



CASE STUDY

## Wabash National

Headquartered in Lafayette, IN, Wabash National Corporation (NYSE: WNC) is one of the leading manufacturers of semi-trailers in North America. Established in 1985, the company specializes in the design of dry freight vans, refrigerated vans, flatbed trailers, drop deck trailers, and intermodal equipment.



### Company Profile

**Name:**  
Wabash National

**Industry:**  
Transportation

**Headquarters:**  
Lafayette, IN

**URL:**  
<http://www.wabashnational.com/>

**Product:**  
PlanetJ's WOW Enterprise

### The Challenge

Warranty claims and claim statuses among vendors and service centers were being tracked by MS Access. Claims were being taken over the phone, fax, and/or e-mails. Wabash was looking to build an online OEM Warranty System that would allow service centers and vendors to submit and review claims over the secured internet. In addition, Wabash expressed the needs of an online Used trailer website that would allow dealers to view available used trailers real-time.

### The Solution

PlanetJ worked with Warranty IT team at Wabash and developed a sophisticated online Customer Warranty system using PlanetJ's WOW tool. In addition, a Used Trailer Website was built that allows customers to view most recent listings, special offers, or upcoming trailers.

### Requirement Details

The online OEM Warranty System would need to allow service centers and vendors to submit and review claims securely over the internet. The system should lead to quicker response times and easier-to-use processes. Additionally, the new Used Trailer system would need to reduce customer service overhead and provide IBM AS/400 database information to customers over the internet.

(continued)

**How It Works**

From the Wabash National website, a customer can access the Online Service Center using a secured user name and password.

**Service Center Login**

**User**

**Password**

(Note: passwords are case-sensitive)

If you have any questions, please contact Wabash National OEM Warranty  
Ph: (765) 771-5404 Fax: (765) 771-5552

“We were very impressed at how easy it was to use the tool, and surprised at the speed of development and time to production.”

**Joanna Shi**  
**Wabash National**

Through the application, the customer can create a warranty claim which is then submitted to Wabash National Warranty Tech for approval.

**Wabash National**  
OEM Warranty Service Center

Home   Support   Log Out

Wabash National OEM Warranty Ph: (765) 771-5404 Fax: (765) 771-5552

If you need assistance filling out this form, [click here for instructions](#). A new browser window will open; you will not leave your current claim. For more help, click on the Support link above.

**Document Information**

Document #    Document Date (MM/DD/YYYY)

Repair Complete

Enter your service center repair order, work order, or invoice order number and date here.

**Unit Information**

VIN\*    Reference #

Trailer Out of Service

In Warranty Tech’s secured website, they can either approve the claim or reject it back to the service center for more information. If the claim looks fine, Warranty Tech approves the claim. If a vendor is responsible for a failing part, the claim is submitted to the vendor.

**My Wabash National**  
Warranty Tech Department

My Pending   Support   Log Out

**My Pending**

Tracking #	VIN	Document #	Date Submitted to WNC	Trailer Out of Service	VIN History	Claim History	Claim Status	Assign to Tech	Service Company	Customer Company
(no records exist)										

My Pending | Log Out  
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## CASE STUDY

The vendor logs into their secured site and either rejects or approves the claim. The claim is then submitted back to Warranty Tech.

[View All Claims](#) [Search Claims By](#) [User Profile](#)

# My Wabash National

OEM Warranty Vendor

[Home](#) [Support](#) [Log Out](#)

Welcome, **Test Vendor (Do Not Pay)**  
Updated April 16, 2004 (Click on the tabs above to view claims.)

### Warranty Claim Process Flow

Assuming that the claim has been submitted to Wabash National Warranty, and that it is a suspected vendor failure, the following procedures are to be followed.

1. **Wabash National Warranty will review the claim to determine which vendor the failed claim goes too. Wabash National Warranty will:**
  - a) enter the (WNC Part #).
  - b) enter the (Vendor Part #).
  - c) enter your notes in the (WNC Notes to Vendor)field, along with an other instructions.
  - d) enter the dollar amount that we are requesting in the (Vendor Responsibility)field.

Warranty Tech will finalize the processing of the claim, debit the vendor if needed, and issue payments to the service center if the trailer is under warranty.

From the Used Trailers application, customers can view a list of latest arrival, coming-soon, special and banner trailers with available quantities and prices.

**WABASH NATIONAL Used Trailers**  
WWW.WABASHUSEDTRAILERS.COM

[Login](#) [Forgot Password?](#) [Register](#) [Contact Us](#)

- + Find Trailers
- + Sell Trailers
- + Saved Trailers
- + Finance Trailers
- + About DuraPlate
- + About Us
- + Wabash National

### Latest Arrivals

	Type: Reefers Make: Trailmobile Year: 1999 Qty: 23 Units Priced From <b>\$13800.00</b>
	Type: Reefers Make: Great Dane Year: 1998 Qty: 2 Units Priced From <b>\$12000.00</b>
	Type: Reefers Make: Wabash Year: 1998 Qty: 17

#### AVAILABLE NOW...

##### VERY CLEAN REEFER TRAILERS

As many as (500)  
Low Hours,  
Lease Fleet Maintained  
48' x 102" x 13'6"  
Roll Up Rear Doors  
Side Door  
36" Kingpins  
Flat Floors

[More Info Below](#)

- + Great Dane 2000 Reefers (TG599)
- + Great Dane 2001 Reefers (TG603)
- + Great Dane 1999 Reefers (TG598)
- + Great Dane 1998 Reefers (TG618)
- + Great Dane 2001 Reefers (TG600)

Customers can further drill-down to see trailers' specifications. Furthermore, customers can search for particular trailers of their interests and send inquiry e-mails to Wabash National sales specialists for detailed information. Authorized WNTC dealers can view more features such as dealer prices.

Trailer information ties to backend SAP system.

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## Hardware and Software Overview

**ERP System:** SAP

**Hardware:** WebSphere Application Server on Windows 2003 Server

**Database Server:** AS/400

**Software:** PlanetJ WOW, JAVA, Servlet/JSP, WSAD

**Security:** Firewall, DMZ, SSL

## Summary

With the WOW Builder, a significant amount of time was saved for developers to enhance the existing Warranty System and Used Trailer website. The WOW Builder also allows for the development of any new, simple, efficient, and easy-to-use web application.

Wabash developers went through basic WOW training. Joanna Shi of Wabash National stated: "We were very impressed at how easy it was to use the tool, and surprised at the speed of development and time to production." Since the development of the solutions, she further stated: "We've used the WOW Builder to create a couple of other web applications, and it usually took us just a couple of hours to build a high-quality application."

## References

[www.planetjavainc.com](http://www.planetjavainc.com)

[www.wabashnational.com](http://www.wabashnational.com)

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*Additional case studies can be found at: [www.planetjavainc.com/casestudies/](http://www.planetjavainc.com/casestudies/)  
To purchase PlanetJ products visit [www.planetjavainc.com](http://www.planetjavainc.com) or call us directly.  
In North America, call 760-432-0600. Elsewhere, call +1-760-432-0600.*