Streamlining After Sales Service

with Holostik's Warranty Management Solution

Executive Summary:

To prevent warranty fraud and enhance post-sale service, a consumer electronics brand adopted Holostik's Warranty Management system. The solution enabled digital warranty activation, real-time validation, and improved customer experience.

Challenges:

The brand faced rising cases of **fake warranty claims, manual registration errors,** and **lack of data on product performance.** This resulted in **revenue loss, delayed service, and poor customer satisfaction**.

They needed a **secure, digital-first, and user-friendly system** to manage warranties from day one.

How the Product Helped:

Holostik implemented a **QR-based Warranty Management platform,** where each product carried a unique code linked to its batch and sale date. On scanning, customers could **digitally activate warranties,** while service centers could **validate claims in real time**—eliminating fake entries and paperwork.

Results & Future Plans:

1.   **Drop in fraudulent claims by 70%**
2.   **Faster turnaround time** for service teams
3.   **Valuable post-sale insights** on product lifespan and customer behavior.

The brand now plans to link this system with **AMC (Annual Maintenance Contracts)** and **customer feedback tracking.**

Testimonial:

"Holostik's warranty solution brought us speed, accuracy, and peace of mind—both for us and our customers."

Head of Customer Service, Leading Electronics Brand

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