



**RMA business process automation  
for manufacturers, repair and  
calibration centers, and their customers**



**Renewity RMA™** is used by service teams in manufacturing companies and repair depots to manage the complete product return lifecycle, starting with their customer's initial RMA request throughout the entire repair process. Unlike alternatives, Renewity RMA provides a portal for customer self-service, **plus** a feature-rich business process management system that can be configured by a service team without IT involvement.

**Here's what our customers are saying...**

*"Turnaround time improved from 30 days to 10 days."*

*"Renewity RMA was key to improving our service revenue by almost \$2,000,000 by doing 20-25% increase in throughput with no increase in costs."*

*"Before Renewity RMA, every RMA required 12 pieces of paper. Now we are paperless."*

*"It was really fast to set up, and worth every penny. It has paid for itself many times over."*

*"Renewity RMA is part of the reason we retained customers and grew our service business."*

*"We were growing from a \$5M to a \$40M company and needed RMA automation to scale our support function."*



**+ DIRECTOR OF OPERATIONS**  
Review detailed reports on turn around time, increase efficiencies and get complete control of the RMA process.



**+ VP OF SALES**  
Allows visibility to client to ensure highest customer service satisfaction.



**+ CUSTOMERS**  
Instantly receive an RMA # and shipping information upon initiating an RMA online.



**+ CHIEF EXECUTIVE OFFICER**  
Gain visibility into service issues that impact customer satisfaction revenue and profitability.

**Renewity RMA™**  
Completely customizable to fit any RMA process

**+ RMA REPRESENTATIVES**  
Easily identify and action priorities with flags on items that need immediate attention, automated customer communications, etc.



**+ VP ENGINEERING**  
Receive detailed feedback concerning product quality, recurring problems, parts use, etc.



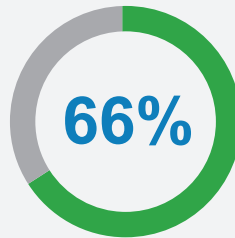
**+ PARTNERS**  
3rd party service centres are transparent to the customer

## Renewity RMA by the Numbers

1014529



**RMAs processed  
to date**



**improvement in  
turnaround time**



**Increase in  
service revenue**



**satisfaction with the  
customer portal**

The **Renewity RMA Customer Portal** is typically embedded in a manufacturer's website, enabling their customers and partners to determine product warranty status, submit RMA requests, and monitor status throughout the repair lifecycle. The portal can provide similar capabilities for support requests, and can include a knowledge base and download area. Customers love the resulting communication and transparency benefits.

Management benefits from charts and reports that provide insights into repair process performance, improving operational effectiveness. Importantly, as business processes and products evolve, managers can configure Renewity RMA to address changing requirements.

Renewity RMA integrates with CRM systems (NetSuite, Salesforce.com) to access customer and product information, and to provide organization-wide visibility into customer product returns.

**Renewity RMA** manages the end-to-end repair process using a business process engine with numerous configuration options to meet complex repair depot requirements.

- Multiple RMA types (multiple product lines and repair centers)
- Per-RMA-type custom data fields, screens, and reports
- Multiple RMA approval and repair/recalibration processes
- Multiple units per RMA, with unit splitting and swapping
- Automated RMA number generation
- Serial number lookup for warranty, ownership, and product configuration
- Preparation of price quotations for out-of-warranty repairs
- Automatic configurable customer and staff emails based on repair status and escalation events
- Increased visibility into service contracts and service level agreement (SLA) performance
- Role-based security supporting multiple service and logistics teams