www.afterinc.com

Who is After, Inc.?

After, Inc. is reshaping how brands & retailers deliver post-sale customer experience with its industry-leading analytics, marketing and technology.

After, Inc. partners with some of the world's top brands to help transform their post-sale businesses and enhance their customers' experiences.

<u>Our Mission:</u> To enable meaningful connections between brands and their customers through technology, helping them turn buyers into loyal, brand advocates.

- **2005** - Launched as a subsidiary of Fulcrum Analytics
- **2015** - Incorporated as After, Inc.
- **2017**- Acquired by Epic Insurance, now Galway Holdings
- **2020**- Vision for QuickSuite; QuickReg Launch
- **2021**- QuickCover Launch; Received IMA Award for QuickSuite- "SaaS Innovation of the Year"
- **Jan 2022** - Acquired Accentf(x); QuickSuite wins Dealerscope Impact Award
- **July-Aug 2022**- QuickInsight and QuickClaim launched; Received THE SAMMY for Sales & Marketing Technology "Product of the Year"

Enterprise Warranty Solutions

Warranty Marketing

- Leverage predictive analytics and multi-channel marketing to capture customers who do not purchase contracts at the point of sale
- Profit share model with clients

Warranty Analytics

- Control costs through real-time claims scoring
- Predict product failure with early warning models
- Reduce warranty risk through reserve analytics and risk management

Warranty Administration

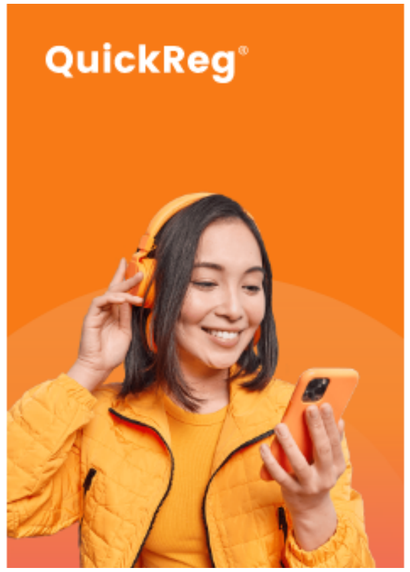
- Seamless claims management
- Platform provides real time transparency and communication between customers, OEMs, dealers, and servicer networks

Specialty products that include Data Rescue™, PowerGuard®, and After Protection Plans, which allow partners to resell and embed attractive coverage into existing offerings.

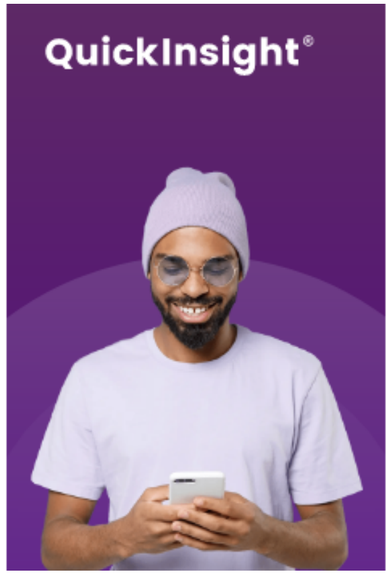
QuickSuite® by After, Inc.

after

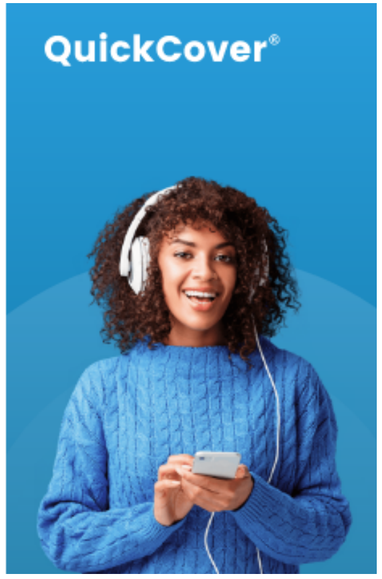
Designed to work together across the entire post-sale lifecycle



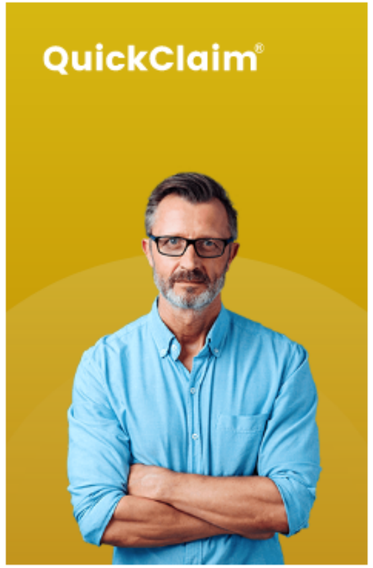
Enables an improved post-sale consumer experience and a frictionless product registration process.



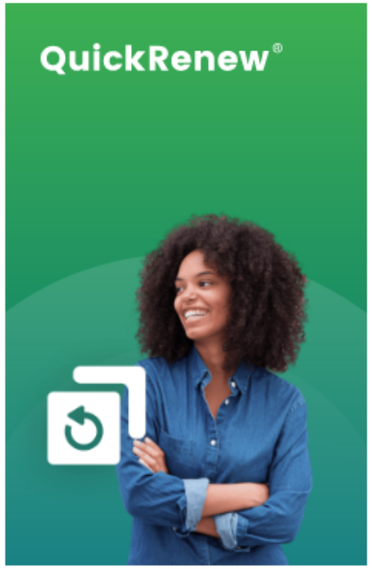
First party data Intelligence for consumers that purchase and register products. Real-time consumer attributes that include census and household demographics.



Seamless product protection offers at purchase and post-sale. Includes downloadable extensions on Shopify, Woo, Adobe Commerce and Big Commerce. Retargeting includes direct mail, email, sms, digital and outbound phone.



Customized event tracking claim flows with auto-entitlement and auto-adjudication. Includes A.I. to predict risk and fraud associated with the administration of service contracts.



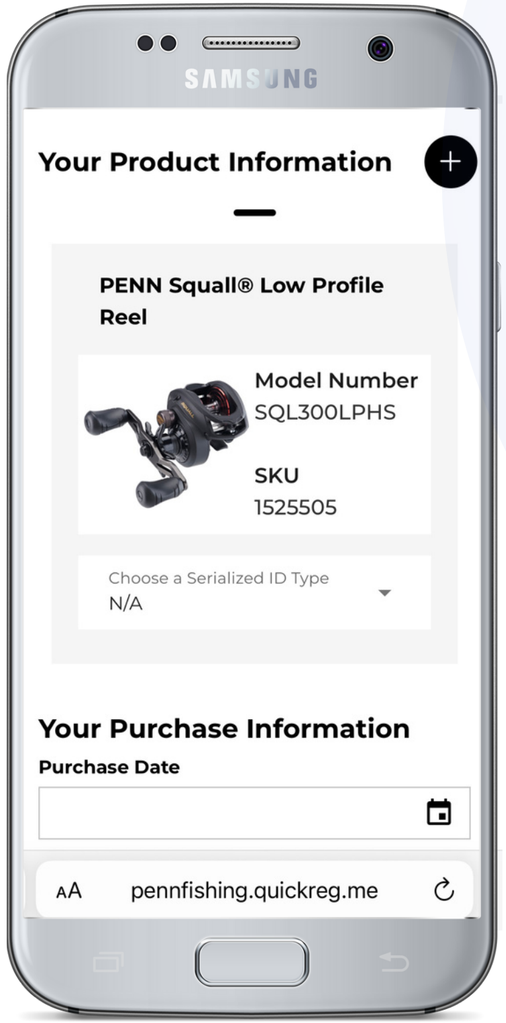
Subscription service for consumables and renewable products. Enables companies to renew contracts and ship consumables on a consumer defined frequency.

Launching 2023

QuickSuite has received multiple industry awards

QuickReg®

Unique QR codes or SMS key words can be added to cards, printed materials and products. Content links are connected to provide highly relevant information.



QuickInsight®

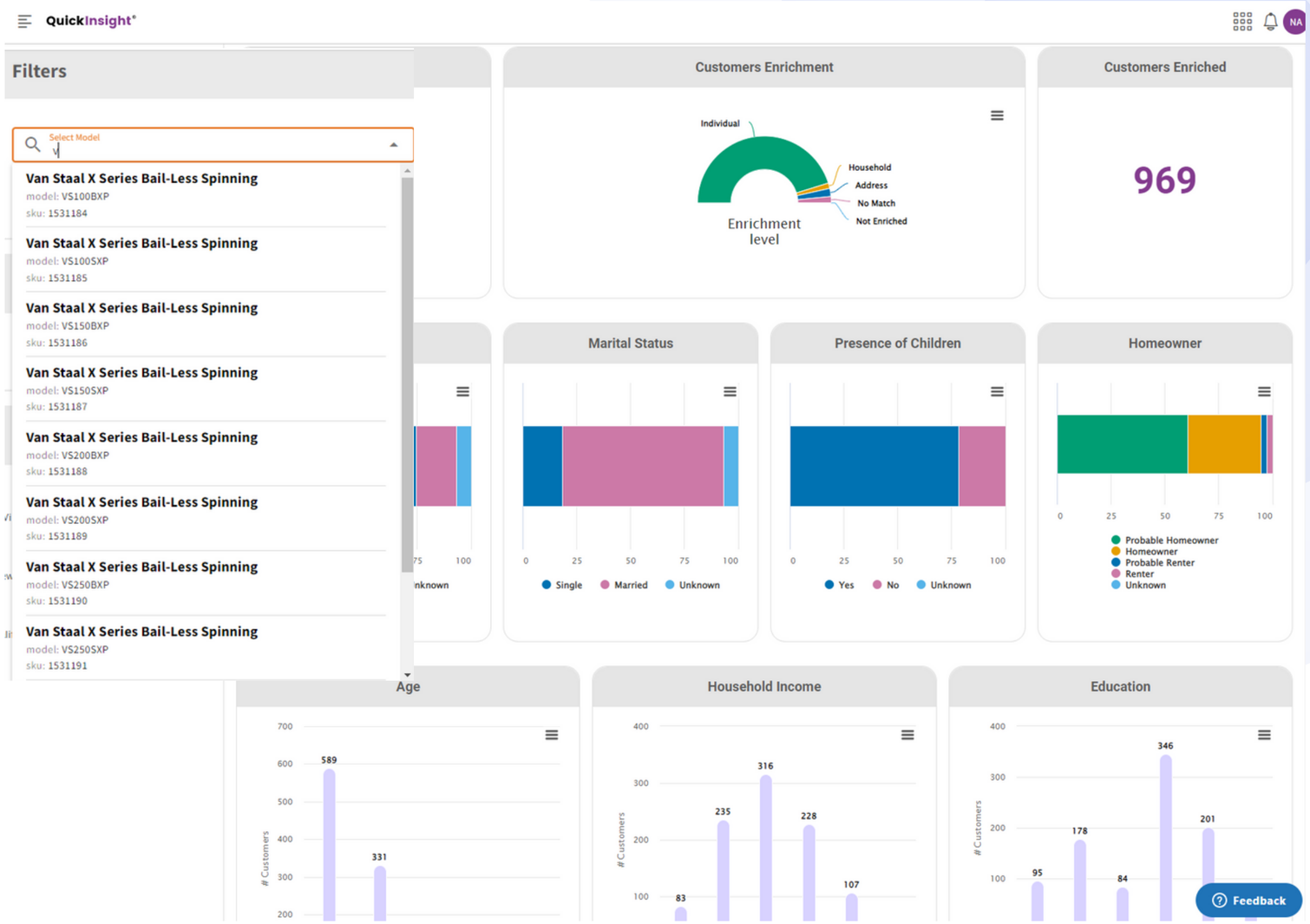
Adding QuickInsight will help you better understand and segment your customers, allowing more relevant offers,and leading to higher engagement and LTV.

Attributes:

- Marital status
- Income Percentile
- Presence of children
- Length of Residence
- Homeowner/Renter
- Education
- Age
- Gender
- Occupation
- Household Segment

Roadmap:

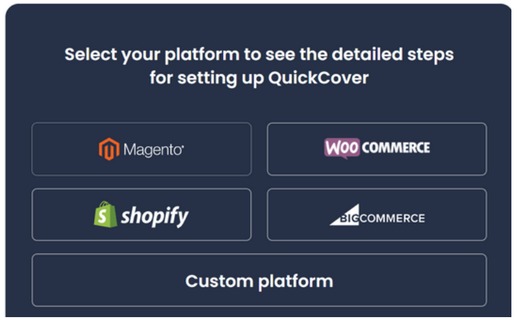
- Google Retarget
- Facebook ID Link
- Custom Segmentation
- Predictive Scores
- CRM Integration

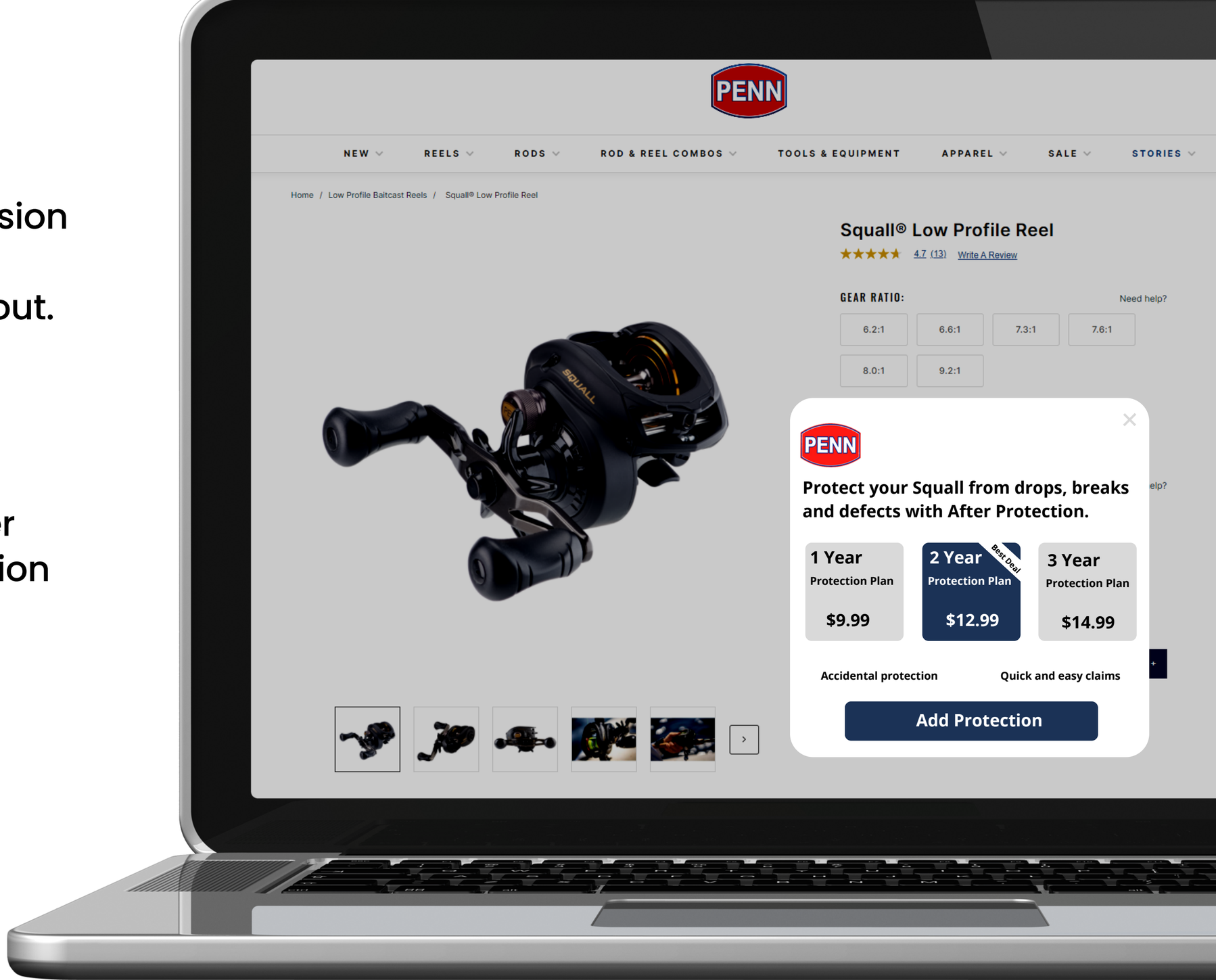


QuickCover®

Add the QuickCover extension to your website to offer protection plans at checkout. QuickCover can also be added at time of product registration.

Enables companies to offer their own branded protection plans.





QuickClaim® A.I.

Use QuickClaim to enhance enterprise visibility, improve first response and contact times and include the consumer into the claim event tracking stream.

205
Total Awaiting Repair
VIEW

562
In-Warranty
VIEW

278
Billable
VIEW

40
Inbound
VIEW

0
Assigned To Me
VIEW

QuickClaim®

APPLICATIONS
- Dashboard
- Assembly Manager
- Service Order Management
  - Check-In Manager
  - Repair
  - Shipment
  - Dealer Claims
- Report Manager
- Product Manager
- Content Connector
- Issue Manager
- Dealer Manager
- Parts Manager
- Email Template Manager
- Help

ADMINISTRATION
- Account Settings
- Configuration Apps

ASSIGN

MANAGE SERVICE ORDER

Item: INT130VISSSM ELCTRC 130VISS DM STNRD SLV
Type: In Warrenty
Status: Open

Customer:
David King
1 Selleck St., 5th Floor
US
dking@afterinc.com
+12032545300

ADD NOTES
SEND EMAIL

START TIMER
00:00:00
Open

Assigned To: David
Current Time Spent: 00:00:00
Date Received: 1st Jan 2021

A.I.

Claim Number 5025128 Status Pending Requested Date 12/30/2020

Risk Score 99.784

Risk Pattern
1. Service age distribution anomaly - unit failure age at 36th month accounted for 25.4% of 36-month term warranty visits for dealer # 00189 (15 out of 59) in the previous 26 weeks; versus only 8.2% for peers.
2. Failure mileage distribution anomaly - reported failure mileage (35,001- 36,000) accounted for 23.7% of 36-month term warranty visits for dealer # 00189 (14 out of 59) in the previous 26 weeks; versus only 7.1% for peers.
3. Parts and labor imbalance - (parts cost / labor hour) is 52% greater than other dealers claiming the same job type.

Suggested Next Steps
1. Verify customer concern and diagnosis
2. Email copy of work order
3. Review detailed part information, check unnecessary parts claimed.

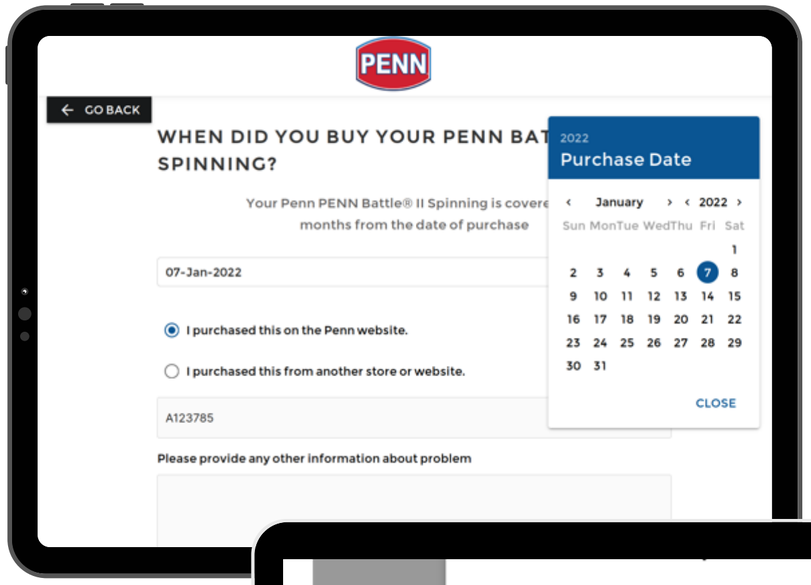
WORK LOG
SCHEMATIC

Actions

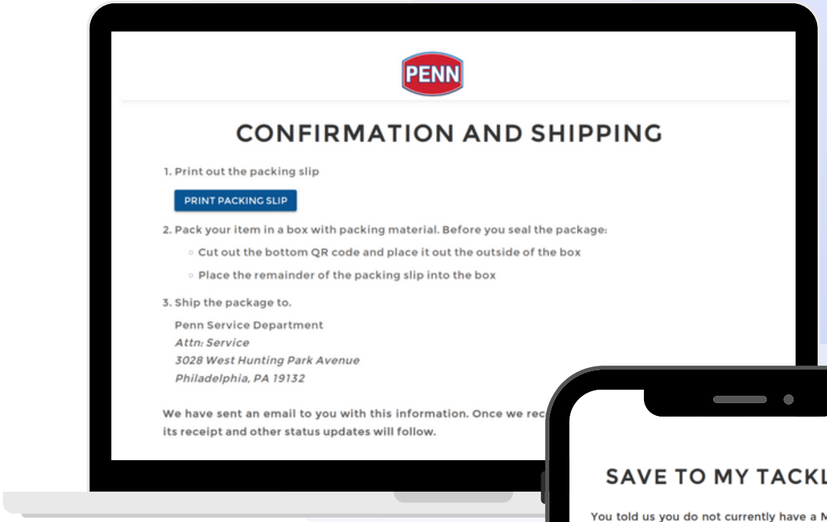
Records per page: 5 1-2 of 2

QuickClaim®
A.I.

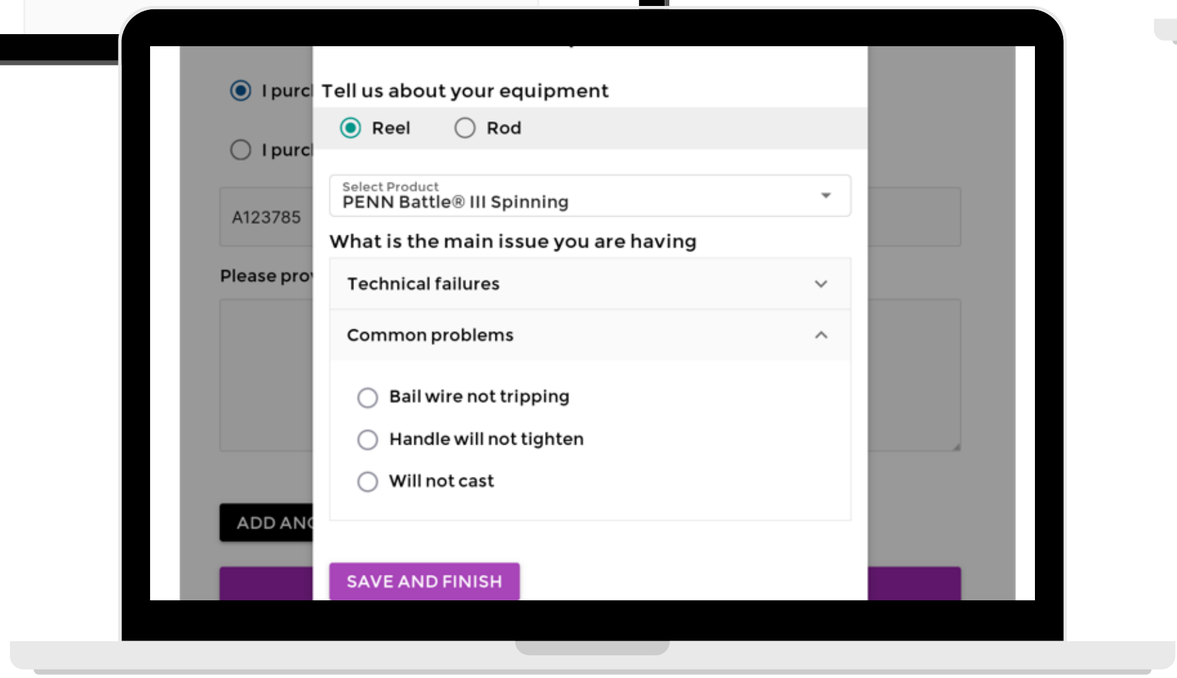
Self Entitlement



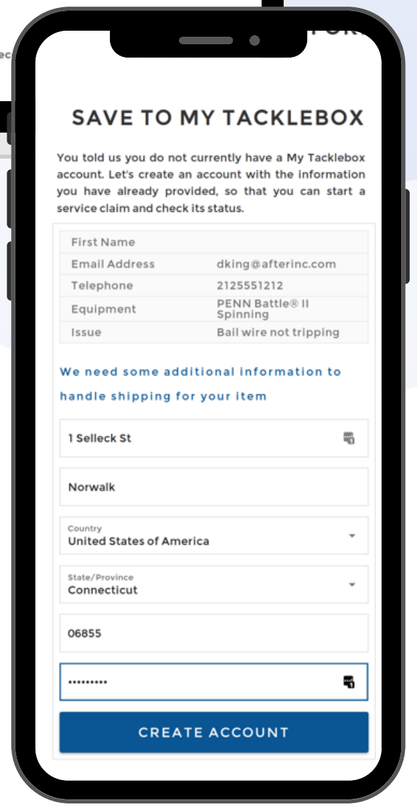
Resolution Instructions



Self Adjudication

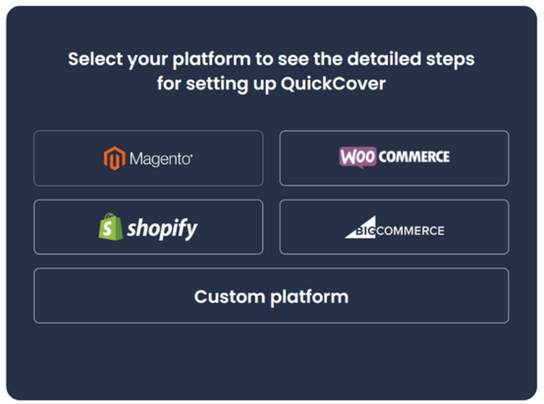


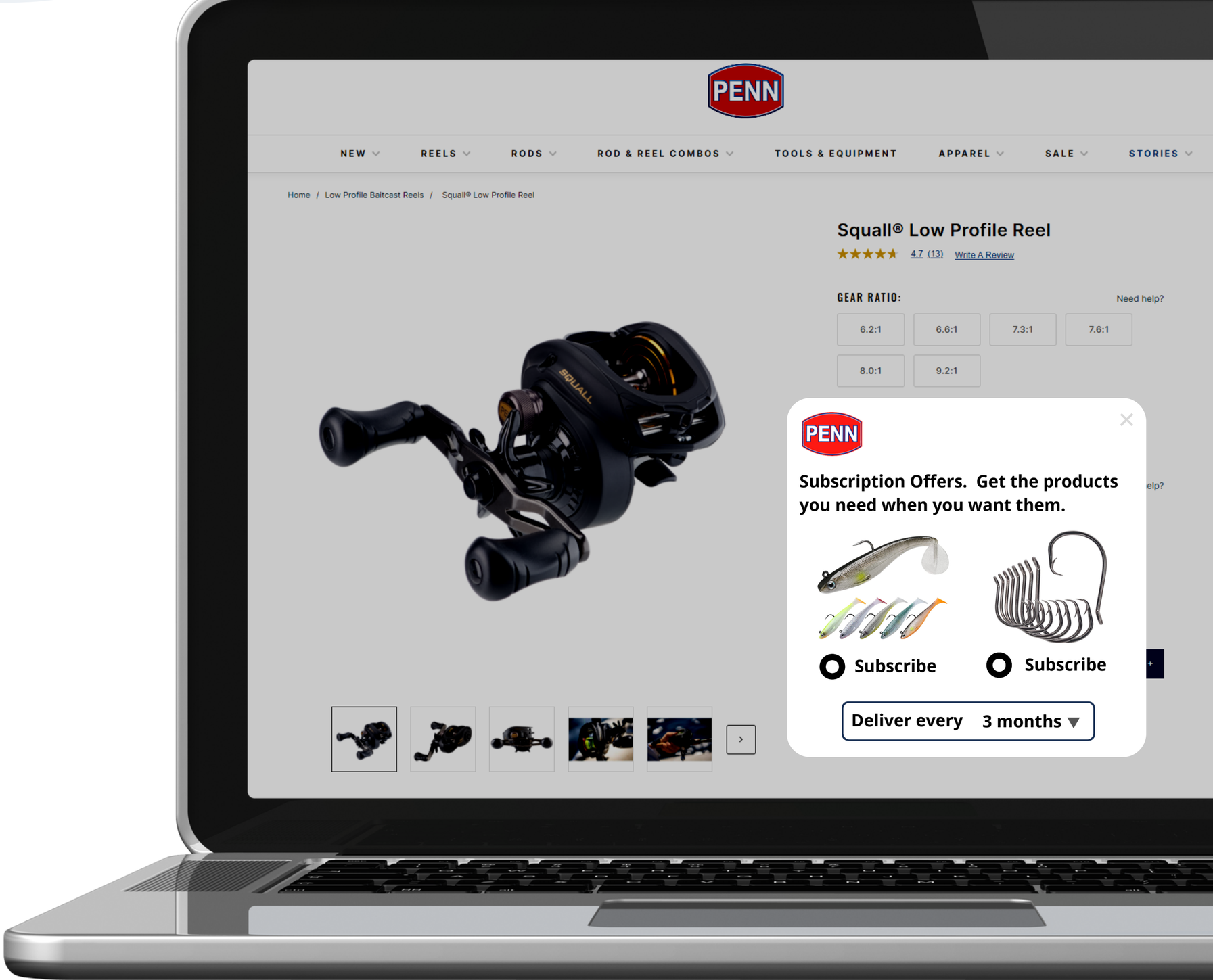
Status Communication



QuickRenew®

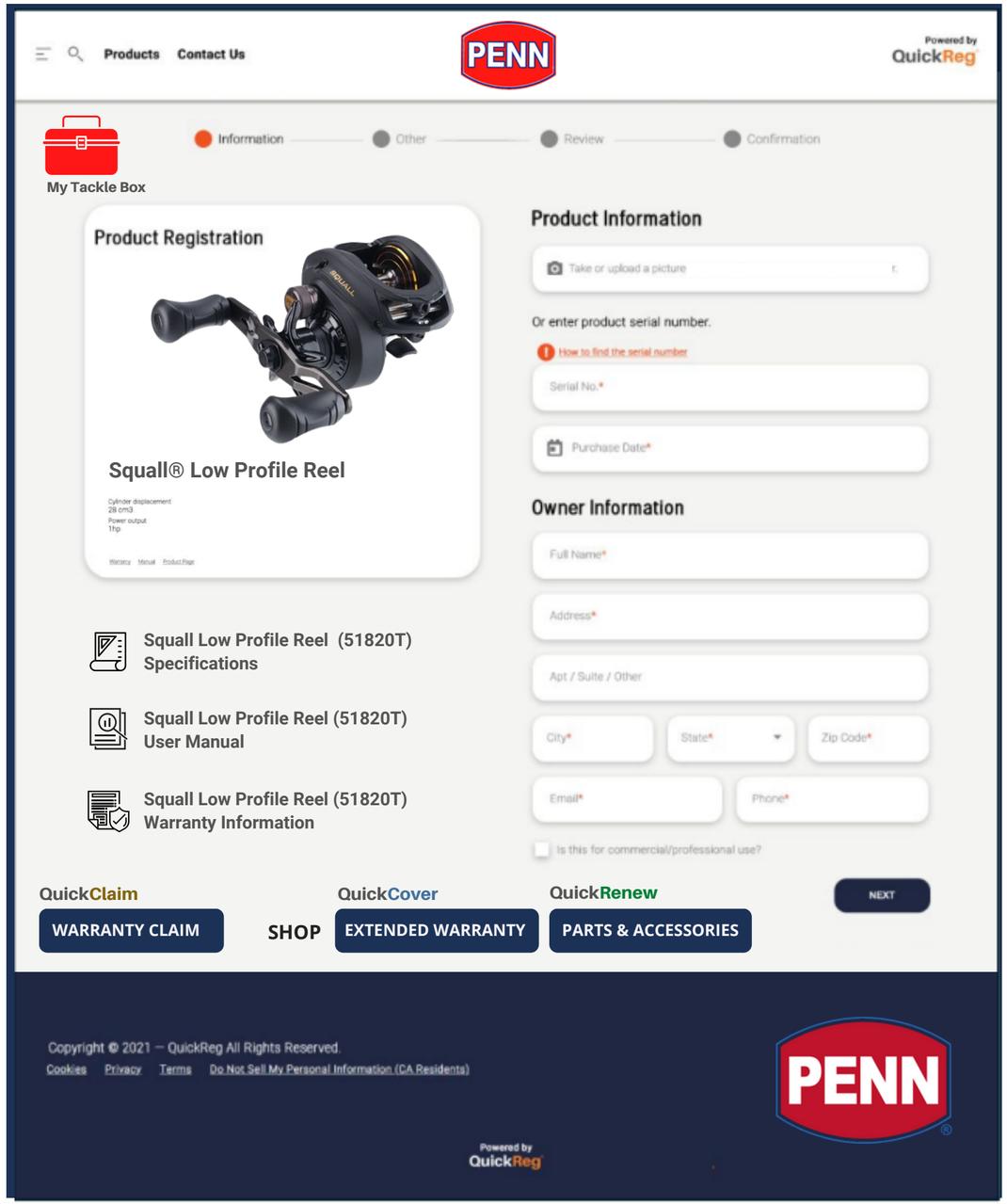
Add QuickRenew to offer next-best-upsell or cross-sell subscription offer.
Guarantees lift in year-over-year increases in AOV, LTV, and ARR





QuickSuite Full Implementation

Registration



Subsequent Visits

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Contact

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