



Application Management Automating Warranty Claims for Faster, More Accurate Resolutions

Client: **Fortune 500 - Global Auto OEM (North America)** - Warranty Claims Application



At a Glance

Automated

data validation on
every claim

Real-time

claims and rejection
reporting

Fewer

rejections from incomplete
or incorrect data



The Client

The client is a Fortune 500 - Global Auto OEM whose Warranty Claims Application is used by its dealer and repair center network across North America to submit and process vehicle warranty claims.



The Business Challenge

Claims were reviewed manually, and a high proportion were rejected outright often because submissions were incomplete or contained incorrect data. That drove a slow approval process that directly impacted repair timelines: repair centers waited longer to get paid and to move vehicles through service, while manual processes created bottlenecks that neither the OEM nor the repair centers could easily see into.



Our Approach

We introduced automated validation directly into the claims workflow so errors were caught and in many cases prevented, before a claim was ever submitted, rather than discovered after a manual review cycle.

- Automated data validation on claim submission to catch incomplete or incorrect entries early.
- Added data pre-population to reduce manual entry errors at the source.
- Built reporting tools that track claims and rejections in real time.
- Delivered real-time status updates so repair centers and the OEM see the same information at the same time.



Solution Overview

In business terms, the fix moves error-catching to the front of the process from validation and pre-populating before submission - instead of rejecting claims after the fact and making repair centers start over.

Before: Manual Claims Review

Manual claim review by repair centers → High error rate, incomplete data → Frequent claim rejections → Slow approvals, delayed repairs

After: Automated Claims Validation

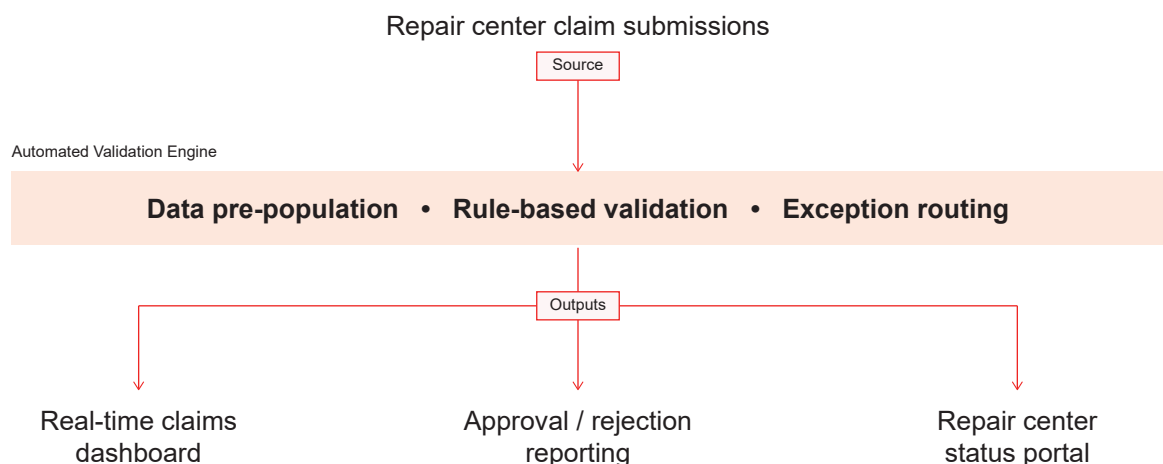
Automated data validation on submit → Data pre-population reduces errors → Real-time claim & rejection tracking → Faster approvals, fewer rejections



Technical Approach & Architecture

Repair center claim submissions flow into an automated validation engine that pre-populates known data, applies rule-based checks, and routes exceptions for review instead of blanket rejection. Validated claims and rejection patterns feed a real-time dashboard, giving both the OEM and repair centers the same live view of claim status.

Warranty Claim Automation – Solution Architecture





Business Outcomes & Results

Metric	Before	After	Business Impact
Claim accuracy	High error rate from incomplete/incorrect data	Automated validation and data pre-population	Fewer errors reach the approval stage
Rejection rate	Frequent rejections impacting repair centers	Automated checks minimize rejections	Improved repair center satisfaction
Approval speed	Slow approval process, delayed repairs	Real-time updates and streamlined operations	Faster processing, quicker issue resolution
Administrative load	Manual processes create bottlenecks	Streamlined claims management	Reduced manual work and operational cost for the OEM; time savings for repair centers



Why It Matters

This engagement is a clean example of shifting quality control left - validating data at the point of entry instead of rejecting it downstream. That pattern is directly reusable across any claims-, application-, or form-heavy workflow in the Enterprise Applications practice where manual review is the bottleneck, not the underlying business logic.



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