Power new possibilities **for your automotive business** with A365 Aftersales

a365

annata
Powering possibilities

Aftersales challenges faced
by automotive businesses

Service scheduling	Workflow bottlenecks	Resource allocation	Customer communication
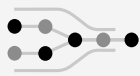
Supply chain visibility	Inventory management	Recall management

Redefining Aftersales Excellence for Automotive Businesses with A365

Designed to elevate your automotive business, the A365 Aftersales module ensures that every aftersales interaction is seamless, efficient, and impactful. With advanced features like predictive analytics and real-time business insights, this module empowers you to stay ahead in a competitive and fast-moving industry.

From optimizing warranty management to streamlining communication across teams and adhering to the highest operational standards, A365 addresses every aspect of aftersales. This results in minimized vehicle downtime, enhanced operational efficiency, and improved collaboration across departments—delivering exceptional support for your customers.

Built on the powerful foundations of **Microsoft Dynamics 365**, **Azure**, **Power Platform**, **Copilot**, and **Dataverse**, A365 offers seamless integration, robust security, and intuitive self-service options. At its core, AI-driven capabilities combined with Annata's deep expertise in the automotive industry make aftersales management more proactive, efficient, and customer-focused.

What sets A365 apart is its ability to add value across all types of vehicles. By driving efficiency, productivity, and customer satisfaction, A365 transforms aftersales management into a key growth driver for your business—delivering lasting value throughout the vehicle lifecycle.

01	02	03	04
Oversee vehicle service and maintenance records	Streamline workshops with smart scheduling and resource allocation	Elevate warranty management with advanced tools	Generate tailored service and maintenance contracts

A365 Aftersales Capabilities

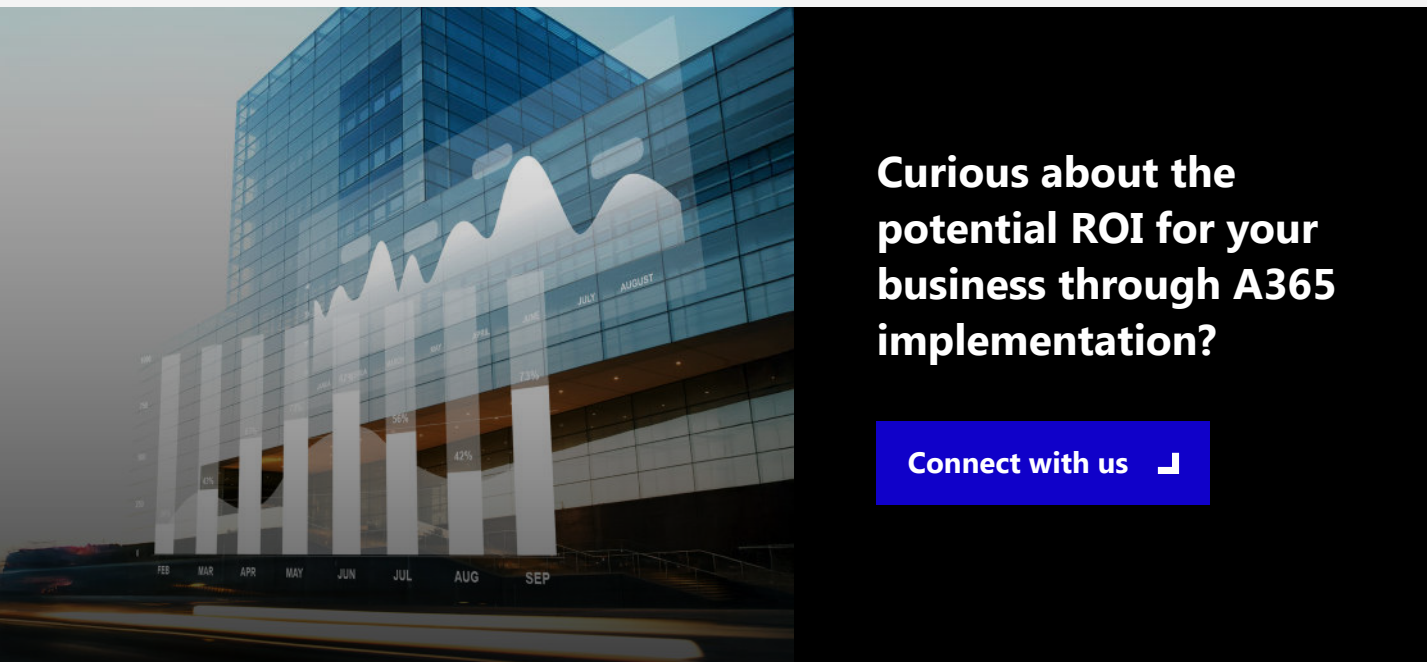|				
Workshop management	Service appointments	Job quotations	Service orders	Resource planning
Job splitting	Service warnings	Courtesy vehicles	Service contracts	Vehicle service history

Experience a significant
ROI with A365

After implementing A365, our customers have enjoyed streamlined efficiency through automation, optimized workflows, and insightful analytics, facilitating informed decisions. This transformation has significantly positively impacted their financial performance.

Example

> **$2.5B** - Existing generated revenues

> **3,500** - Existing Full-Time Employee (FTE) workforce

> **8-9x** - Projected ROI

> **1 year** - Projected payback period

> **$8M to $10M** - Projected total annual net impact

Curious about the potential ROI for your business through A365 implementation?

Connect with us ⌐

Disclaimer: The projected ROI and financial impact figures provided are based on preliminary assessments and estimates for illustrative purposes only. Actual results may vary and are subject to various factors such as market conditions, business strategies, implementation timelines, and other variables.

A365 Aftersales
Key Features

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01 Workshop and Resource Management

Integrated Visual Planning Board: Drag-and-drop functionality to allocate resources and streamline workflows.

Role-Based Processes: Define workflows for Service Managers, Advisors, and Mechanics to meet diverse service needs.

03 Comprehensive Inventory and Parts Management

Real-Time Inventory Tracking: Monitor parts availability and pre-pick status for upcoming jobs.

Parts Sourcing and Reservations: Ensure timely access to parts, minimizing downtime.

Global Parts and Labor Information: Deliver accurate pricing for various vehicle makes and models.

05 Enhanced Service Execution

Digital Customer Signatures: Capture approvals digitally for job confirmations.

Service Documentation: Attach photos, notes, and other files to service orders for detailed record-keeping.

Job Splitting: Divide complex tasks into manageable parts for efficient execution.

07 Mobile Service Support

Mobile Mechanic Features: Enable mechanics to update job statuses, add notes, and capture signatures directly from a mobile device.

On-Site Job Updates: Capture real-time progress updates to maintain transparency.

09 Compliance and Scalability

Audit-Ready Documentation: Ensure all service activities meet compliance standards.

Multi-Site Management: Support operations across multiple service centers with unified planning tools.

Standard Labor Times: Establish standardized timeframes for recurring tasks.

02 Customer-Centric Features

Real-Time Service Updates: Notify customers about service progress and completion via integrated dashboards.

Courtesy Vehicles: Offer loaner vehicles during service periods for enhanced customer satisfaction.

AI-Assisted Appointment Booking: Leverage the A365 AI Agent to automate and streamline service appointment scheduling, providing a seamless experience for customers.

04 Advanced Diagnostic and Maintenance Tools

IoT Integration: Use real-time data from vehicles for predictive maintenance and diagnostics.

Preventive Maintenance Plans: Schedule and manage preventive services to improve vehicle uptime.

Service Warnings: Automated alerts for maintenance needs based on vehicle usage and history.

06 Streamlined Financial Processes

Unified Invoicing Profiles: Create invoices for multiple payers or contracts with ease.

Accurate Financial Tracking: Ensure transparency in labor and parts billing.

Warranty Claims and Settlement: Automate claim validation for quick processing.

08 Analytics and Insights

Customizable Dashboards: Provide KPIs and real-time analytics to improve operational decisions.

Service History Management: Maintain detailed vehicle service records for future reference.

Service Performance Analytics: Identify bottlenecks and areas for improvement using data-driven insights.

A365 Aftersales
Benefits

01 **Operational Efficiency** Streamline workflows from scheduling to invoicing.

02 **Improved Customer Satisfaction** Provide clear communication and timely updates to customers.

03 **Resource Optimization** Ensure optimal use of manpower, tools, and parts.

04 **Scalability** Easily manage growing operations with centralized tools.

05 **Enhanced Decision-Making** Use analytics to refine processes and improve service outcomes.

**06** **Seamless Integration** Combine diagnostics, scheduling, and inventory management into one platform.

Discover the A365 Digital Experience Center: Your business transformation starts here

Explore | Learn | Transform

In the A365 Digital Experience Center, you'll get an exclusive, interactive demo to see how A365's game-changing functionalities can simplify your operations and drive real business results.

Visit A365 Digital Experience Center
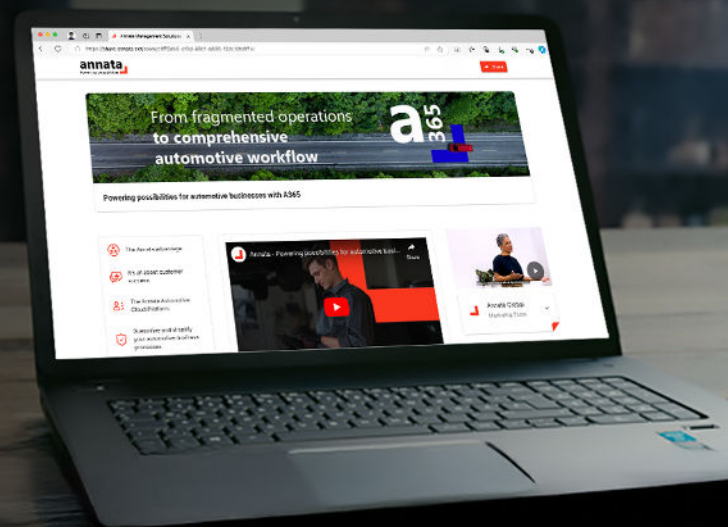
Power your possibilities
with full digitalization

Ready to scrap those legacy systems and say hello to a cloud solution that never grows old? At Annata, we bring modern business applications to the automotive, trucks & buses, and equipment industries, helping businesses meet current challenges and seize new market opportunities.

See how A365 can help your business stay agile, compliant, and ahead of the competition. Reach out to us at **marketing@annata.net.**

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