



ServicePower  
CASE STUDY

**amynta**   
THE AMYNTA GROUP

# Amynta

Amynta provides innovative extended service plans (ESPs) and warranty programs for retailers, dealers, distributors, and manufacturers in numerous consumer and automotive markets. Amynta Group, is an industry-leading team of warranty and specialty risk companies that are focused on customer success through product innovation and unparalleled service excellence.

## The Challenge

Warrantech (An Amynta Group Company) needed a solution that would enable them to effectively and efficiently manage dispatch and warranty claims with third-party contractors, and deliver a best-in class customer experience through real-time communication and job status updates.

## The Solution

Amynta selected ServicePower's Dispatch, Claims and Business Intelligence solutions that delivers:

- End-to-end solution to manage their third party network
- Lower job rejection and cancellation rates
- Reduced claims error rates due to automated processing
- Reduced cost through the elimination of fraudulent and duplicate claims

Following Amynta's implementation of ServicePower solutions, it realized significant reduction in claims processing cost in addition to improved customer satisfaction rates and claims processing efficiency.

## The Results



15%

improvement in  
customer satisfaction  
rates



50%

increase in  
claims processing  
efficiency

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