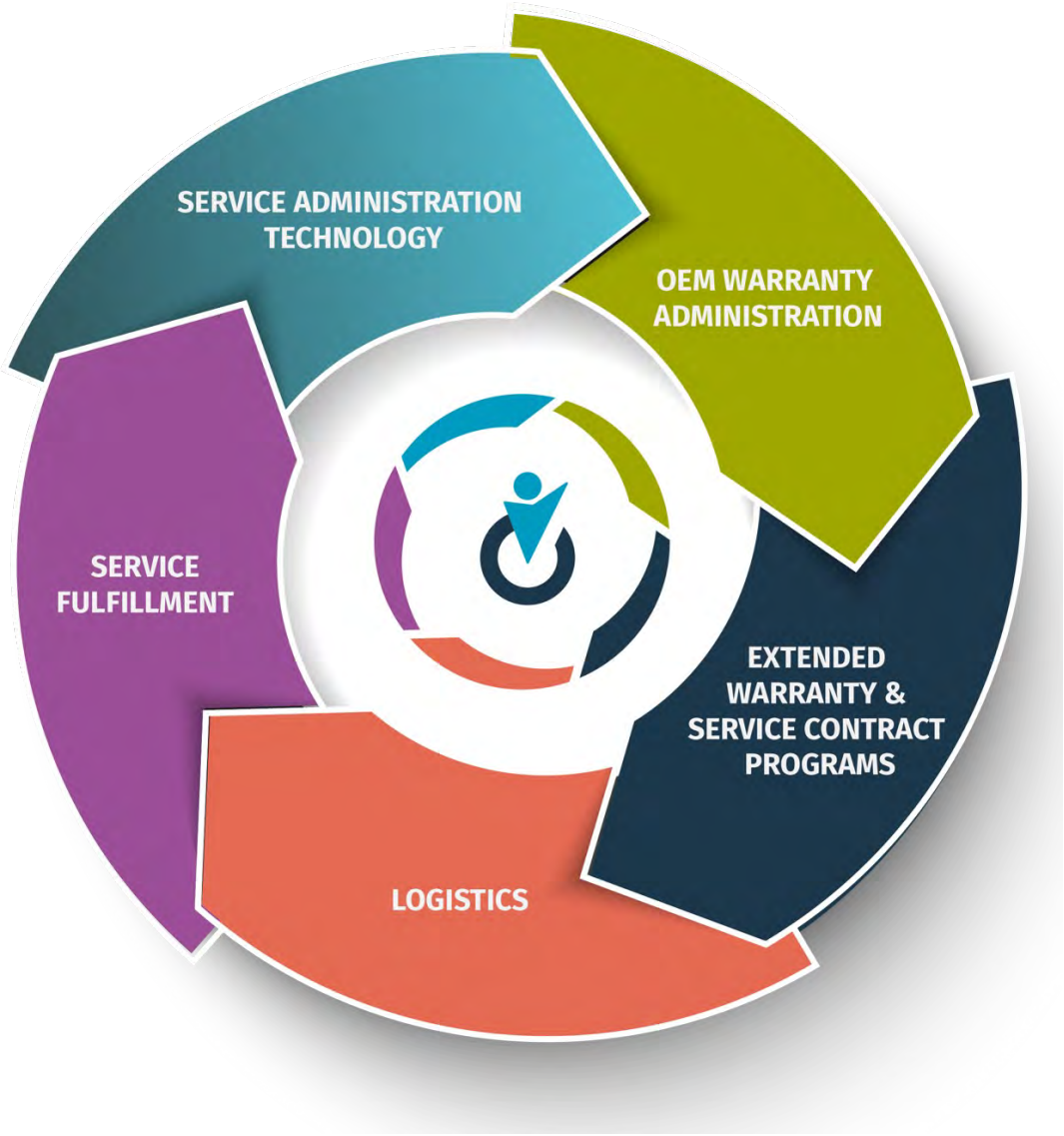
Solution Portfolio

Warranty and Service Solutions
Focused on Customer Experience



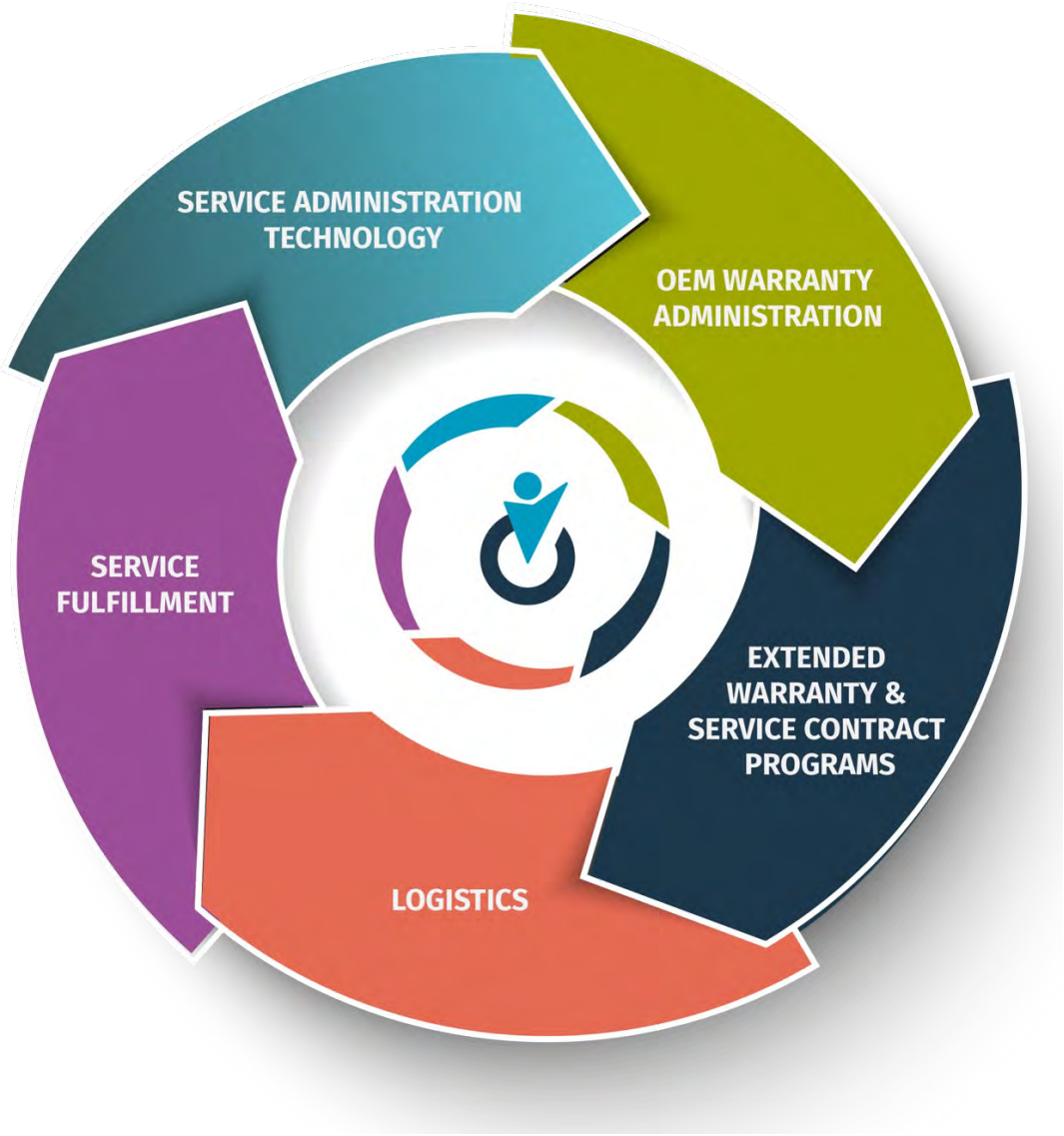
1. OEM WARRANTY ADMINISTRATION

- Insurance and compliance
- Product registration, customer service & service fulfillment
- Claims processing



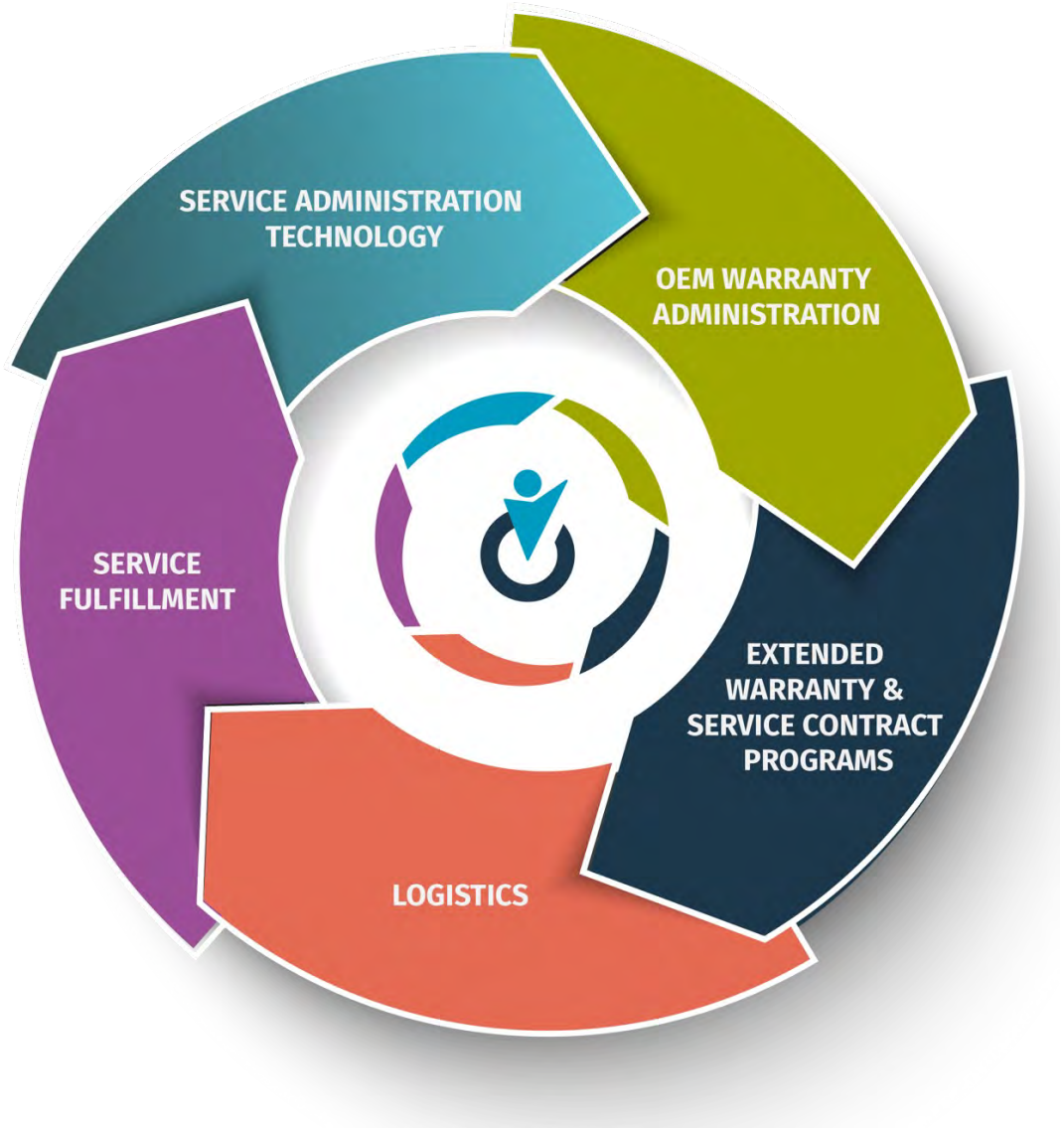
2. EXTENDED WARRANTY & SERVICE CONTRACT PROGRAMS

- Program development & direct sales
- Insurance & compliance
- Registration, customer service and tech support
- Dispatching & job management
- Service fulfillment & claims processing



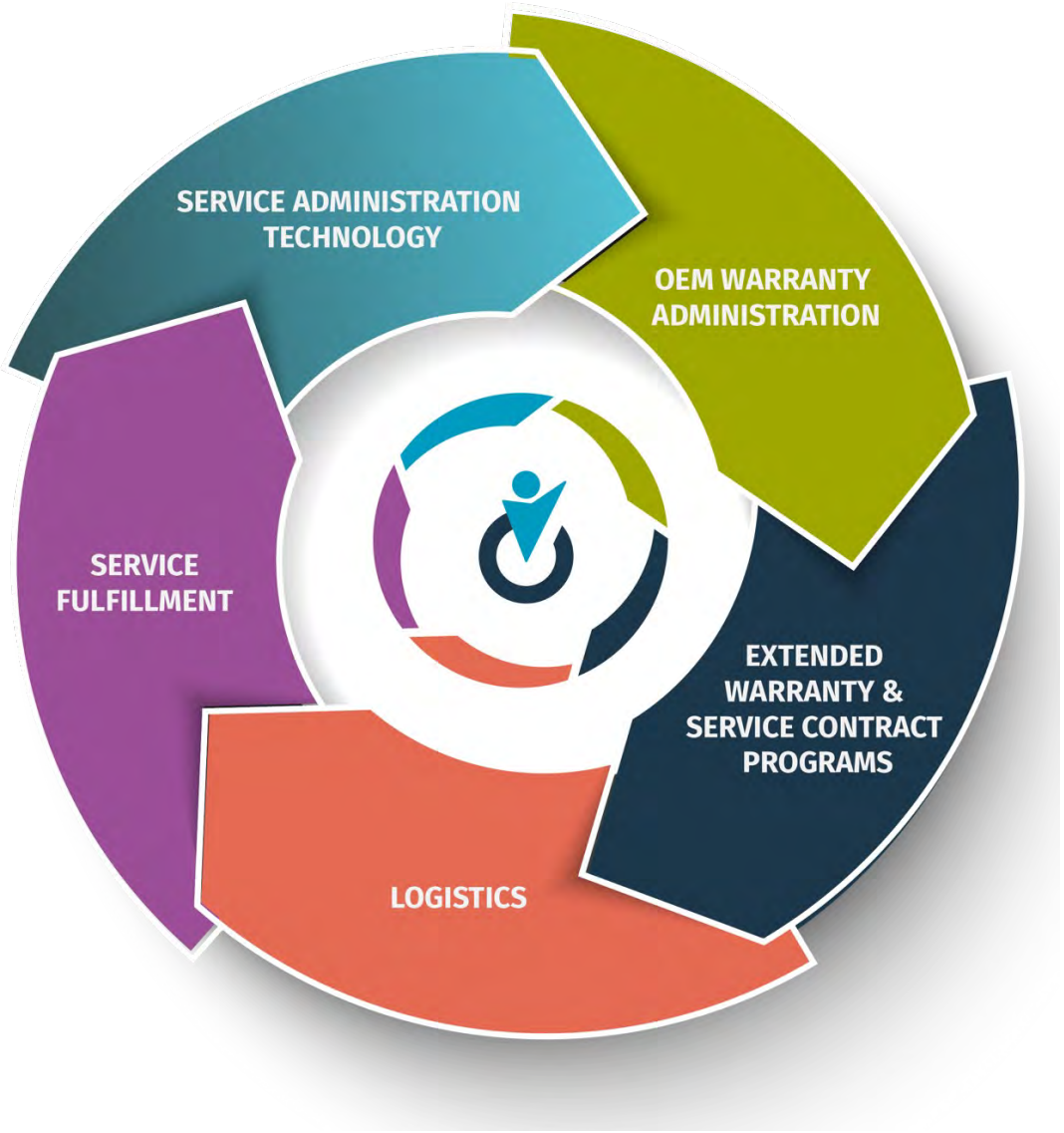
3. LOGISTICS

- Warehousing, shipping and sales & returns
- Failure testing, refurbishment & repair
- Salvage & disposal



4. SERVICE FULFILLMENT

Contact center, triage, onsite, depot, AE & replacement fulfillment management



5. SERVICE ADMINISTRATION TECHNOLOGY

Consumer direct, service personnel & service operations functionality

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PCMI supports a diverse business which:

IS GLOBAL

HAS VARIED CLIENTS

- OEMs
- Retailers
- Distributors consumers

OFFERS A VARIETY OF SERVICES

- Service contracts
- Home warranty
- OEM warranty administration
- Service dispatch for warranty recalls
- Customer experience management

SUPPORTS A WIDE VARIETY OF PRODUCTS

- All consumer products
- Various commercial equipment

API LINKS TO A NUMBER OF OTHER TECH PLATFORMS

- Multiple dispatch platforms
- State of the art CRM agent system
- Proprietary, custom databases
- Client systems
- Service vendor systems
- IOT product performance data feeds
- Strategic partners

ONPOINT
WARRANTY

OnPoint chose PCMI because:

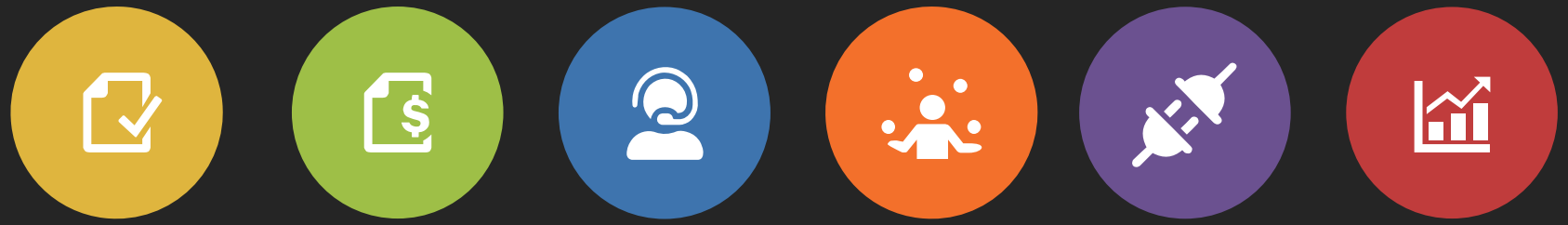
- ✓ Industry specific functionality
- ✓ Extensive sku, contract management and LOL capabilities
- ✓ Flexible
- ✓ Easy to use
- ✓ Highly customizable using our own staff
- ✓ Rich in contract and product warranty coverage management
- ✓ API-rich environment
- ✓ High levels of customer support
- ✓ Highly responsive staff to unique challenges and opportunities
- ✓ Truly partners in every sense

Q&A SESSION

WANT TO LEARN MORE?

SCHEDULE A DEMO

pcmicorp.com/request-demo



POLICY ADMINISTRATION

POLICY ADMINISTRATION

SERVICE NETWORK DISPATCH

RISK MANAGEMENT

CONNECTED PLATFORM

ANALYTICS & REPORTING