



How Home Warranty Inc. automated its claims and grew renewals

Home Warranty Inc. was growing. Its software wasn't. Moving to WarrantyHub let the busywork run itself, wired Salesforce and their VOIP phone system straight into operations, and made the numbers that matter easy to see. Claims got faster. Renewals went up.



Chris Brooks
Chief Operations Officer
Home Warranty Inc.

9.1%

Faster claim processing
(50.16 → 45.6 hrs)

~30%

More renewals
since onboarding

2

Core systems integrated
Salesforce + VOIP

Communication, automated

Claim updates by email and text the moment status changes.

Salesforce + VOIP

The tools they depend on, finally wired into operations.

Live claim visibility

A kanban board and dashboards replaced the guesswork.

"Our legacy platform lacked automation, and we couldn't integrate the tools we depended on. WarrantyHub's flexibility let us automate our communications and finally connect both Salesforce and our VOIP, which changed how our whole team operates."

Chris Brooks, Chief Operations Officer, Home Warranty Inc.

About Home Warranty Inc. — Home warranty service agreements covering the appliances and mechanical systems homeowners rely on, with coverage across all 50 states.

THE CHALLENGE

A busy warranty operation was running on a legacy platform with **no automation and no texting**. Someone had to pick and send every email by hand. Work orders got missed, welcome letters slipped through, and renewals meant manual bulk sends. Worse, the platform couldn't connect to the two systems the team relied on every day — Salesforce and their VOIP phone system.

WHAT CHANGED WITH WARRANTYHUB

- **The communication runs itself**

Automated email and text notifications fire the moment a claim changes status — keeping homeowners in the loop without anyone babysitting an inbox.

- **Integrations they could never get before**

Salesforce and VOIP are built right into operations — the parts of Salesforce that mattered, without the cost of running everything on it.

- **A real view of every claim**

A kanban board and live metrics show exactly where each claim sits. Renewals — a top KPI — now sit right on a dashboard.

THE RESULTS

9.1%

Claims move faster

Average processing time dropped from 50.16 to 45.6 hours — more work cleared in a day and happier homeowners.

~30%

Renewals are up

Renewals up roughly 30% since onboarding. Better experience, more renewals.

"Automation is really what's made the difference. WarrantyHub took most of the manual work off our plate, so the team can handle more claims and more volume without us having to add people just to keep up."

Chris Brooks, Chief Operations Officer, Home Warranty Inc.

See what WarrantyHub could do for your operation

Automate claims, connect your tools, and grow renewals — without adding headcount.

[Request a demo →](#)