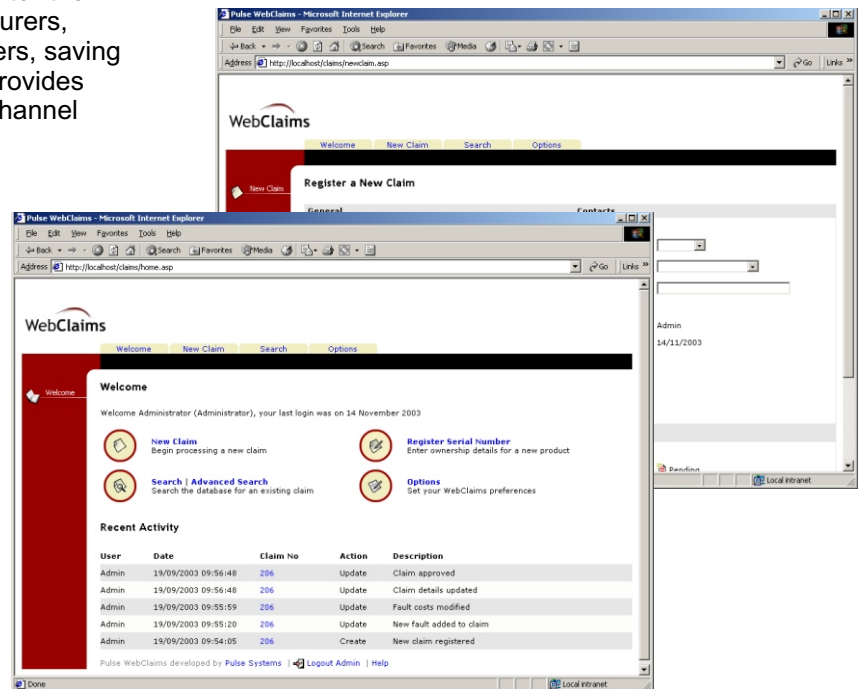


Pulse Claims Manager

Efficient Warranty and Quality Management

The Claims Manager product is a powerful claims management system that automates the after-the-sale service interaction between manufacturers, channel partners, distributors and customers, saving significant time and money. The product provides claims processing, enabling dealers and channel partners to submit, view, validate and classify claims, log actual labour and much more. The system can also be used as an internal quality management tool to track issues prior to the product leaving the factory.

Pulse PLM Claims Manager is a fast, effective tool to manage and track claim information in your Service Department. You can record and access up-to-the-minute accurate claim information in seconds. Efficient data management means improved customer service. Claims Manager provides quick access to accurate, up-to-date information, letting you build a reputation for fast, friendly customer service.



Total Quality Management

The cornerstone of a TQM program is the ability of management to measure product quality. Such measurements can't be obtained without an integrated system for storing and tracking the vast data inherent in claim processing. Claims Manager gives you a complete history lookup for every product and claim, as well as a myriad of detailed summaries and reports that turn data into meaningful TQM tools. The Claims Manager product can be used to record, track and manage any kind of non-conformance. Be that a customer complaint (not necessarily a warranty event), an employee suggestion, a product non-conformance, an internal audit or a supplier non-conformance. Use the Claims Manager product as the cornerstone to your company TQM drive.

Detailed Cost Tracking and Reporting

Claims Manager sophisticated reporting capabilities give you loads of information in summary or detail form for almost any criteria imaginable. And you can track costs and generate reports for each product.

Pulse PLM Claims Manager Management Reports

Whatever the task — whether you're scheduling a service trip from open work orders, tracking trends in defects for a product, or checking parts costs by category — the information you need and the means to measure it is a keystroke away.

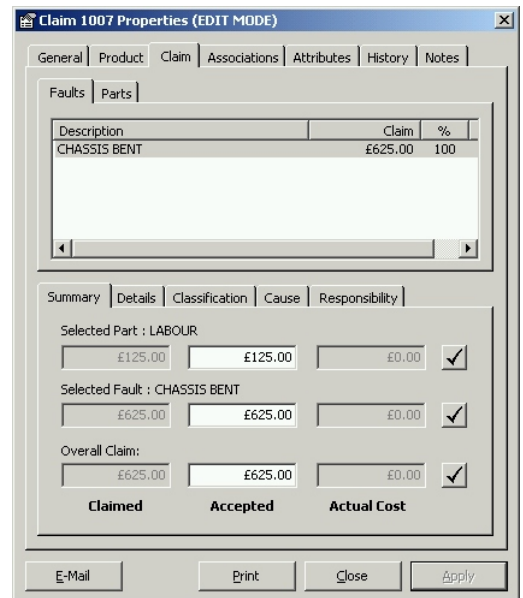
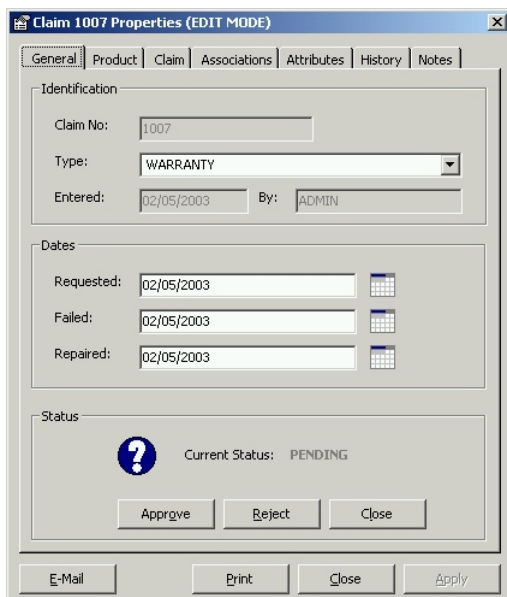
Pulse PLM Claim Manager

How it Works

Your channel partners or customers register their product through the WebClaims portal that can be contained within your current web site. Once registered they can then submit, view, verify and update claims against these registered products. Alternatively you may still wish to manually receive claims and have your own personnel submit these via the Pulse PLM standard client.

Once received the claim can be processed and routed for action using company defined rules. Claims can be approved, rejected, send out for further analysis, suppliers can be chased for reimbursement and throughout this process your customer and channel partners can check on the status of the claim using the WebClaims interface.

Powerful reporting tools can analysis claim data and highlight recurring trends that may require attention. Importantly, once faults have been found corrective action can be initiated from within the Claim Manager module.



How Claims Manager Can Benefit Your Company

- ✓ Improve relations with your customers and channel partners by offering them faster warranty claim processing.
- ✓ Eliminate the need for manual data entry of warranty information thus reducing warranty processing costs.
- ✓ Being easy to work with and by offering your customers and channel partners online tools to make their lives easier, you will increase sales.
- ✓ Improve product quality and reliability by being able to highlight and address problems as soon as they are identified.
- ✓ By providing tools to enable recovery of warranty costs from suppliers you will improve your company's bottom line profit.
- ✓ Management can view claim status, new claims etc from anywhere in the world, so they can keep informed of issues while away from the office.

