

SENSITEL

TRACKAWARE

Sensitel TrackAware minimizes fraudulent warranty losses for a leading network equipment vendor



Customer

- Major IT Infrastructure Vendor, Silicon Valley
- A 2015 Fortune 100 company.



Business Challenges

- Increase customer satisfaction
- Reduce abuse and fraud in Warranty Program
- Minimize warranty costs



TrackAware Solution

- Implemented in 30 days
- Web-based tracking with cloud based software
- 24x7 customer support



Business Results

- Cost reductions of \$10 - \$12 per phone interaction
- Callers required to set up customer profiles
- Accurate reporting of calls as Warranty rather than Service





SENSITEL TRACKAWARE



TrackAware™ Provides Predictive Intelligence in Real time



Rugged Mobile Computers

Advanced mobile computers that capture every move, fits into your palm.



Tracking Dashboards

Real time updates in a simple, easy to use application.



Proof of Delivery

Electronic proof of delivery takes the anxiety away.



Fast Setup

Start tracking orders within days of signing up. No PhDs needed.



Robust and Secure

Multi level security of your data and backups to the boot.



Real Time Alerts

Real time alerts on SLAs, Take Action.

Customers



For More Information

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