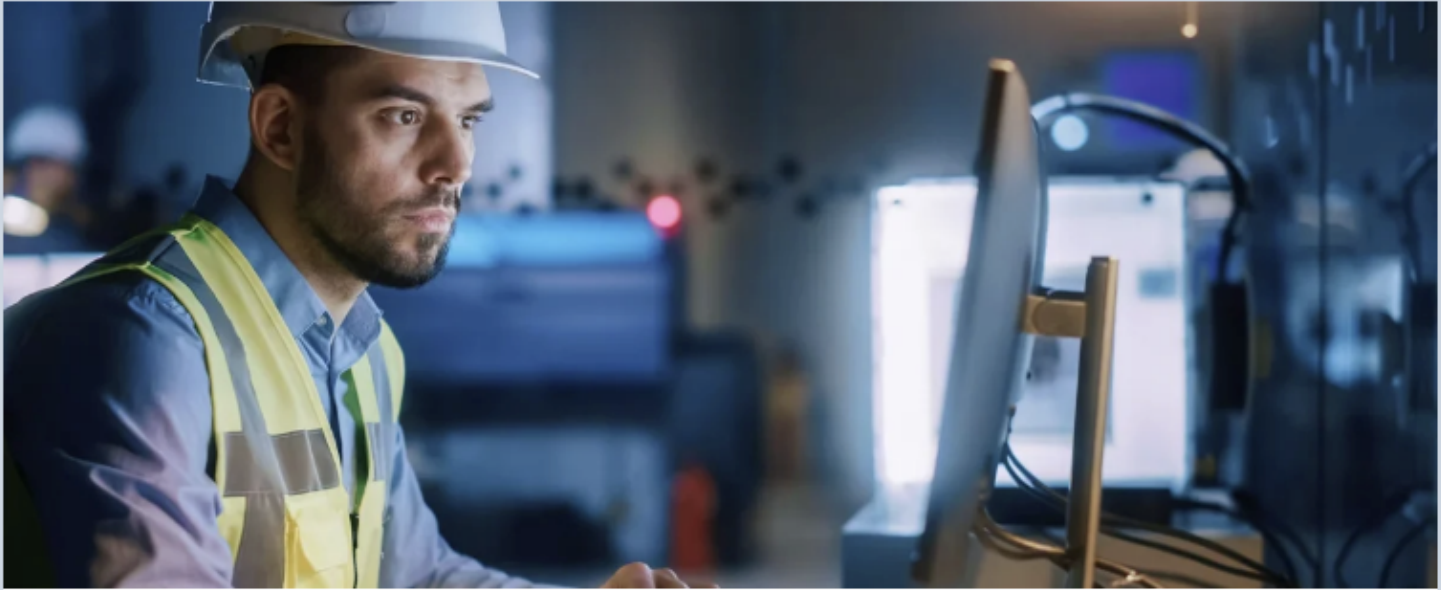




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The Hidden Cost of Manual Warranty Processing on Your Parts Business

It's 4:45 on a Friday, and a distributor calls asking about a warranty claim submitted three weeks ago. Someone on the warranty team starts digging: shared inbox, spreadsheet, a coworker's desk, trying to piece together what happened. Nobody did anything wrong. This is just how the process has always worked.

But the distributor doesn't see three weeks of quiet paperwork limbo. They see a manufacturer that can't keep track of its own claims, and that shapes how much they trust the next order too.

This call plays out in warranty departments every week, yet it rarely gets talked about as a cost problem. Warranty processing tends to get filed away as routine back-office work. The truth is manual processing carries real costs, and most never show up on a spreadsheet.

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GenAlpha Announces New Partnership with Aksibu

GenAlpha has partnered with Aksibu to bring enterprise AI directly into the Equip360 platform and the way GenAlpha builds and delivers software. This means faster innovation and smarter aftermarket solutions for the manufacturers and distributors who rely on Equip360.

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