

## **Epson USA enforces claims processes with ClaimsGator**

Epson America, Inc. is the U.S. affiliate of Japan-based Seiko Epson Corporation, a global technology company at the forefront of technological revolutions in imaging, robotics, precision machinery and electronics. Epson offers an extensive array of award-winning image capture and image output products for the consumer, photographic, business and graphic arts markets. The company is also a leading supplier of value-added point-of-sale (POS) printers and transaction terminals for the retail market. Lee Anderson, Sr. Manager for Strategic Support Services at Epson America, Inc. deployed ClaimsGator to audit warranty entitlement and warranty claims.

ClaimsGator has been used to conduct a series of diagnostic assessments in the areas of entitlement, turn around time and part usage. Warranty claims data is collected for a specific period of time and then analyzed for trends and process gaps in the service and support model. If the analysis results in divergences or specific concerns, action is taken to improve existing processes. Due to the unique nature of the analysis tools provided by Claims Gator, trends in the output of the process that were not visible with standard software tools were identified.

Anderson sees ClaimsGator helping Epson in multiple ways – as a diagnostic tool to analyze warranty entitlement and in establishing benchmark measures of the processes used to support its customers.