

Client success story



Leading Smartphone Manufacturing Company

Client Challenges

- Complex data due to multiple third-party integrations.
- Inability to accurately identify warranty-covered assets.
- Scattered data hindered warranty duration tracking for RMA cases.
- Difficulty tracking extended warranties for specific assets.

Our Solutions

- Centralized third-party data into Salesforce Data Cloud for a unified asset and warranty view.
- Harmonized asset data enabling single-search warranty identification.
- Centralized extended warranty info for real-time access by RMA agents.

Business Outcomes

- Simplified access to asset and warranty data, reducing complexity.
- Faster responses to warranty and service queries with unified data.
- Enhanced visibility supports quicker decisions and better service.
- Boosted RMA portal performance for faster case resolution.