Capabilities of Today’s Technologies

Managing Asset Recovery

- Providing end-to-end solutions – supporting all affected functions, with a focus on customer relationships and the financial impacts involved
- Supporting the ability to react rapidly to changing product, quality, inventory, relationship and market requirements
- Providing a quickly implemented solution - avoiding expensive consulting
- Making the solution compatible, easily interfaced with partners and customers, and enhancing existing legacy and proprietary solutions
Modular ‘End-to-end’ Solution

Rules-based Decision Support

Service Issue → Validation → RMA # → Shipping → Receiving → Internal Handling → Disposition

- eBoomerang

- Client and Customer Profile
- Access Control Rights

- Warranty
- Service Contract
- Product Rules
- Credit Card
- Advance Replace

- ERP
- Financial Impact
- Process, Approval Rules

- TMS
- Carrier Links
- Special Handling
- Destination
- Import or Export

- WMS
- Inventory Management
- Repair, Replace, Exchange
- Credit Memo
- Feedback

- Testing
- Repair
- Estimate
- Status

- Repair – Ship Back
- Replace
- Credit
- Invoice
- Float Stock
- Resale
- Scrap
Quick Response to Changing Needs:

- “Profiler” and “Access Control Rights” – define the entitlements, business policies and requirements governing finance, operations, inventory and customer relationships

- Coupled with a powerful, rules-based, configurable Business Intelligence Engine to implement decisions, trigger escalation, financial transactions and work flow processing

**Updateable by the Business User**

- Decisions and processes are driven by individual customer, product, policy, partner, disposition and product life-cycle needs

- Can be modified as requirements change – without the need to engage IT resources
Quick Implementation and Benefit

- APIs and interfaces (not integration) to the multiple, diverse, potentially incompatible, legacy systems and databases holding the information needed to support all functional and financial processes

- Enhancement of existing applications: ERP, WMS, CRM, SCM, TMS, Shop Floor, etc.

  • Filling the gaps
  • Sharing the information
  • Providing decision support

- A unique “tool-kit” that allows customers to manage their own rules and work flows
Compatibility and Ease of Interface

- Support and enhancement for all business Relationships
  - Providing links, access and visibility to all affected internal functions, customers, carriers and all service partners

- Capture and publishing of all financial, customer, product, return reason, test condition, and disposition details
  - Sharing of data with internal and client systems

- Use of formal analytics to derive business intelligence, trends and patterns
  - Providing visibility and understanding of the impact of the service and warranty business on cost, inventory levels, partner relationships and customer retention and satisfaction
eBoomerang’s Unique Approach

Providing full financial, operational and customer relationship support for the entire business enterprise affected by Asset Recovery Management

• With **IMMEDIATE EFFECT** and **USER CONFIGURABILITY**

• With an approach to **ENHANCE** existing applications and databases

• With **FULL VISIBILITY** to all statuses and factors affecting customer satisfaction and retention

• With a means to **DIFFERENTIATE** service, track costs, recognize bottlenecks and potential service failures

• With a tool kit to **CREATE**, **MANAGE** and **OPTIMIZE WORK FLOWS**