

Module overview | Aftersales

Power new possibilities for your equipment business with A365 Aftersales



Version | 12 December 2024



annata
Powering possibilities



Aftersales challenges faced by equipment businesses



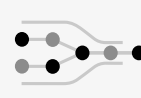
Scheduling complexities



Diagnosis accuracy



Parts availability



Workflow bottlenecks



Quality control



Customer engagement



Diagnostic integration



Technician skills tracking

Redefining Aftersales Excellence for Equipment Businesses with A365

Designed to elevate your equipment 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 dynamic and competitive market.

From optimizing warranty management to improving communication across teams and adhering to the highest operational standards, A365 addresses every aspect of aftersales. This ensures minimized equipment downtime, enhanced operational efficiency, and improved collaboration across departments—delivering unparalleled 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 user-friendly self-service options. At its core, AI-driven capabilities combined with Annata's deep expertise in the equipment industry make aftersales management simpler, more proactive, and more efficient.

What sets A365 apart is its ability to add value across all types of equipment—from construction and agricultural machinery to material handling and beyond. By driving efficiency, productivity, and customer satisfaction, A365 transforms aftersales management into a key growth driver for your business—delivering lasting value at every stage of the equipment lifecycle.

01

Keep track of equipment service and maintenance history seamlessly

02

Streamline resource management through workshops and resource scheduling

03

Create service agreements with variable configuration templates, prices, and validity along with monthly fee collection

04

Generate instant equipment analysis through real-time data connectivity

A365 Aftersales Capabilities



Appointment scheduling



Workflow management



Diagnosis tools



Parts management



Service documentation



Quality assurance



Service reporting



Resource management & allocation



Billing & invoicing



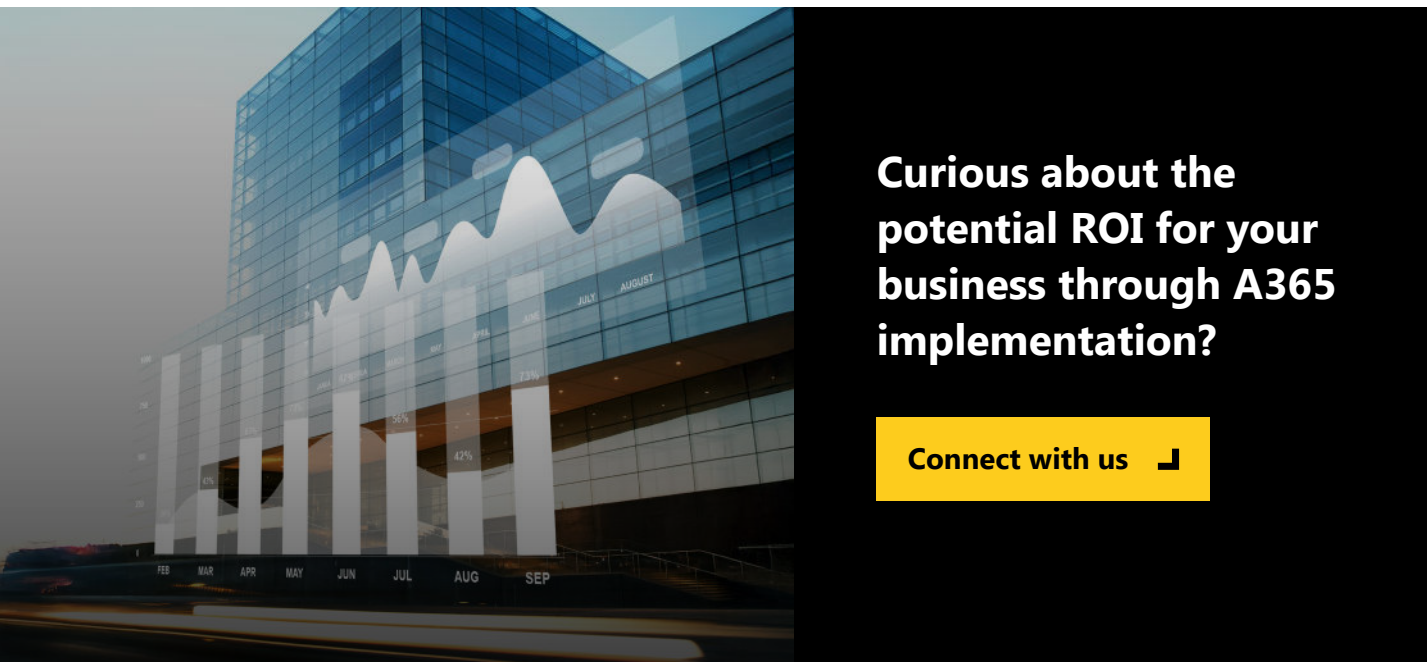
Workflow monitoring

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



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



01

Comprehensive Service Management

Service Request Management: Seamlessly handle customer inquiries and service requests.

Integrated Planning Board: Use drag-and-drop functionality to visually allocate resources and optimize workflows.

Technician Scheduling and Dispatch: Schedule and dispatch technicians efficiently, reducing response times.

03

Inventory and Parts Management

Inventory Management: Track inventory levels to ensure timely availability of critical parts.

Real-Time Inventory Updates: Monitor inventory sourcing and pre-pick status to minimize delays.

Parts Management and Allocation: Allocate parts strategically to meet service demands.

05

Customer-Centric Features

Automated Notifications: Send timely updates to customers and technicians about service progress.

Real-Time Updates: Keep customers informed about equipment status through interactive dashboards.

Customizable Dashboards: Provide clients with tailored analytics and KPIs for better transparency.

AI-Driven Appointment Scheduling: Implement the A365 AI Agent to automate service bookings, ensuring efficient scheduling and improved customer satisfaction.

07

Analytics and Insights

Service Performance Analytics: Track performance metrics to identify bottlenecks and improve processes.

Full-Service History and Statistics: Maintain comprehensive equipment service records for informed decision-making.

Real-Time Data Access: Ensure technicians and advisors have access to the latest information to reduce errors and delays.

02

Advanced Diagnostic and Maintenance Tools

Remote Equipment Monitoring: Leverage IoT integration for real-time equipment diagnostics and predictive maintenance.

Cause and Solution Documentation: Sync detailed diagnostics and solutions to ensure consistent repairs.

Planned and Preventive Maintenance: Automate maintenance schedules to enhance equipment reliability.

04

Enhanced Service Execution

Job Lists and Standardization: Utilize predefined job lists to maintain consistency across service tasks.

Digital Customer Signatures: Capture customer approvals electronically for traceability.

Service Documentation: Maintain detailed service records, including media files and notes for comprehensive reporting.

06

Financial Management

Unified Invoicing Profiles: Streamline invoicing for contracts, warranties, and multiple payment profiles.

Billing and Invoicing Tools: Automate billing processes for faster and error-free financial management.

Flat Rate Codes: Standardize billing based on OEM or dealer guidelines.

08

Scalability and Compliance

Audit-Ready Documentation: Maintain traceable records for compliance with industry standards.

Support for Multi-Site Operations: Manage multiple service centers with centralized tools.

Technician Skills Tracking: Match tasks to technician capabilities to ensure quality.

A365 Aftersales Benefits



01 Enhanced Efficiency

Optimize scheduling, resource allocation, and workflows.

02 Improved Customer Satisfaction

Deliver transparent communication and timely updates to customers.

03 Minimized Downtime

Use predictive analytics and real-time diagnostics to prevent equipment failure.

04 Increased Scalability

Support growing operations with robust, centralized tools.

05 Seamless Integration

Combine diagnostic tools, scheduling, and inventory management into one platform.

06 Data-Driven Decisions

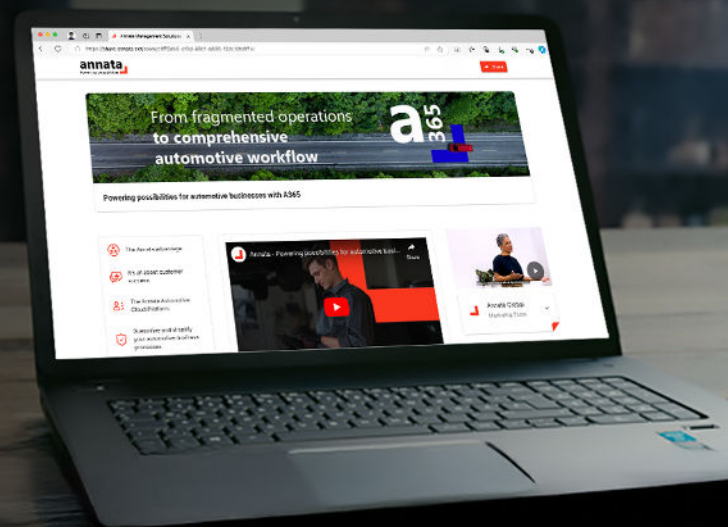
Use analytics to improve service quality and operational planning.

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.



For more information, visit us at annata.net

© 2024 Annata hf. All rights reserved.

annata
Powering possibilities

Microsoft
Solutions Partner

