



WHAM: Warranty Handling and Management

Extend Dynamics to Streamline Warranty Creation & Management

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 warrantied, 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 WHAM) that helps you easily manage the warranty process — from initial creation and sales, to servicing and bookkeeping — right from within Dynamics.

Not only does WHAM 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, WHAM 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 WHAM delivers are immediate and tangible.

No more sorting through external warranty records to address questions and claims.

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 into quality issues

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.

Contact us:

microsoft@argano.com to learn more or see a demo of WHAM in action.

About Argano

Argano, a next-generation business and technology services provider, builds Digital Foundations that make businesses run better. We are committed to helping clients think differently about how they deploy and manage people, processes, and technology. Combining strategic consulting and services, we deliver interconnected solutions that enable innovation and drive operational excellence.

