



# Make Every Signal After the Sale Count.

Aftersales Intelligence applies forecasting, automation and analytics to the data your aftersales operation already produces. It helps teams plan parts and inventory with more confidence, process warranty claims more efficiently, see service demand earlier and understand how each dealer is performing.



AI Accelerator · Aftersales Intelligence

## At A Glance

### Parts Demand Forecasting

AI-supported forecasting that includes demand for electric and connected vehicle parts

### Warranty Automation

Claims automation and anomaly detection across DMS, ERP and dealer portals.

### Connected Aftersales Data

Parts, warranty, service and dealer information brought together in one place.

## The Challenge

Aftersales data rarely lives in one place. Parts demand, warranty claims, service activity and dealer performance are spread across DMS, ERP and dealer-portal systems, so each question tends to be answered on its own. That makes it harder to plan ahead, and easier for an unusual claim or a shift in demand to go unnoticed until it has grown into a wider pattern

## Our Approach



### Parts Intelligence

AI-supported forecasting that helps teams plan for upcoming demand, including electric and connected-vehicle parts.



### Inventory Planning

Connected demand information supports inventory decisions across the parts environment.



### Warranty Intelligence

Automated equivalence testing runs old and new side-by-side, function by function and won't sign off until outcomes match.



### Service-Demand Prediction

Earlier visibility of emerging service needs across the ownership lifecycle, supporting capacity and inventory planning.



### Dealer-Performance Intelligence

Operating information connected back to how each individual dealer is performing.

## Why It Matters

Aftersales decisions are usually made one system at a time, so parts planners, warranty teams, service managers and dealers often work from different versions of the same story. Aftersales Intelligence connects that information, letting teams plan for demand before it arrives, look into unusual claims while they are still isolated cases, and support dealers with a clearer view of how they are doing. The approach draws on Ferfier's wider mobility experience and stays supported as your aftersales questions grow.



Ferfier is a specialist services provider for the mobility and manufacturing industries, integrating deep domain expertise from chip-to-cloud to help OEMs and manufacturers navigate the shift to software-defined mobility and intelligent manufacturing. For more information write to [info@ferfier.com](mailto:info@ferfier.com)