



Objective:

To analyze all warranty repairs to identify dealers with out of line claim activity for a given part or repair type.

Solution:

Indico uses complex mathematical techniques to accurately benchmark predicted dealer claims activity at causal part level.

Results:

Projected first year savings of 8% of annual warranty budget
ROI > 20:1

“Contact us today to see how quickly we can help you prevent \$m’s of claims, improve safety and the customer experience.”

James Davies

Director

+44 8451 305521

info@WePredict.co.uk

www.WePredict.co.uk

+Client Mazda Canada

"The accuracy of Indico has been impressive. Indico reporting has been deployed to our Field staff and issues identified by Indico are discussed in the dealership. Claim irregularities that have been identified and reported have shown significant declines. That's all the proof you need to know that the Indico is finding problems.

"Mazda already has some excellent dealer analysis tools; however Indico takes reporting to the root of the issue and allows us to realize additional savings. From the evidence that we have seen savings of 8-15% of total warranty spend are definitely achievable with Indico."

Rob Murdoch, Manager, Warranty, & Technical Services

Implementation:

We took 10 years of data and created claims distributions that allowed us to project future claims levels at a national, regional and dealer basis. We then compared projected dealer causal part frequencies by model and model year to the regional benchmark.

Light touch implementation means that we have minimised the level of input required by Mazda to action the data. The regional management teams are given a small hit list of problems to discuss with their dealers, and their progress is monitored.

Benefits:

- Reduced claims spend.
- Abused claims code analysed and labour times changed.
- Technical Service Bulletins to educate the wider dealer network of potential pitfalls.
- Emerging issues relayed to the factory.