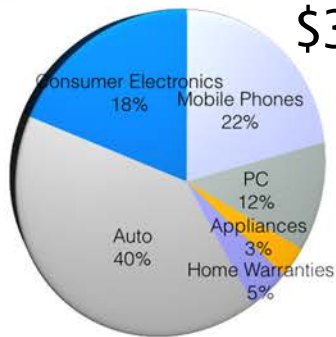




Simplify Warranty Experience

Extended Warranty Market*

\$39.5B

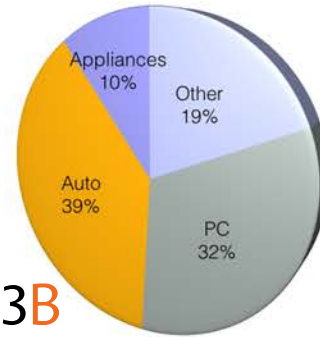


Increase Share of Service Plans

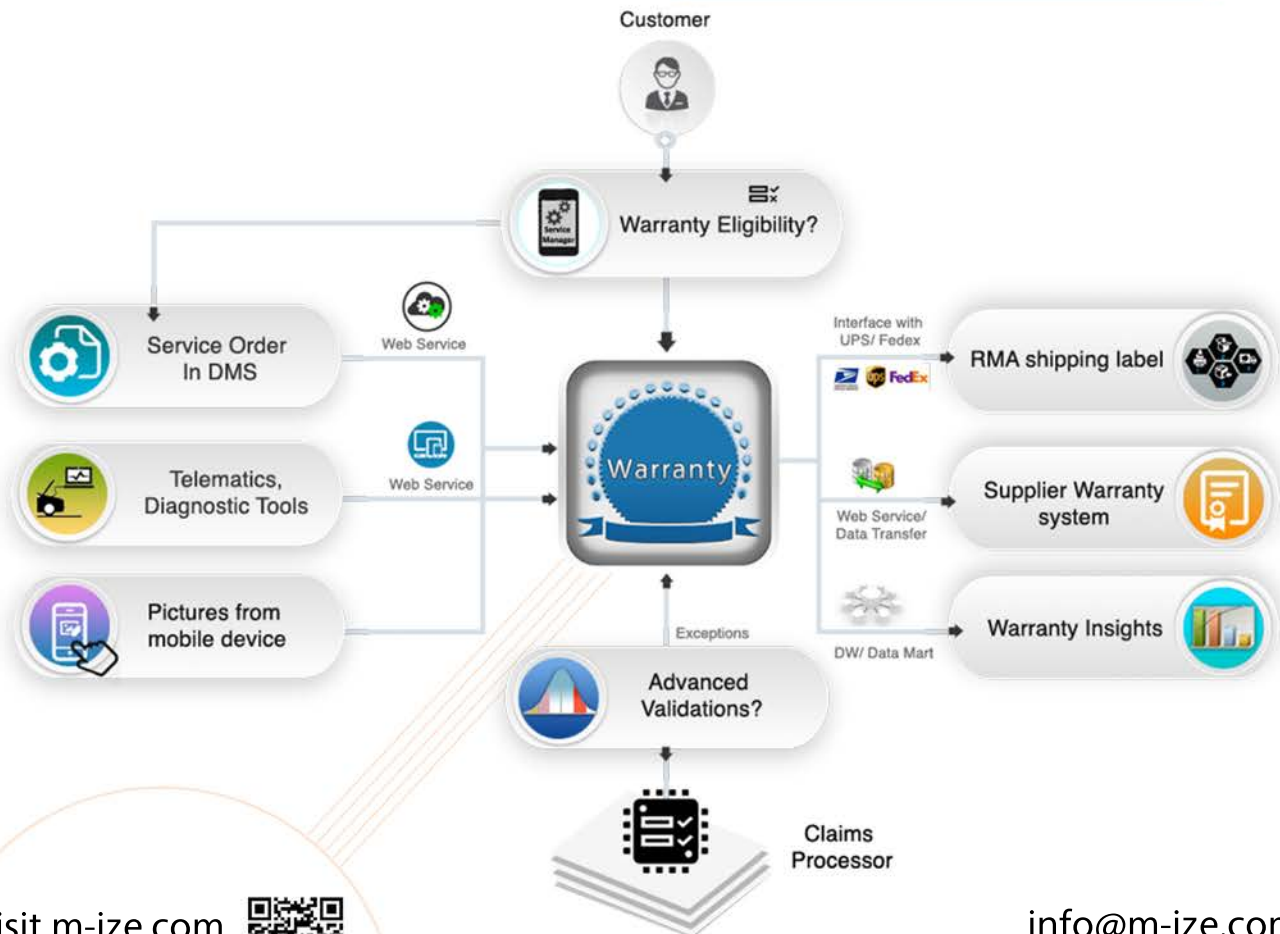


Manufacturer's Warranty Market*

\$26.3B



Reduce Warranty Costs



Visit m-ize.com to learn more



*Eric Arnum "Warranty Week"

info@m-ize.com
813-971-2666



Improve Customer Experience & Product Quality, While Reducing Warranty Costs

Current Conditions: Excessive warranty costs and poor customer experience

Warranty costs negatively impact an organization's bottom line as brands face excessive costs from inefficient warranty management, product recalls, claims fraud, and long cycles in quality improvements. Unexpected product issues damage a brand's reputation, which is made worse with the speed of information shared through social networks. Brands miss opportunities for additional revenues from an existing customer base at various touch points throughout the warranty period.

Simple & Effective – For Consumers & Brands

The m-ize warranty solution integrates with Financial, ERP, and other enterprise systems using standard web services to enable seamless end-to-end warranty processes. m-ize warranty solution is part of an integrated portfolio of Smart Blox to cover product registration, protection plans, parts sales, support and service to provide a simplified and unified customer experience.

Benefits to Consumers

- Ease of use to check warranty and schedule service
- Heightened service delivery from manufacturers and service providers
- Increased value from enhanced protection of investment in products

Benefits to Brands

- Improves customer experience & satisfaction, resulting in better product ratings & Net Promoter Score
- Increases Customer Lifetime Value (CLV) by generating additional revenues from maintenance, protection plans, parts, accessories, and product upgrades
- Improves overall product quality to drive down claims and operational costs
- Reduces warranty processing costs, eliminating duplicate data entry and automating claim adjudication
- Lower warranty costs by collaboration with suppliers on recovery and quality analysis
- Shrink cycle time for claim processing, parts return, supplier recovery, and identification of issues
- Slash Total Cost of Ownership (TCO) with an easy-to-implement solution, scalable cloud architecture

Benefits to Service Providers

- Reduces manual efforts involved in claims entry by integrating with service order systems
- Ensures faster payment by validating claims data and allowing richer content to be captured
- Increase revenues and profitability from maintenance, service, parts, and protection plans
- Foster customer loyalty, growing revenues of products and services from existing customer base



SMART BLOX

Fulfill Your Brand Promise to Customers -
Stand behind your products and satisfy your
customers through streamlined warranty processes



Visit m-ize.com
to learn more



Contact us for an
assessment & demo

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813-971-2666