

Statement of Work - Soren's Project

Statement of Work (SOW) for Soren's Project

1. PROJECT OVERVIEW

Move a customer from Oracle to SAP

2. SCOPE OF WORK

This Statement of Work outlines the deliverables and services to be provided for the Soren's Project project.

3. REQUIREMENTS

1. Warranty Claims Processing

The system must support the entire warranty claims process, from initial claim submission by Field Service Technicians to final approval and financial reporting. Technicians should be able to submit claims including customer information, product details, problem description, root cause analysis, parts used, and labor hours. The system should support a review and approval process for claims exceeding a specified threshold (e.g., \$500). Integration with inventory management is required to track parts usage. The system should generate financial reports based on warranty claims data, categorized by product line, failure type, and component. The system should also maintain a complete history of all warranty claims, including status, approvals, and associated documentation.

2. Warranty Performance Reporting

The system must generate various reports related to warranty performance, including warranty costs, extended warranty profitability, and failure analysis. These reports should be customizable by product line, warranty type, and other relevant criteria. The system should provide data visualization capabilities to identify trends and patterns in warranty claims. Reports should include metrics such as failure rates, top failure modes, and mean time to failure. The system should also facilitate the integration of warranty data with manufacturing data for comprehensive analysis.

3. System Integration with other Business Systems

The new system must integrate with other relevant business systems, such as ERP, CRM, and Finance systems. This integration should enable seamless data exchange between systems and avoid manual data entry. The system should support real-time updates to inventory levels, customer information, and financial records. The integration should be robust and reliable to ensure data consistency and accuracy across all systems. The system should also adhere to industry best practices for system integration.

4. Extended Warranty Sales Management

The target system must support the sale and management of extended warranties. This includes allowing sales representatives to present and document extended warranty options during initial product sales and for post-purchase sales. The system must integrate with VertexCore ERP to verify product eligibility for extended warranties. It should facilitate the completion and processing of extended warranty applications, generate invoices for extended warranties in VertexCore ERP, and track extended warranty sales information. The system should automate the process of verifying product eligibility, generating invoices, and updating relevant records, replacing the manual process involving "Extended Warranty Application Form" and "Extended Warranty Tracking.xlsx". Reporting functionality on extended warranty sales and profitability is also required.

5. Recall and Service Bulletin Management

The target system must support the management of product recalls and service bulletins. This includes identifying the need for a recall or service bulletin based on warranty claim patterns, documenting the issue and corrective action, coordinating with Product Engineering, drafting the notice, and obtaining approval from the Director of Operations.