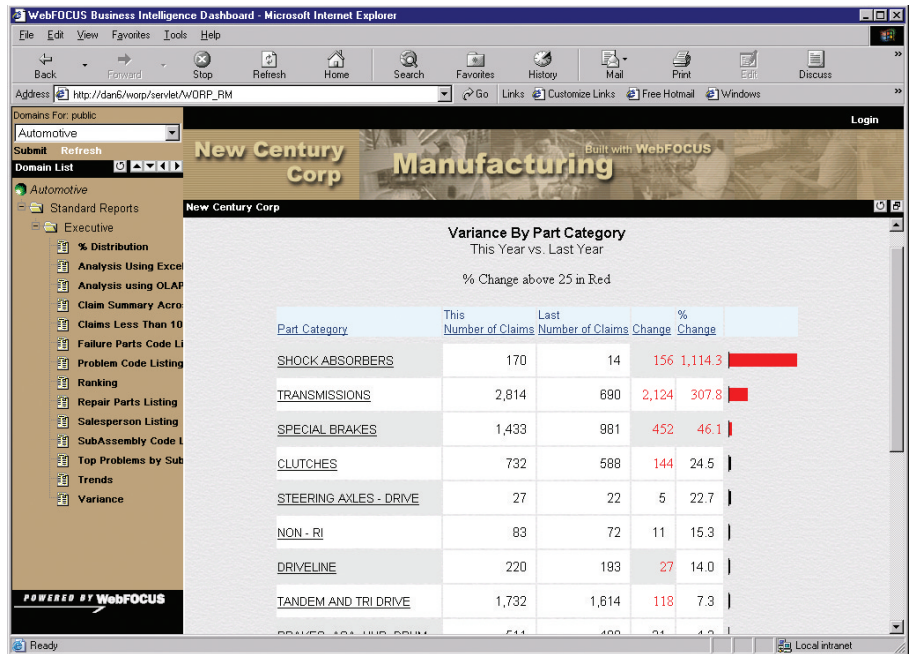


Information Builders is one of the largest independent software companies in the world. We work with over 11,000 customers to ensure their success by putting interactive and actionable information in the hands of everyone in the extended enterprise: employees, partners, suppliers, and customers.

Warranty Management

for Manufacturers

With Information Builders' Warranty Management Reporting Foundation, you can easily track crucial claims trends over time.



Cutting Costs by Sharing Information

Imperfect products and processes cost the manufacturing industry millions of dollars annually in inspection, rework, scrap, and warranty costs. Additionally, quality issues can have a negative impact on relationships with wholesalers, resellers and retailers, and customers. Manufacturers must be able to easily and accurately track warranty claims and repair trends to quickly identify and rectify potential quality issues and ensure delivery of superior products to customers. To help them achieve this goal, Information Builders offers the Warranty Management Reporting Foundation, a solution designed to provide the critical intelligence needed to promptly address quality and warranty issues and reduce related costs.

Tailored to Meet the Unique Needs of Manufacturers

The Warranty Management Reporting Foundation, part of Information Builders' family of Vertical Business Reporting Templates, is built upon our report template technology and WebFOCUS business intelligence solution. Each Foundation includes multiple report templates that provide the building blocks for a comprehensive reporting environment and have been created for standard business functions such as metrics deviations, trending, ranking, variance, dependency analysis, and business segmentation. Corresponding data is applied to the templates at a later time. As a result, we can quickly and cost-effectively deliver a complete end-user reporting environment, tailored to meet manufacturing-specific information needs.

Information Builders' Vertical Business Reporting Templates enable companies to deliver a dynamic business discovery environment in about half the time it would take to implement a packaged application or build one with other business intelligence tools.

Key Business Metrics to Enhance Warranty Management

The Warranty Management Reporting Foundation allows quality and production professionals, as well as external dealers and service personnel, to analyze critical information and track key performance indicators.

- Monitor claims occurrences over time by type/category, model, or status to easily identify your most common problems, as well as your best and worst performing products, plants, and OEMs.
- Accurately assess financial trends such as customer claim expenses and total repair costs.
- Quickly discover recurring failures in components or subassemblies.
- Track available repair parts by number or description.
- Track trends that can lead to fraud detection.

The Warranty Management Reporting Foundation provides real-time monitoring of claims occurrences – empowering you to quickly discover and address problem areas.



Find Out More

To find out how our solutions can help your company succeed, talk to an Information Builders representative today. Contact your local Information Builders office, visit us at www.informationbuilders.com, or in the U.S. and Canada, call **(800) 969-INFO**.

Accelerated Deployment With Implementation Services Packages

Information Builders' Implementation Service Packages offer a complete and cost-effective solution designed to guarantee optimum performance and accelerate deployment of the Vertical Business Reporting Foundations. Our consultants will work very closely with you to gain an in-depth understanding of your needs and issues, and ensure delivery of a solution that will help you best meet your goals. Available packages include:

- **End-User Reporting Package**

Delivers a complete end-user reporting environment – designed, built, and implemented – in just 45 days. Select from the available vertical reporting templates and create customized templates that address your unique needs. The resulting reports can be available for real-time analysis, as well as scheduled or alert-based delivery.

- **Business Intelligence Data Mart**

Includes everything you need to get your data mart up and running – in just 35 days. Our highly skilled consultants will design, build, and implement your data mart and provide your technical team with the documentation, experience, and knowledge they need to maintain it.

Find out more about our Implementation Services Packages at http://www.informationbuilders.com/consulting/implementation_services.html.

Sales and Consulting Offices

- **ATLANTA,*** GA (770) 395-9913
- **BALTIMORE,** MD CONSULTING: (703) 247-5565
- **BOSTON,*** MA (781) 224-7660
- **CHARLOTTE,*** NC CONSULTING: (704) 334-7440
- **CHICAGO,*** IL (630) 971-6700
- **CINCINNATI,*** OH (513) 891-2338
- **CLEVELAND,*** OH (216) 520-1333
- **DALLAS,*** TX (972) 490-1300
- **DENVER,*** CO (303) 770-4440
- **DETROIT,*** MI (248) 743-3030
- **FEDERAL SYSTEMS,*** DC (703) 276-9006
- **HARTFORD,** CT CONSULTING: (860) 249-7229
- **HOUSTON,*** TX (713) 952-4800
- **KANSAS CITY,** MO (816) 471-3320
- **LOS ANGELES,*** CA (310) 615-0735
- **METROPOLITAN,*** NY SALES: (212) 736-7928
CONSULTING: (212) 736-4433, EXT. 4443
- **MINNEAPOLIS,*** MN (612) 338-5181
- **NEW JERSEY*** (973) 593-0022
- **ORLANDO,*** FL (407) 804-8000
- **PHILADELPHIA,*** PA (610) 940-0790
- **PITTSBURGH,** PA (412) 494-9699
- **ST. LOUIS,*** MO (636) 519-1411
- **SAN JOSE,*** CA (408) 453-7600
- **SEATTLE,*** WA (425) 861-9400
- **WASHINGTON,*** DC SALES: (703) 276-9006
CONSULTING: (703) 247-5565

Subsidiaries

- **AUSTRALIA** INFORMATION BUILDERS PTY. LTD.
MELBOURNE 61-3-9631-7900
SYDNEY 61-2-8234-0600
- **BELGIUM** INFORMATION BUILDERS BELGIUM
BRUSSELS 32-2-7430240
- **CANADA** INFORMATION BUILDERS (CANADA) INC.
CALGARY (403) 538-5415
MONTREAL* (514) 630-1134
OTTAWA (613) 233-0865
TORONTO* (416) 364-2760
VANCOUVER* (604) 688-2499
VICTORIA (250) 995-8622

- **FRANCE** INFORMATION BUILDERS FRANCE S.A.
PARIS 33-14-507-6600
- **GERMANY** INFORMATION BUILDERS
(DEUTSCHLAND)
DUSSELDORF 49-211-522877-0
ESCHBORN 49-6196-77576-0
MUNICH 49-89-35489-0
STUTTGART 49-711-7287288-0
- **NETHERLANDS** INFORMATION BUILDERS
(NETHERLANDS) B.V.
AMSTERDAM 31-20-4563333
- **PORTUGAL** INFORMATION BUILDERS PORTUGAL
LISBON 351-217-230-720
- **SPAIN** INFORMATION BUILDERS IBERICA S.A.
BARCELONA 34-3-344-32-70
BILBAO 34-4-425-72-24
MADRID 34-1-710-22-75
SEVILLA 34-5-448-83-63
- **SWITZERLAND** INFORMATION BUILDERS
SWITZERLAND AG
WALLISELLEN 41-1-8394949
- **UNITED KINGDOM** INFORMATION BUILDERS
(UK) LTD.
LONDON 44-208-9824700
WARRINGTON 44-1925-820111

Representatives

- **ARGENTINA** DITRA S.A.
BUENOS AIRES 54-114-3071850
- **AUSTRIA** FOCUS INFORMATIONSTECHNOLOGIE GMBH
VIENNA 43-12-1136-3870
- **COLOMBIA** CORANSA
BOGOTA 571-635-0273
- **FINLAND** INFOBUILD OY
HELSINKI 358-9-7250-2250
- **GULF STATES** ■ BAHRAIN ■ KUWAIT ■ OMAN
■ QATAR ■ SAUDI ARABIA ■ YEMEN
■ UNITED ARAB EMIRATES
AL-GOSAIBI INFORMATION SYSTEMS
973-274-090
- **HONG KONG**
SPHERION LTD. (HK) 852-2834-4788
DIGITAL EMPIRES Co. LTD. 852-2-780-4949

- **IRELAND** ACSIS TECHNOLOGIES (IRELAND) LTD.
DUBLIN 353-1-8725233
- **ISRAEL** NESS A.T. LTD.
TEL AVIV 972-3-5483638
- **ITALY** SELESTA G C APPLICATIONS S.P.A.
GENOVA 39-010-64201-224
MILAN 39-02-2515181
TORINO 39-011-5513-211
- **JAPAN** K.K. ASHISUTO
OSAKA 81-6-6373-7113
TOKYO 81-3-3437-0651
SIMPLEX SOLUTIONS
TOKYO 81-3-5652-3180/81
- **KOREA** UNITECH INFOCOM Co. LTD.
SEOUL 82-2-3477-4456
- **NORWAY** ISOLUTIONS AS
STAVANGER 47-81544011
- **PHILIPPINES** CORPORATE INFORMATION SOLUTION
63-2-633-1321
- **POLAND** COMPFORT/MERIDIAN POLSKA SP
WARSAW 4822-630-2660
- **SINGAPORE** SPHERION LTD. (SINGAPORE)
SINGAPORE 65-2255077
- **SOUTH AFRICA** INTERNATIONAL COMPUTERS S.A.
(PTY.) LTD.
JOHANNESBURG 27-11-2335911
- **SWEDEN** CYBERNETICS BUSINESS SOLUTIONS AB
SOLNA 46-7539900
- **TAIWAN** GALAXY SOFTWARE SERVICES
TAIPEI 886-22-3897722
- **TURKEY** ISTANBUL
ERDEMSEFT 90-212-257-5555
KEY SOFT LTD. 90-216-428-5933
- **VENEZUELA** INFO SERVICES CONSULTING
CARACAS 582-242-9141

Toll-Free Numbers

- **SALES AND INFORMATION**
(800) 969-INFO
- **VAR AND RESELLER INFORMATION**
(800) 969-4636

*Training facilities are located at these branches;
additional locations are available.



Corporate Headquarters

Two Penn Plaza, New York, NY 10121-2898 (212) 736-4433 Fax (212) 967-6406
www.informationbuilders.com askinfo@ibi.com

DN7503767.0502

Canadian Headquarters

150 York St., Suite 1000, Toronto, ON M5H 3J5 (416) 364-2760 Fax (416) 364-6552

For International Inquiries +1(212) 736-4433

Copyright © 2002 by Information Builders, Inc. All rights reserved. [08]

All products and product names mentioned in this publication are trademarks or registered trademarks of their respective companies.



Printed in the U.S.A.
on recycled paper