ASSET FINANCE INSURANCE PROGRAMME & SERVICE WRAP

Mobile Tech Leasing

Mobile Tech Leasing Proposition

Mobile Tech Leasing Proposition

Introducing Genie, a 21st century digital platform designed to make the customer experience much more efficient, transparent and ultimately a quality service offering.

We have collaborated with an A+ rated Insurer to deliver our state of the art digital solution to mobile tech lessors with the benefit to lessee's being a complete **service wrap** around their leasing programme.

Working in conjunction with our insurers Point of Sale Waiver programme, it is possible for lessors to offer this complete service wrap to potential corporate or education customers, thereby improving the overall value proposition with the lease. Finance + Insurance + Service Wrap all in one.

Lessee's have the benefit of knowing that in the event of loss or damage to their mobile tech, (along with extended breakdown cover which can also uplift the first year statutory manufacturer's warranty to cover logistics all in one place), there is an easy pathway utilising the Genie platform to report claims and 24/7 live claims feed so they can visualise where the repair/replacement is up to.
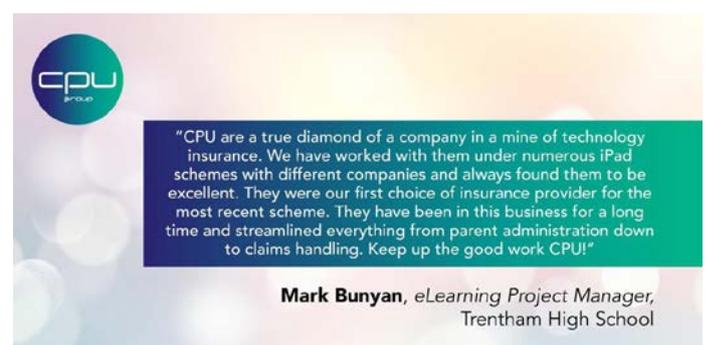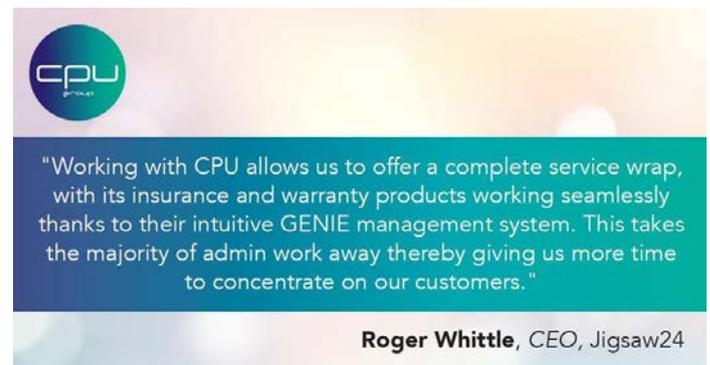
They also have the benefit of access to their asset register via Genie. For replaced devices, the serial number is updated in Genie by the manufacturer authorised repairers live on-line which automatically updates the asset register ready for the next service claim to come in and whilst maintaining a precise inventory of serial numbers of the assets over the life of the

policy for both the finance company and their customers in real-time.

There are a host of other features included within the Genie platform and the accompanying video gives a little more insight into Data transfer, Claims reporting and MI functions. Please click the link to watch the explainer video.

It is possible to white label the platform to the lessor and embed this within your current operating systems if desired.

System demonstrations are available so you can visualise the ease of use and benefits derived for you and your customers.

"Working with CPU allows us to offer a complete service wrap, with its insurance and warranty products working seamlessly thanks to their intuitive GENIE management system. This takes the majority of admin work away thereby giving us more time to concentrate on our customers."

Roger Whittle, *CEO, Jigsaw24*

"CPU are a true diamond of a company in a mine of technology insurance. We have worked with them under numerous iPad schemes with different companies and always found them to be excellent. They were our first choice of insurance provider for the most recent scheme. They have been in this business for a long time and streamlined everything from parent administration down to claims handling. Keep up the good work CPU!"

Mark Bunyan, *eLearning Project Manager, Trentham High School*

Key USP's of Genie System

- Maintain an online 24/7 updated inventory of your Assets through their life cycle using the Genie system which means you know who's got what where and real-time updated serial numbers for replacements
- Additional quality service giving greater peace of mind to your customers
- Tailored insurance available for your customers to suit both Corporate & Education sectors
- A wider range of cover options than most standard insurance policies
- A unique real-time claims process with no forms to complete, which aims to replace or repair equipment in a matter of days with SLA's with little or no disruption to your customers' business
- Dedicated customer service team to manage the ongoing relationship with your customers
- You and your clients will be able to manage their account using the ''My Genie App' or by logging in to the Genie system
- White labelled education ordering portals
- Parental contributions ability online via GENIE with full real-time reporting to school auditor standards plus school cash payment facility (see mobile learning doc) UK ONLY FOR NOW
- Track the progress of claims online or via the app 24/7
- Claims can be processed outside of the UK (true worldwide cover) For Apple equipment corporate customers, the ability to be able to have a repair replacement anywhere in the word and cash settlement made in equivalent. *Subject to terms e.g., producing of a genuine Apple repair / replacement receipt

- We only use manufacturer authorised repair centres which means that residual values for equipment are increased
- Average replacement authorisation within 48 hours from loss reporting
- Increased security and value of your leasing portfolio
- Insuring your equipment helps secure and increase the value of your leasing portfolio
- A wide range of equipment can be insured
- Strong MI reporting
- Real-time claims feed for you or your resellers for vendor programmes

"As an Apple Premium Service Provider we are able to process and update all claims in real time thanks to CPU."

Roger Whittle, *CEO, Jigsaw24*

Introduction

The aim of this document is to layout a number of options available for Lessors who wish to progress the Point of Sale Waiver solution and how CPU Group's Genie system can be utilised in order to provide a management platform for policy administration, claims processing and reporting.

From a customer perspective, the sale / making a claim does not need to be processed directly through a CPU website. Ideally, the customer will only use one site such as a portal on the lessor's website to manage all of their requirements. The system is completely customisable to suit your requirements.

Policy Setup / Administration

Three potential methods of data entry into the Genie system:

1. **Import file** – data is exported from SFS system into a CSV (comma-separated values) file. This can then be imported into Genie. The file will either need to be imported into Genie by a user logging in OR once the file is created, it can be dropped in a specific location on the lessors server. Genie can check at regular intervals and pickup new files on the lessors server, download and import the data.
2. **Web from** – data is entered into a web form which can be then submitted directly to Genie
3. **API** – Develop an API allowing the lessor's system to transfer policy data directly over to Genie, with Genie returning a success / error message.

Option 1 is a suitable method and can be fully automated using the file drop / pickup method. A downside is a file system reduces flexibility for bespoke policies, if the policy required falls outside of the expected data / file fields the system would need to be updated on both the lessor and CPU system. Another potential issue would be if there were any errors in the file such as unexpected data. A warning system would need to be in place to notify appropriate users if an error is found which will then need to be investigated.

Option 2 requires a user to manually enter data into the form and upload. Down side is the extra admin work to collate the required data and enter it into the form. However, the upside compared to option 1 is any errors will be raised at the time of submission and can be dealt with at the time. In addition, if any extra functionality is required for bespoke policies then only the Genie system will need updating.

Option 3 is the most up to date method to transfer data between two systems. The down side is that out of the three options this one will require the most development time and any required changes will need to be mirrored on both systems. How this would work is once all of the policy data has been collated on the lessor's system and is ready to go live it can be transferred to Genie by a click of a button. Genie can return a success / error message so the user submitting data from the lessor will know instantly if there is a problem and it can be dealt with at the time.

Claim Processing

The claims processing side is the simplest part. Once the policy is live on the Genie system, claims can instantly be made via CPU's claim form: https://www.cpu.co.uk/claim.

The claim form is embeddable so can be placed on any third-party website with custom styling if required to match the containing page.

As soon as a claim is placed, it can then be picked up by CPU claims team to begin processing.

Get peace of mind with full protection of end user devices for your business.

We understand that business computing poses a variety of risks. As a result, every organisation needs comprehensive, robust and cost-effective protection for its technology. We provide intelligent insurance solutions to suit all needs, protecting any IT equipment – from smartphones, tablets and laptops to high-end desktop machines.

With CPU, our A+ rated insurance cover and service wrap is designed for your business, you get:

- ✓ No excess to claims, no limits to claims
- ✓ Worldwide on-site and off-site cover
- ✓ UK-based dedicated claim team
- ✓ An online/real time claims portal available 24/7
- ✓ Courier collection/return service from any UK address
- ✓ Exclusively manufacturer-authorised repairs - ensuring quality, better value and keeping the warranty intact

Case Study

A school wanted to deploy tablet computers, financed through a leasing company, to each student. A white labelled ordering portal enabled parents to select and pay for equipment on line, which created a full asset register for the school, and populated the leasing schedule of equipment for the leasing company. A+ rated accidental damage and theft insurance was included generating fee income for the leasing company and with repairs carried out by manufacturer authorised repairers, the value of its assets was further protected. Parents could log claims and track their progress in real time on line via the Genie app for schools. The school was able to deploy tablet computers across the entire school and they have continued ordering annually for new academic year intakes. The leasing company has the reassurance of knowing its assets are fully protected and can look forward to recurring new business every year.

CPU GENIE

What really sets us apart in this fast moving sector is our unique CPU GENIE system that acts as a central hub providing schools, companies, resellers, finance houses and repairers with a common platform to manage quotes, online portals, asset management, insurance policy administration and claims handling.

"Backstage Services offer accredited repair for both Apple and Samsung mobile and computing products, and are a long term partner of CPU. We use GENIE on a daily basis to get job notifications and to update the repair status of outstanding jobs. GENIE is well designed, logical and straightforward in its approach, and therefore easy to learn and understand. It offers a central place to keep all repair related information which is great!"

Guy Leppard, *Operations and Service Director,*
Amsys