



Case study

'Leading Fortune 500 HVAC Manufacturer

More Action, Less Work

Fast track warranty management with Leni

Quick Snapshot of Business Benefits



Query resolution time **reduced**
from weeks to minutes



~300+ unique questions
resolved every month



~90% accuracy achieved in
query resolution



Projected savings of >USD 1million
expected in operations from faster,
timely and incisive insights

For manufacturers, demand for consistently high service levels and uptime are key to ensuring an optimal customer experience. Warranties are a crucial component of manufacturers' after-sales strategy, enhancing customer experience and adding brand value and differentiation.

But unpredictable warranty expenses and claims resolution are also a matter of concern for manufacturers. Along with the financial challenges, excessive warranty claims tend to damage customer trust and threaten market position. Effective warranty management processes, powered by AI-driven insights, can drive efficiencies and create new revenue sources.

Business Context

Our client, a leading US-based Heating, Ventilating and Air Conditioning (HVAC) systems manufacturer wanted to establish a data-driven strategy that drives operational efficiency across the warranty management lifecycle, ensuring superior customer experience.

The client was struggling to improve their warranty and after-sales management process which was heavily dependent on manual intervention by their data science teams.

The Challenge

The key challenges they faced included:

- ✓ **Manual data curation:** Every business query required manual curation of data from multiple reports by the analysts, with a turnaround time of more than three days.
- ✓ **Multiple sources of truth:** The lack of integration between the product, finance, and service quality departments was resulting in constant delays in decision making. With every team making their own investments in man power to cater to their requirements, major inconsistencies were being reported in data management, thus creating multiple sources of truth.
- ✓ **Lack of visibility:** The inability to gain a holistic view of data across the warranty lifecycle was making it difficult for leaders to identify new business opportunities.

The existing warranty and claims process was largely manual and cumbersome. The finance team checked claims validity and approved them against issued policies, the product team then analyzed product ageing metrics of after-sales parts and the service team monitored the service quality and claims raised by service providers to ensure they followed the guidelines. This required triangulating information from 16 different reports in various formats. The data curation alone required using 30 different data transformation steps to get digestible business information nuggets that were useful for decision makers.

The client was looking for a self-service platform that could automate these manual processes, streamline different data streams and empower business users with real-time actionable insights.



LTI Leni in Action

LTI's augmented analytics platform Leni provided the fastest way for product, service quality, and finance teams to conduct comprehensive data exploration, enabling quick iteration and rapid drill downs.

Using Leni's out-of-box capabilities like its smart Natural Language Generation (NLG) engine, autonomous nudges, and advanced analytics algorithms - complex queries such as "why did the claims for compressors with extended warranty increase in March 2021?" - which previously took weeks to resolve, are now being tackled in real-time, fast tracking warranty analysis.

Business Impact



Query resolution time reduced from weeks to minutes: Wait time for answers related to region, model, policy type and other critical dimensions for processing warranty claims has been reduced from weeks to minutes, all while achieving query resolution accuracy of 90%.



Timely & trustworthy insights: Business teams can now focus their attention to the areas that require immediate intervention via diagnostic deep dives and accurate forecasts, and deliver timely, confident recommendations, allowing them to unlock new business opportunities.



Freedom of exploration: Future visibility of claims, along with 'What-if analysis' on part and non-part costs and their impact on warranty costs, are now being handled by business unit leads with zero dependence on data science teams.



Enhanced user experience and adoption: Leni has transformed the way intelligence is served to the business. The intuitive natural language search-based interface has eliminated the heavy-lifting required in sifting through long and tedious excel reports. The success of this initiative has prompted other business units to adopt Leni to help uncover new business opportunities.

With timely access to mission critical information, the team is projecting to achieve a reduction of >USD 1 million in operations-related costs, just within a year of implementation.

About Leni

Leni is an AI-powered decisioning platform designed to make free-form insights exploration a reality for business users. Get instant access to limitless insights and cut the chase to informed decision making with Leni.

Learn more about [Leni](#)

LTI (NSE: LTI) is a global technology consulting and digital solutions company helping more than 400 clients succeed in a converging world. With operations in 31 countries, we go the extra mile for our clients and accelerate their digital transformation with LTI's Mosaic platform enabling their mobile, social, analytics, IoT and cloud journeys. Founded in 1997 as a subsidiary of Larsen & Toubro Limited, our unique heritage gives us unrivalled real-world expertise to solve the most complex challenges of enterprises across all industries. Each day, our team of more than 35,000 LTIites enable our clients to improve the effectiveness of their business and technology operations and deliver value to their customers, employees and shareholders. Find more at <http://www.Lntinfotech.com> or follow us at [@LTI_Global](#).

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