BIGFIX WARRANTIFY

Warranty as a Service for OEM Brands

OUR COMPANY

Bigfix Gadget Care Llp

Startup India DIPP No: DIPP 1598

Established in 2015

MCA CIN: 19083300487489

GST: 33AAPFB7228N2ZZ

Niti Ayug Awarded

Azure Cloud Partner

Incubated by: NSRCEL & AIC BIMTECH



AFTERSALES CHALLENGES

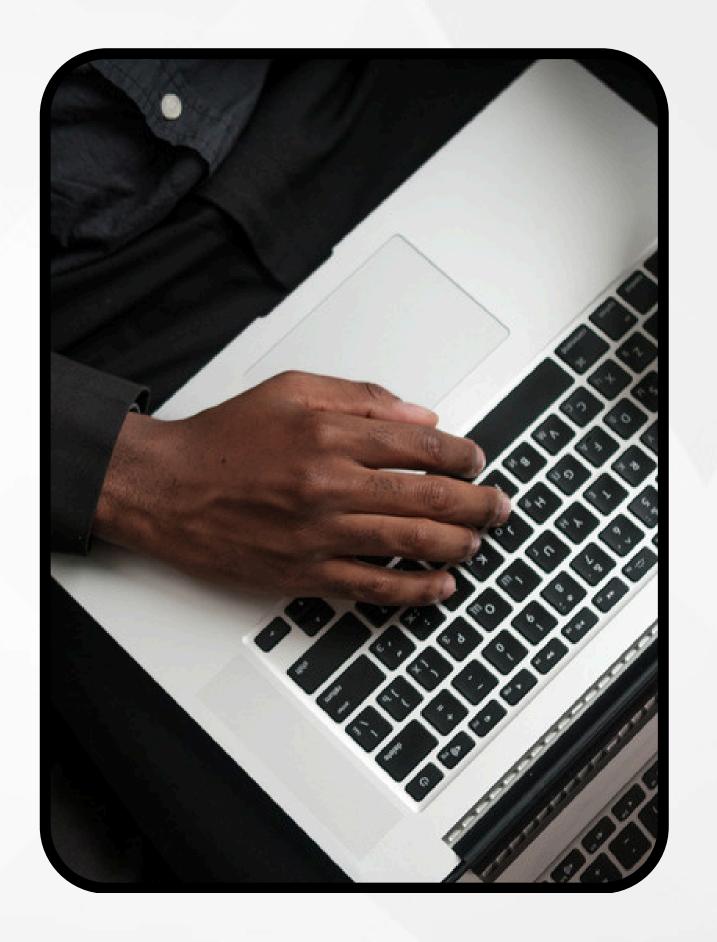
Aftersales Challenges for OEM Brands & eCommerce Companies

- Complex Warranty Claims: Managing large volumes of claims is time-consuming and costly.
- Disconnected Service Networks: Lack of unified repair systems results in inconsistent service.
- High Return Rates: Inefficient product returns lead to delayed refunds and unhappy customers.
- Customer Service Gaps: Meeting expectations for 24/7, multilingual support is difficult.
- Spare Parts Logistics: Managing stock and distribution of parts is challenging across locations.
- Data Fragmentation: Disjointed data leads to inefficiencies and poor insights.

WARRANTIFY SAAS

Bigfix Warrantify delivers a SaaS platform with embedded APIs for claims, repairs, returns, and installations, seamlessly integrating into client websites for efficient order management.

Our Bigfix Software Platform connects manufacturers with customers through a trusted network of service partners, while our Contact Center, staffed by skilled agents, ensures smooth coordination and execution of orders.



KEY SERVICE OFFERINGS APIS

Warrantify delivers Warranty-as-a-Service through embedded APIs integrated into client websites. We offer:

- Claims: Simplified warranty claims using brand authorized repair partners
- Repairs: Efficient warranty repairs using genernic repair partners.
- Returns: Hassle-free return management using logistic partners.
- Installations: Professional, doorstep installations using Gig Technicians



CATEGORIES WE HANDLE



Mobilephone



Computer



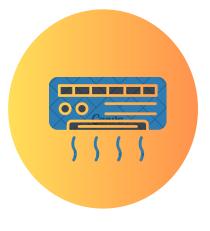
Smart TV



Audio/Video



Wearables



Airconditioner



Washing Machine



Dishwasher

ICICI Lombard

Assurant

Zopper

Bolttech

Acko

OUR CLIENTS

Bigfix Warrantify's seasoned Contact Centre team has handled **200,000**+ orders across **1000**+ Indian pin codes for various OEMs and Insurers.

TCL

VU

Amazon

JBL

Stream Box

Ajeevi

AIWA

Blubirch

Beetel

CLAIM MANAGEMENT WORKFLOW



PRICING STRUCTURE

Fixed Platform Fee:

Includes access to APIs and a software platform, along with business agent support to coordinate seamlessly between OEMs, insurers, repair partners, logistics providers, and end customers.

Variable Costs:

- Repairs: Charged per repair based on device type and complexity.
- Logistics: Variable costs for transportation and product returns.
- Spare Parts Distribution: Charges for part delivery and inventory management.
- Warehousing: Fees for storage and handling.

Our pricing is flexible and scales with your business needs.





Bigfix Platform Software Applications

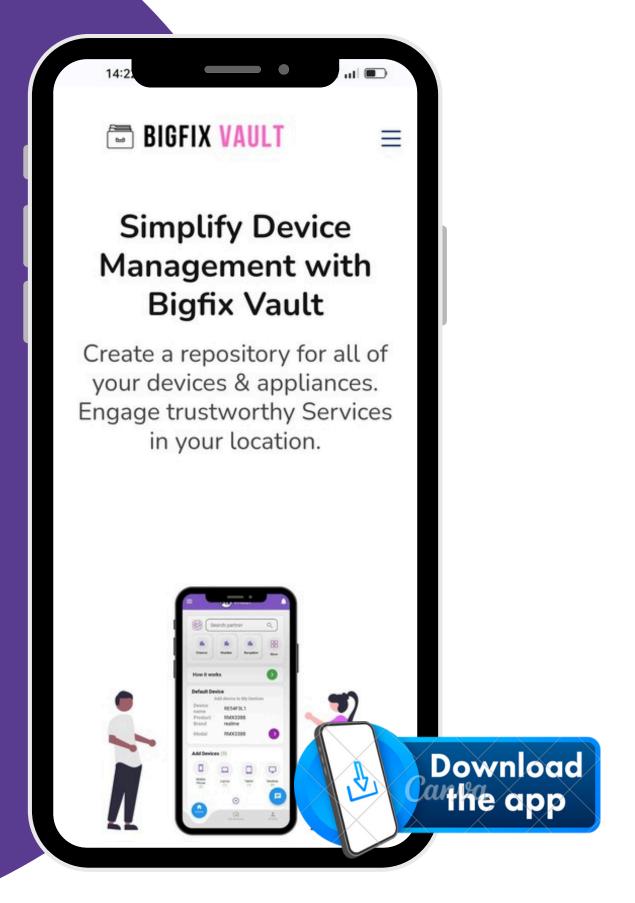
The Bigfix platform consists of the following Web & Mobile Apps:

Bigfix Vault for Customers

Bigfix Servicers for Repair Centers

Bigfix EShop for Parts Distribution

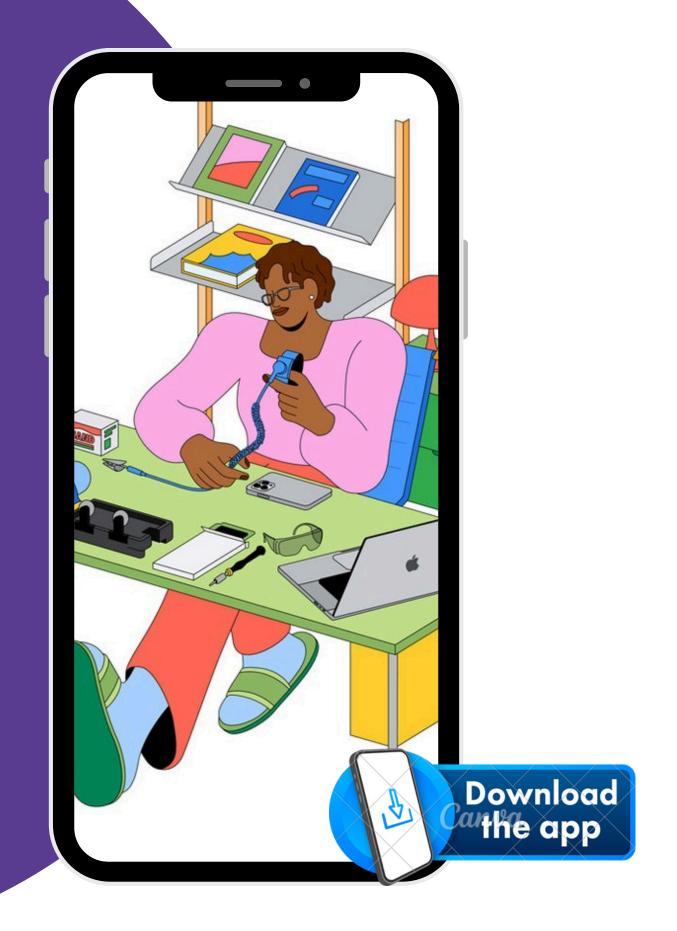
Bigfix Admin for HO Team



The Bigfix Vault App is now available for free download on Playstore, offering customers access to multibrand warranty support and insurance claim services.

The App's key features include the ability to create a repository for device documents, connect with trusted local servicers, view device history, purchase protection plans, and even facilitate device exchanges. It's a comprehensive tool for ensuring your devices are protected and well-maintained.

https://vault.bigfix.in



The Bigfix Servicer App simplifies onboarding for Brand-Authorized and General Service centers and Gig Technicians, facilitating easy KYC verification.

It currently empowers 3000+ Repair Centers to efficiently handle B2C and B2B repair orders within their areas, ensuring a stable income stream while delivering valuable services to customers.

https://servicer.bigfix.in





The **Bigfix Servicer** Network sets high standards for its service centers, ensuring top-notch infrastructure and certified technicians.

Our commitment to excellence is upheld through rigorous audits, sector-specific skill certifications, and regular customer feedback assessments. This guarantees that you receive reliable and exceptional service for all your needs.

OUR TEAM

A well experienced team with diversified skills.

Supported by Mentors from Brila Institute of Management, Insurance Studies.

Umamaheswaran

Co-Founder, Serial Entrepreneur with 25+ years of experience.
Alumna: RV College, Bangalore.

Ravindran Srinivasan

Mentor, Ex VP, Ingram Micro.
Provides inputs on market access
and product distribution.

Sunder Muthuraman

Mentor, Ex CEO, Kanter Practice, Provides market analysis and business scale support.

Dhevibala

Co-Founder, Heads of Operations, Ex Nokia, Niti Ayug Awarded, IIM Bangalore Alumna.



THANK YOU

Don't hesitate to reach out to us for any of your aftersales requirements, including warranty claims, installations, and maintenance services.



