



It's Time to "Reach for *Ubiquiti RADAR*"!

Ubiquiti RADAR (*Records And Data Analysis Repository*) tools provide a unique, fast and practical means to unlock and utilize the wealth of information hidden in raw data – particularly when data sets are large and include narrative text content. When directed at individual or combined data sources (such as Warranty Claims, Customer Surveys, Service or Maintenance Records), **Ubiquiti RADAR** applies unique, proven and **highly recommended**¹ technologies to:

- Perform rapid analysis
- Extract key information (e.g., Repair, Parts)
- Categorize records
- Assign codes (e.g., TREAD, Failure)
- Transform text to common formats for further analysis

Business users at Autoliv NA, Continental Corp., Dura Automotive, Freudenberg-NOK, Magna Int'l and Yazaki NA "**Reach for Ubiquiti RADAR**" every day to tackle problems associated with the management and execution of Warranty and Quality processes – and **Ubiquiti RADAR** delivers consistent, accurate and reliable results.



Challenge #1:

A plant produces 1000 vehicles daily. Coding on Claims forwarded to a Supplier indicate that a number of their "dome lamps" are being replaced at a cost of \$100 per repair. In a few cases, the returned part is clearly faulty but in other cases inspection of the part fails to find any problem at all.

Manual review of some records reveals that Customers report that lamps simply fail suddenly – for no apparent reason.

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Ubiquiti RADAR automates the review of large volumes of unstructured, narrative text.

Ubiquiti RADAR sweeps through, analyzes and categorizes Customer and Technician comments in thousands of Claims. It reveals that the largest group of cases follows an OEM-mandated check of wiring in a door – and rapid collaboration with the OEM results in a design change and distribution of a new Service procedure. There is an immediate reduction in claims and an increase in first-time fixes.

Even a 30% reduction over 100 days would save more than \$3m.



Challenge #2:

A routine report of the last quarter's "Top Ten Failure Codes by Region" reveals that the largest percentage of cases of a particularly expensive service procedure occurred in just one State. Perhaps this is a weather-related issue or perhaps a problem with a specific run of parts distributed to that region?

However further enquiry reveals that very few parts have been returned to the OEM for analysis.

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Ubiquiti RADAR automates the comparison of structured and unstructured data.

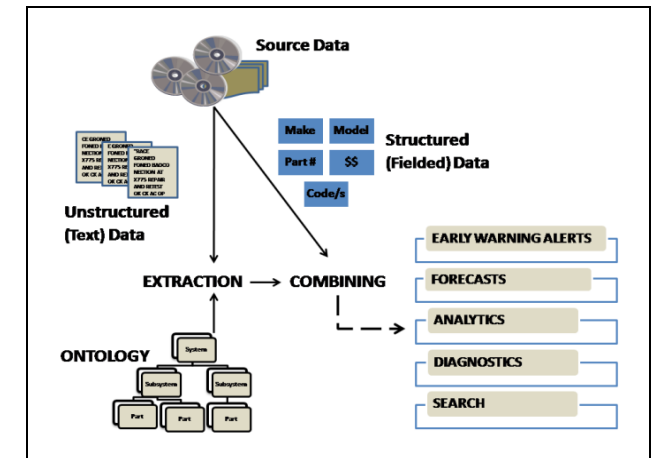
Ubiquiti RADAR scans the large set of Claim records and compares the narrative text from the Technician's comments with the specified Failure Codes. In many cases, the reported Codes in the structured data and the work described in the Technician's narrative text comments do not match. Discrepancies are common and must be addressed with the claimants.

Using Ubiquiti RADAR on all incoming Claims ensures that future issues are spotted immediately.

HOW DOES IT WORK?

Ubiquiti RADAR includes an **expert domain-specific Ontology** with which concepts (more than just words) in data are assessed. This succeeds where other tools fail with misspelling, abbreviation and different languages – this is achieved without requiring long set-up time or constant maintenance.

Ubiquiti RADAR handles numeric, structured and other categorical data as well as narrative text.



¹ Solutions from Ubiquiti have **STRONG RECOMMENDATIONS** from our many customers. We are happy to provide references.

Ask Ubiquiti customers about our technologies and our service.