

PC-Doctor Reduces PC Warranty Returns and Saves Millions



Case Study

« *PC-Doctor diagnostics reduced No Trouble Found (NTF) related warranty costs by up to 88% for several PC Manufacturers.* »

PC-Doctor is used everywhere hardware reliability becomes a cost issue. We exceed the expectations of PC manufacturers, service centers, medical equipment manufacturers, corporate IT departments, component manufacturers, value added resellers and distributors, aerospace companies and end users.

The Problem

Three PC manufacturers experienced high NTF¹ rates for new PCs under warranty. Some of the components — such as audio cards and modems — had NTF rates of over 40%. This created excessive warranty costs that undermined the profitability of several product lines.

The Solution

PC-Doctor diagnostics are now preloaded on systems before shipment. Some manufacturers integrate PC-Doctor diagnostic tools with Microsoft® Help and Support to encourage end users to identify hardware problems on their own, before calling for support. PC-Doctor's User Guide information is included in on-line documentation to further encourage users to use the diagnostics on their own.

Technical support personnel are trained to utilize PC-Doctor prior to issuing an RMA. When end users call for support, technical support engineers who suspect hardware problems use PC-Doctor diagnostics to test systems. If the test results do not indicate a hardware failure, technicians focus on potential software causes for the failure. Troubleshooting tips and high failure or NTF components are regularly updated specific to each OEM to provide relevant and immediate impact on support cost savings.

The Results

PC-Doctor diagnostics reduced No Trouble Found (NTF)² related warranty costs by up to 88% for several PC Manufacturers.

- PC-Doctor diagnostics were used to test systems prior to shipment and to test components prior to warranty return.
- Three PC manufacturers² cut unnecessary returns.
- Annual savings range from less than \$4 million to more than \$20 million.

The Savings

Consistently, each OEM reports that NTF rates are down for all component categories:

- For optical drives, audio cards, and video cards, the NTF rate is reduced by more than 50%.
- For one component category³, the NTF rate is down from over 30% to 10%.
- For one component vendor³, the NTF rate is down from over 40% to less than 10%.
- Overall savings range from 38% to 88%².

¹ NTF refers to components or systems returned as defective even though they have no apparent defect.

² Due to strict confidentiality agreements, the companies referenced cannot be identified.

³ Due to strict confidentiality agreements, the specific components and vendors referenced cannot be identified.



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