

Vendor and custom warranty management just got easier. Managed Workplace 2011 R2 automates the collection of warranty expiration information for Windows devices from leading vendors and lets you record expiration dates for extended or custom warranties.

You can receive alerts when warranty time is running out, or run a report to identify devices with soon-to-expire warranties.

Feature Summary

Managed Workplace 2011 R2 automatically collects warranty expiration information for Windows devices from Acer, Compaq, Dell, Gateway, HP, IBM, Lenovo and Toshiba.

A new Warranty Expiration policy module allows you to receive alerts when expiration dates approach, and you can run the Site Warranty Summary report to identify devices with warranties that are about to expire.

You can still click a device's asset tag (if available) and review the warranty details on the vendor's support page, but the most crucial information — the vendor warranty expiration — is now populated for you. While Managed Workplace polls vendor sites regularly for updates, a single click refreshes the information on demand, so you can confirm that the data is the most recent.

You can also set a custom warranty date, which makes it very easy for you to sell extended warranties that complement or improve upon those offered by vendors.

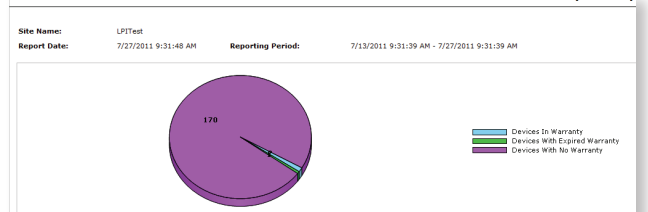
The new Warranty Expiration policy module and Device Warranty monitor type make it easy to configure alerts on either or both vendor and custom warranties, based on a specified number of days before or after they expire. Consider using email alerts to deliver upsell opportunities directly to sales team inboxes based on pending warranty expiration.

System Details

Manufacturer:	Hewlett-Packard
Model:	HP Compaq 6710b (RM340UT#ABA)
Domain Role:	Member Workstation
Chassis Type:	Notebook
Asset Tag:	<u>CNU8120JJR</u>
Inventory Tag:	No inventory tag specified.
Location:	No location specified.
Vendor Warranty:	6/12/2011 - Expired
Custom Warranty:	No warranty information specified.
End-of-Life Date:	No end-of-life date specified.
Production Date:	No production date specified.

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Site Warranty Summary



Devices with Expired Warranties						
Device Name	Model	Operating System	Inventory Tag	Asset Tag	In Warranty	Warranty End Days Remaining
Manufacturer: Hewlett-Packard						
GORCHARD-LT	HP Compaq 6710b (RM340UT#ABA)	Microsoft Windows 7 Enterprise		CNU8120JJR	No	6/12/2011

Devices with Valid Warranties						
Device Name	Model	Operating System	Inventory Tag	Asset Tag	In Warranty	Warranty End Days Remaining
Manufacturer: Hewlett-Packard						
ROBR-LT	HP EliteBook 8530p	Microsoft Windows 7 Enterprise		2CE950376L	Yes	2/1/2013 555
Manufacturer: LENOVO						
HANS-LAPTOP	6474R2U	Microsoft Windows 7 Enterprise		LSA1944	Yes	8/27/2011 31

For more information about the new warranty expiration tracking features and how to use them, refer to the **Managed Workplace 2011 User Guide**, available in the Partner Portal.

FAQ

How often does Managed Workplace check for warranty information?

Managed Workplace checks hourly for new devices from supported vendors. After the initial retrieval, Managed Workplace refreshes the warranty data monthly. You can also manually refresh the data as described above.

What devices does Managed Workplace support for warranty information collection?

Managed Workplace collects warranty information for Windows devices for the following vendors: Acer, Compaq, Dell, Gateway, HP, IBM, Lenovo and Toshiba. However, Managed Workplace requires both the asset tag and model number to retrieve the warranty information for IBM and Lenovo.

Managed Workplace hides the Vendor Warranty field if it can't automatically retrieve the information.

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