

“ Warranty Center - QR Code Registration and Claim Processing ”

*Automating Warranty Onboarding and Client
Experience*



About Praval



Wilmington | Dallas | Hyderabad

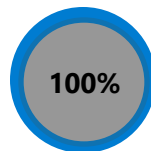


2 Times

Winner

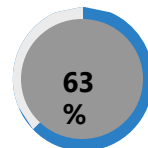
Won award at Microsoft Ignite

Overall Best App Award



Customer Satisfaction

We don't settle for anything but the best, for our clients and for ourselves.



Certified Associates

45% have 2+ certifications

We at Praval bring a fresh perspective to problem understanding and build experience centric solutions.

Technology Partners



Microsoft

servicenow

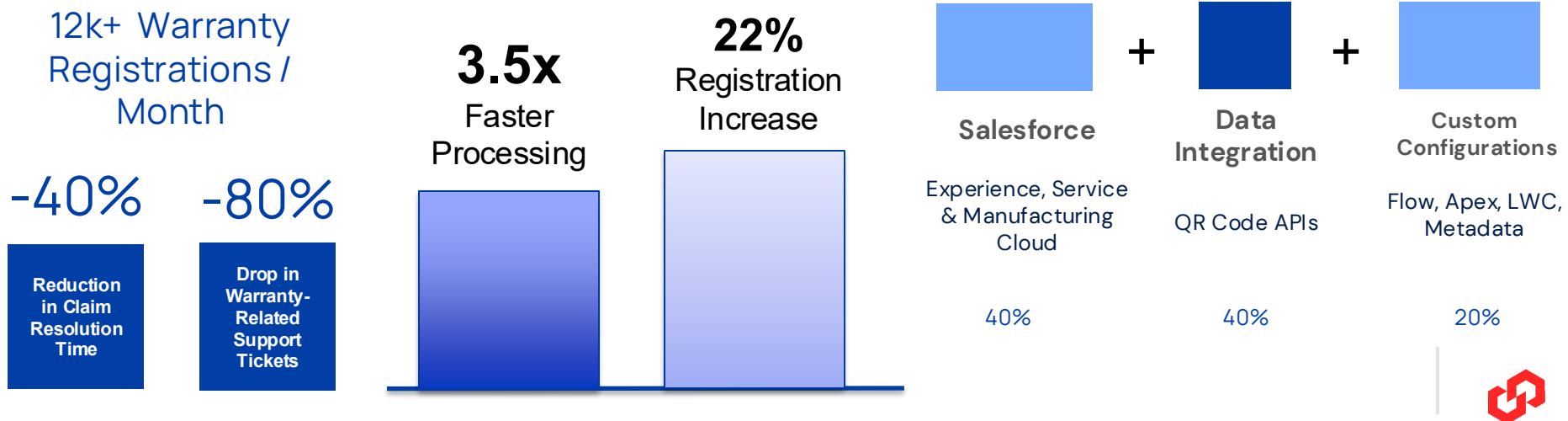
ORACLE®



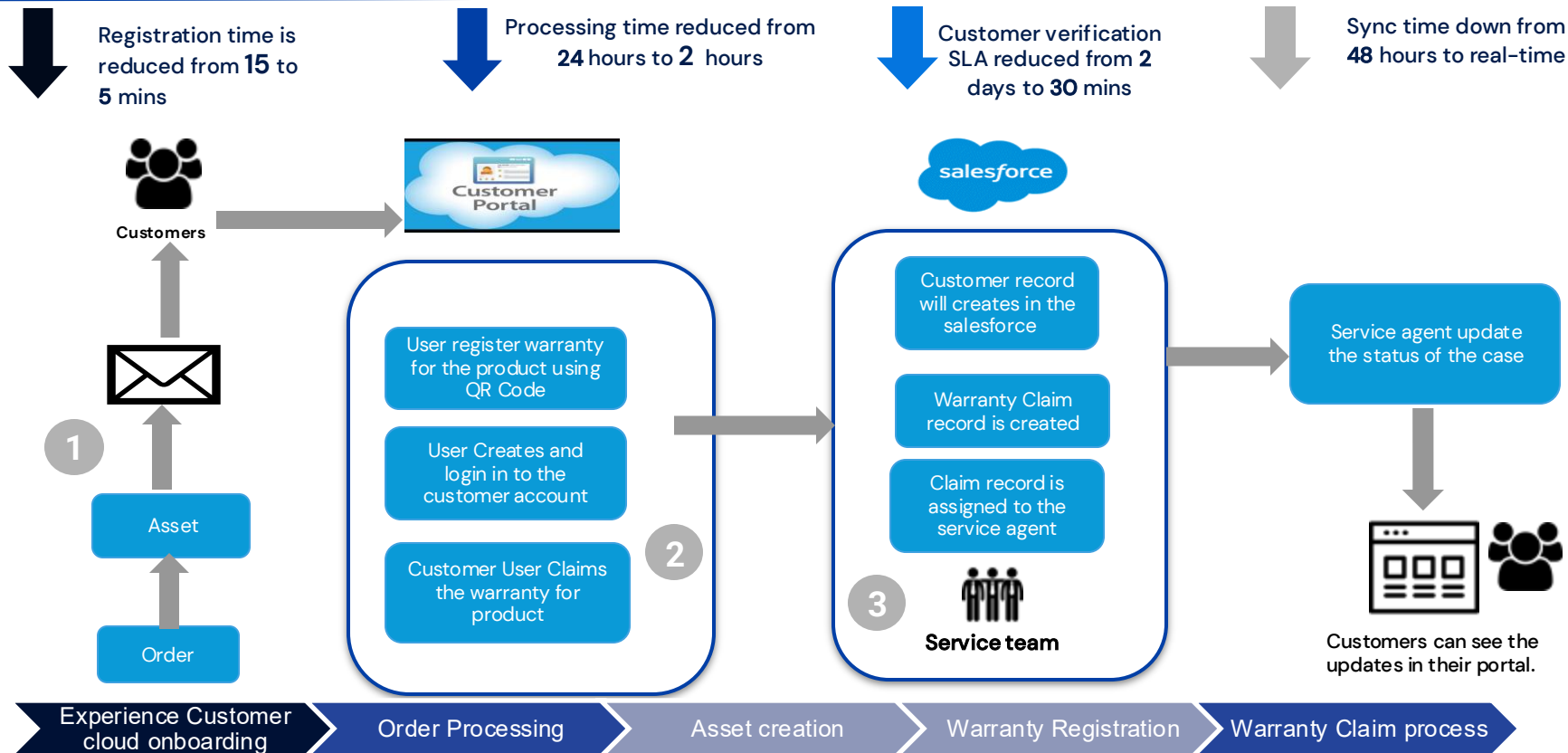
Case study – Warranty Registration with QR Code and Claim Processing

Problem Statement: We were looking to bring down manual warranty registration and claims which causes delays and high support volume, driving up costs and lowering satisfaction across (~40%) of post-sale interactions.

Solution: Enabled QR-based self-service warranty onboarding and claim processing via Salesforce, resulting in **80% fewer support tickets**, **3.5x faster claim resolution**, and a **22% increase in registrations** within 60 days.



Business Process Flow – “Seamless Solution: Cutting Address Change resolution time in half”



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Registration
time reduced from
15 mins to 5 mins

Processing
time reduced from
24hrs to 2hrs

SLA
reduced from 2
days to 30 mins

Sync
time reduced from
48hrs to real time

Customer Onboard

Order Processing

Asset Creation

Warranty
Registration

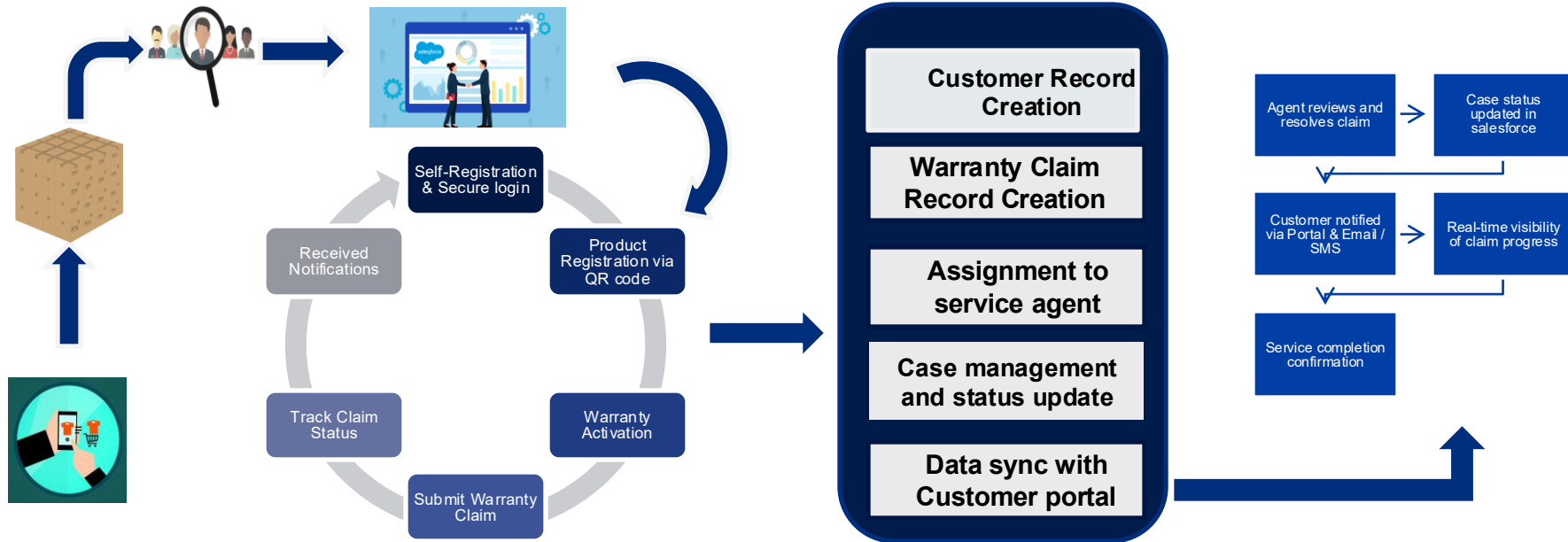
Warranty Claim

Purchase & Registration Entry

Customer Portal

Salesforce Processing

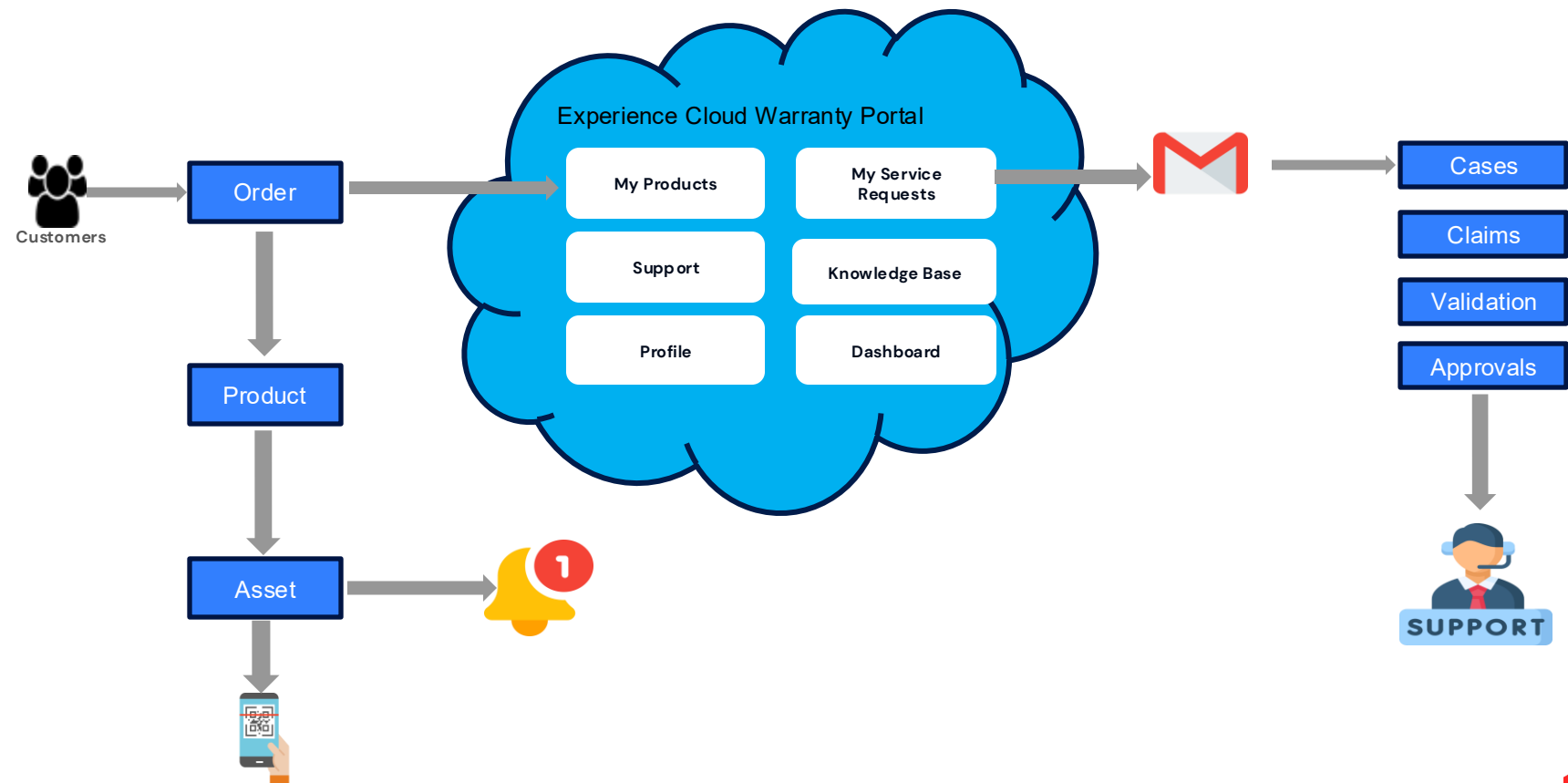
Service Agents



Business Benefit	Out of the box	Praval value add
❑ Registration time is reduced from 15 to 5 mins ❑ 40% reduction in claim processing cycles	Leveraging the QR Code Accelerator to automatically generate and link unique QR codes for each product or asset, eliminating manual warranty registration and improving data capture accuracy by up to 80%, while ensuring faster onboarding and reduced duplicate registrations. 1	Seamless warranty registration using QR Code Accelerator, resulting in up to 60% faster customer onboarding and real-time warranty data capture, with reduced errors and improved integration across Salesforce and downstream systems.
❑ 3.5x faster claim resolution.		Leveraging the Customer Portal Accelerator to enable customers to seamlessly register warranties via QR code, create and manage their accounts, and submit claims directly online, resulting in up to 55% faster self-service adoption, reduced dependency on call centers, and improved customer satisfaction through real-time access to warranty status and history. 2
❑ 30% improvement in warranty-related satisfaction scores ❑ 25% decrease in warranty service delivery time		Leveraging the Salesforce Warranty Accelerator to automatically create customer records, generate warranty claim entries, and route them to the right service agents, resulting in up to 65% faster claim processing, reduced manual intervention, and improved case ownership visibility across service teams. 3



System Flow - Commercial Bank Address Change



Our Customers



HARVARD
Web Publishing



جهاز قطر للاستثمار
QATAR INVESTMENT AUTHORITY



DIGITAL REALTY



Thank you!

