

# Automotive dealer management factsheet

From fragmented dealer communications  
to unified collaborations





# Dealer management challenges faced by automotive businesses



Network  
coordination



Inventory  
management



Dealer  
compliance



Training &  
support



Inventory  
financing



Pricing &  
margins



Warranty & claims  
management



# Seamless dealer management from beginning to end with A365

A365's dealer management feature is an all-encompassing tool designed to optimize every facet of the dealer relationship. It provides comprehensive support, simplifying dealer interactions, and ensuring compliance with industry standards. A365 fosters efficient communication between your management teams and your dealer network, streamlining collaboration, and ensuring that dealer operations run smoothly.

Dealer operations benefit from enhanced warranty management and maintenance processes, adding value to every facet of your dealer network and delivering exceptional after-sales experiences. A365 ensures that dealer processes are meticulously designed for peak operational efficiency, minimizing downtime and ensuring that dealers have access to the support and services they need when required.

01

Strengthen dealer relationships with effective management

02

Control costs and finances for efficient dealer operations

03

Maintain quality standards across the dealer network

04

Manage compliance with industry regulations and dealer agreements

## A365 automotive dealer management features



Cost control



Inventory optimization



Financial management



Training & support



Performance evaluation



Communication & collaboration



Market dynamics analysis



Dealer compliance management



Dealership quality assurance



Dealer relationship management



# A365 automotive dealer management functionality coverage



## Dealer management

### Sales & quotations management

Streamline the process of sales and quotations for vehicles.

### Trade-ins/multiple trading cycles

Manage trade-ins and multiple trading cycles seamlessly.

### PDI & vehicle commissioning

Ensure a smooth pre-delivery inspection and vehicle commissioning process.

### Vehicle leasing & financing contracts

Manage vehicle leasing and financing agreements.

### Mobile mechanic & mobile inspection apps

Utilize mobile apps for mechanics and inspection tasks.

### Contracts- periodic billing or 'pay per visit' charging

Customize billing for service contracts.

### Service order management

Efficiently manage service orders for vehicles.

### Accessories & attachments

Manage accessories and attachments efficiently.

### IoT integration

Integrate Internet of Things (IoT) data for enhanced vehicle management.

### Service contract management

Efficiently manage service contracts for vehicles.

### Periodic invoicing & usage-based billing

Invoice customers based on usage or at periodic intervals.

### Planned & preventive maintenance

Schedule and track planned and preventive maintenance tasks.

### Time registration & timesheet management

Track and manage technician working hours.

### Used vehicle sales

Handle the sale of used vehicles effortlessly.

### Demo & loan machines

Keep track of demo and loan machines for promotional purposes.

### Automatic customer notifications

Automatically notify customers about service and maintenance.

### Standard jobs/joblists

Manage standard service jobs and job lists for efficiency.

### Field service inventory management

Keep track of inventory for field service operations.

### Technician scheduling & dispatch

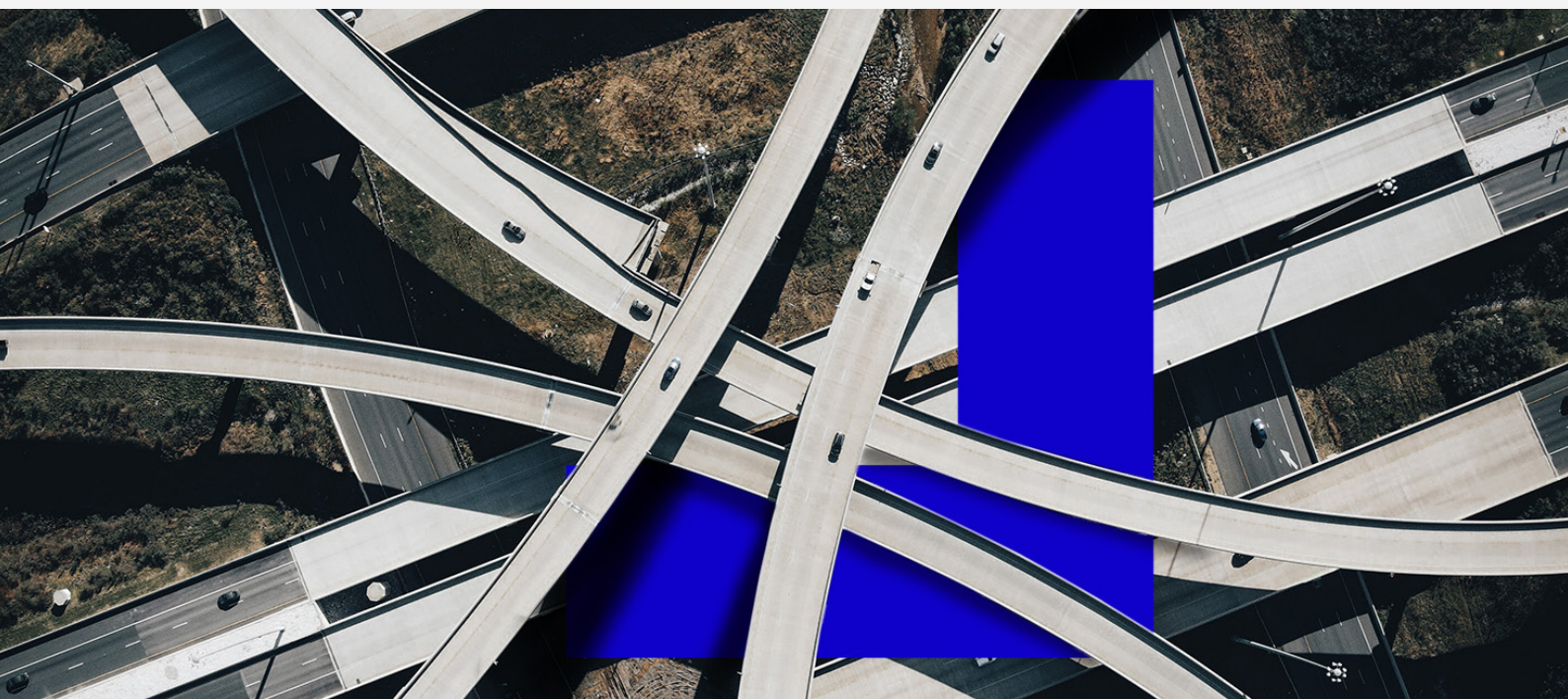
Schedule technicians and dispatch them to service locations.

### Pricing management & "best price" re-calculation

Set and recalculate pricing effectively.

### Owner management

Manage vehicle owners effectively.



# A365 automotive dealer management functionality coverage



## Dealer management

### Virtual Agents/"service bots"

Employ virtual agents to enhance customer interactions.

### OEM bulletins/recall management

Manage OEM bulletins and vehicle recalls effectively.

### Reorder point & safety stock

Set reorder points and manage safety stock for efficient inventory.

### Full-service history & statistics

Access detailed service history and vehicle statistics.

### Warranty claim analytics & reporting

Gain insights through warranty claim analytics and reporting.

### Cycle counting & physical inventory

Conduct cycle counting and physical inventory with ease.

### Claims submission & processing

Streamline the submission and processing of warranty claims.

### Spare parts & supplier parts catalogs

Access comprehensive spare parts and supplier catalogs.

### Barcode and RFID support

Utilize barcode and RFID technology for inventory management.

### Automated claims validation

Automatically validate warranty claims for accuracy.

### Parts supersessions & multiple alternatives

Manage parts supersessions and alternatives seamlessly.

### Bulk items, linked items, and "kits"

Efficiently manage bulk items, linked items, and kits for vehicles and parts.

### Internal workflow approvals

Manage internal approvals for claims and service requests.

### Real-time inventory tracking & parts serialization

Track inventory in real-time and utilize parts serialization.

### Fleet lifecycles- creation, fixed assets & disposals

Handle fleet lifecycles from creation to disposal.

### Warranty claims history tracking

Keep a comprehensive history of warranty claims.

### Warranty claims processing & settlement

Process and settle warranty claims efficiently.

### Automated price updates

Automate price updates for parts and vehicles.

