

Advancing
**Efficiency, Security,
and Integration**
in an Aftermarket
Service Experience Platform

Founded in 1990, our customer is a technology organization transforming the aftermarket service experience landscape with an end-to-end platform featuring various AI/ML powered solutions. The platform solves various complex challenges in aftermarket operations by integrating sales and service processes with AI/ML-powered solutions, predictive analytics, and configurable automation. The existing platform is leveraged by more than 200 leading organizations from various domains.

Addressing Challenges in the Existing Aftermarket Service Experience Platform

Operating in an intensely competitive marketplace with many challengers, the organization needs to always stay ahead of the curve. Periodical updates and new feature implementations are important activities for the organization to bolster customer loyalty and gain new customers. Such modernization initiatives are undertaken based on business growth plans, user feedbacks, and market or technology trends. The aftermarket platform providers were at a juncture where the organization was planning for the next modernization phase of the platform.

Some of the enhancement scopes identified by the product team and management as a part of the product roadmap included:

Multi-level Authorization Support: Lack of such a capability in the platform left crucial processes vulnerable to inefficiencies and errors.

Third-party Integration Issue with Claims and Returns Policy Processing: Missing registration records from third-party data sources resulted in policy application failures, exacerbating customer frustrations.

Bulk Order Processing Issues: Resulted in operational inefficiencies and complicated tracking efforts.

Security Vulnerabilities: Existing cybersecurity threat landscape made it mandatory for the organization to strengthen security features within the solutions.

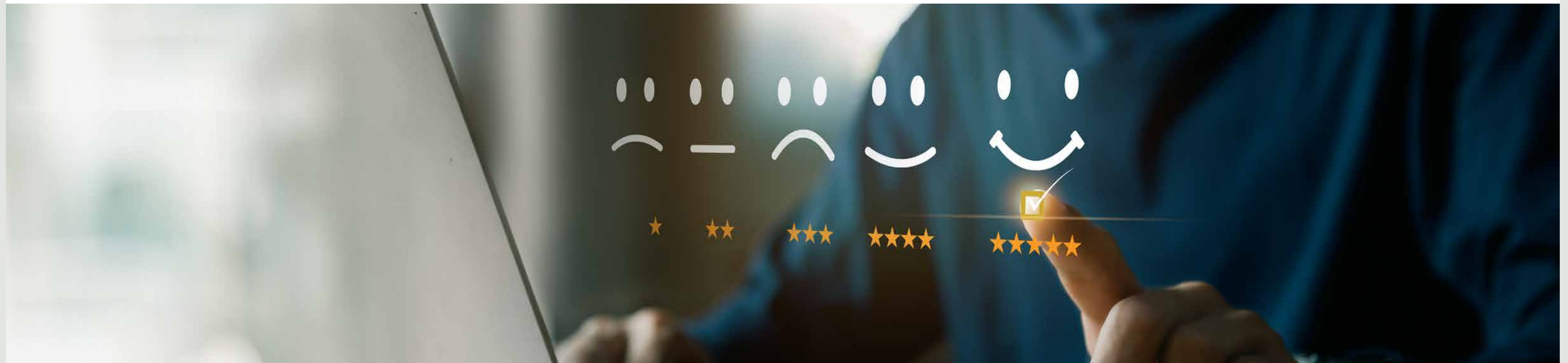
Cloud Cost Overruns and Downtime Challenges: Excessive cloud costs were undermining profitability, while downtime issues were causing user dissatisfaction.

Other Enhancements: The existing platform lacked third-party courier billing and advanced search functionalities added layers of complexity.

“ The lack of third-party support, security vulnerabilities and various other inadequacies were impacting users experience and needed to be resolved at the earliest with modernization of the platform. ”

- Director of Projects, Aftermarket Service Experience Platform Provider

As a global systems integrator and digital transformation enabler, AgreeYa boasts a proven track record spanning decades, assisting organizations worldwide in overcoming their most daunting business challenges to drive efficiency. With extensive experience in seamlessly modernizing apps and platforms to fuel business growth, enhance customer loyalty, streamline processes, optimize costs, and integrate new technologies, AgreeYa emerged as the natural partner for the aftermarket service experience platform provider.



Helping Navigate the Complexities and Modernizing the Service Experience Platform

Upon engagement, AgreeYa conducted a thorough assessment of the customer's existing platform and held in-depth discussions with the key stakeholders to determine the exact expectations from the modernization initiative. Based on the information gained, AgreeYa outlined a detailed roadmap to modernize the existing aftermarket service experience platform.

Key Highlights of AgreeYa's Solution

Enhanced Multi-level Authorization Support: Robust multi-level authorization mechanisms were implemented to ensure secure and efficient processing of critical workflows, minimizing errors and enhancing operational integrity.

Streamlined Bulk Order Processing: AgreeYa team optimized the bulk order processing workflows to reduce complexity and improve tracking efficiency. This facilitated smoother operations and enhanced order management.

Enabled Seamless Third-Party Integrations: Our experts seamlessly integrated third-party systems, resolving data discrepancies and ensuring seamless policy application, thereby enhancing customer satisfaction, and reducing frustrations.

Developed Fail-Safe Code: We developed fail-safe code to ensure the robustness and reliability of systems. By implementing stringent error-handling mechanisms and incorporating redundancy measures, we fortified the aftermarket service experience platform against potential failures and downtime. This proactive approach bolstered system resilience, minimizing disruptions to service delivery, and enhancing customer satisfaction.

Optimized Infrastructure Costs: AgreeYa implemented a strategic separation of duties for various environments to optimize infrastructure costs. This approach minimized resource redundancies and operational inefficiencies, leading to cost savings. Moreover, the streamlined infrastructure enhanced scalability and agility to adapt to the evolving business needs swiftly.

Delivered Value Added Service Management: We provided value-added services by integrating multiple data validation routines to the platform's existing users, supporting them through solutions such as post-sales and service support, customer registration, warranty management systems, and knowledge management.

Facilitating Future Service-driven Business Model

AgreeYa successfully modernized the aftermarket service experience platform supporting the customer through its digital transformation journey. Implementation of new capabilities and enhancements to existing features set a benchmark for user satisfaction and ensured the customer stays ahead of the curve. As a result, the aftermarket platform provider was able to capitalize on new opportunities, drive customer loyalty, and achieve objectives of delivering superior service experiences in a rapidly evolving market landscape. Some of the benefits delivered are:

Enhanced Operational Efficiency: Streamlined workflows and improved process automation led to a 32% increase in operational efficiency, reducing turnaround times and boosting productivity.

Strengthened Security Measures: Implementation of robust security features fortified the platform against cybersecurity threats, ensuring data integrity and maintaining customer trust.

Improved Customer Experience: Enhanced functionalities and seamless integrations resulted in an improved overall customer experience, leading to a 21% increase in customer satisfaction levels and increased customer loyalty.

Delivered Cost Savings: Optimization of infrastructure and streamlined processes resulted in a 16% reduction in overall operational costs for the customer.

Ensured Application and Infrastructure Availability: Enabled uninterrupted business operations with no downtime for the application and infrastructure.

Provided Real-time 24x7 Customer Experiences: Offering customers instantaneous support and service round-the-clock.

Achieved Savings Compared to Previous Years: Achieved an 11% decrease in expenditure compared to the previous fiscal year.

Enabled Budget Savings for Customer's Various Clients: Delivering over 50% cost reduction for the customer's diverse client base.

“ Our partnership with AgreeYa proved transformative! AgreeYa empowered us to navigate the complexities of the service economy with confidence and resilience. ”

- Director of Projects, Aftermarket Service Experience Platform Provider

Technology Stack



About AgreeYa

AgreeYa Solutions is a leading global provider of software, solutions and services to small, medium and global Fortune 100 organizations. Founded in 1999 and headquartered in Folsom, Calif., AgreeYa has over 2,500 professionals helping clients across U.S, India, Mexico, and Singapore. Leveraging a technology-enabled, consultative approach and diverse talent, AgreeYa offers modern workplace, smart analytics, intelligent automation, AI/ML, cloud transformation, mobility and talent management solutions to deliver digital transformation to its clients. AgreeYa has received considerable recognition including certifications like Microsoft Solutions Partner and Cloud Solutions Provider, AICPA SOC 2 Type 2, SEI CMMI and ISO 9001:2015; and awards including 'Dream Company to Work For' and 'Best Employer Brand'.



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