Power new possibilities **for your trucks & buses business** with A365 Aftersales

a365

annata
Powering possibilities

Aftersales challenges faced
by trucks & buses businesses

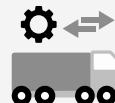|			
Service scheduling	Workflow bottlenecks	Resource allocation	Customer engagement
Quality control	Diagnostic integration	Recall management	
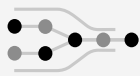
Redefining Aftersales Excellence for Trucks & Buses Businesses with A365

Designed to elevate your trucks & buses dealership operations, the A365 Dealer Portal ensures that every interaction across your dealer network is seamless, efficient, and impactful. With advanced features tailored for trucks & buses dealership management, this module empowers dealers to deliver exceptional customer experiences while optimizing internal processes.

From enhancing collaboration between dealers and OEMs to providing a centralized platform for order management, inventory tracking, and customer engagement, the A365 Dealer Portal addresses every critical aspect of trucks & buses dealership workflows. This leads to improved operational efficiency, stronger customer relationships, and greater visibility across the dealership network.

Built on the powerful foundations of **Microsoft Dynamics 365**, **Azure**, **Power Platform**, **Copilot**, and **Dataverse**, the A365 Dealer Portal offers seamless integration, advanced security, and intuitive self-service options. With AI-driven insights and Annata's extensive expertise in the trucks & buses industry, the portal simplifies complex dealership processes and enables smarter decision-making at every level.

What sets the A365 Dealer Portal apart is its ability to enhance productivity while boosting customer satisfaction. By streamlining operations, improving communication, and providing real-time data access, the A365 Dealer Portal transforms trucks & buses dealership management into a strategic growth driver—delivering lasting value for both dealers and their customers.

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

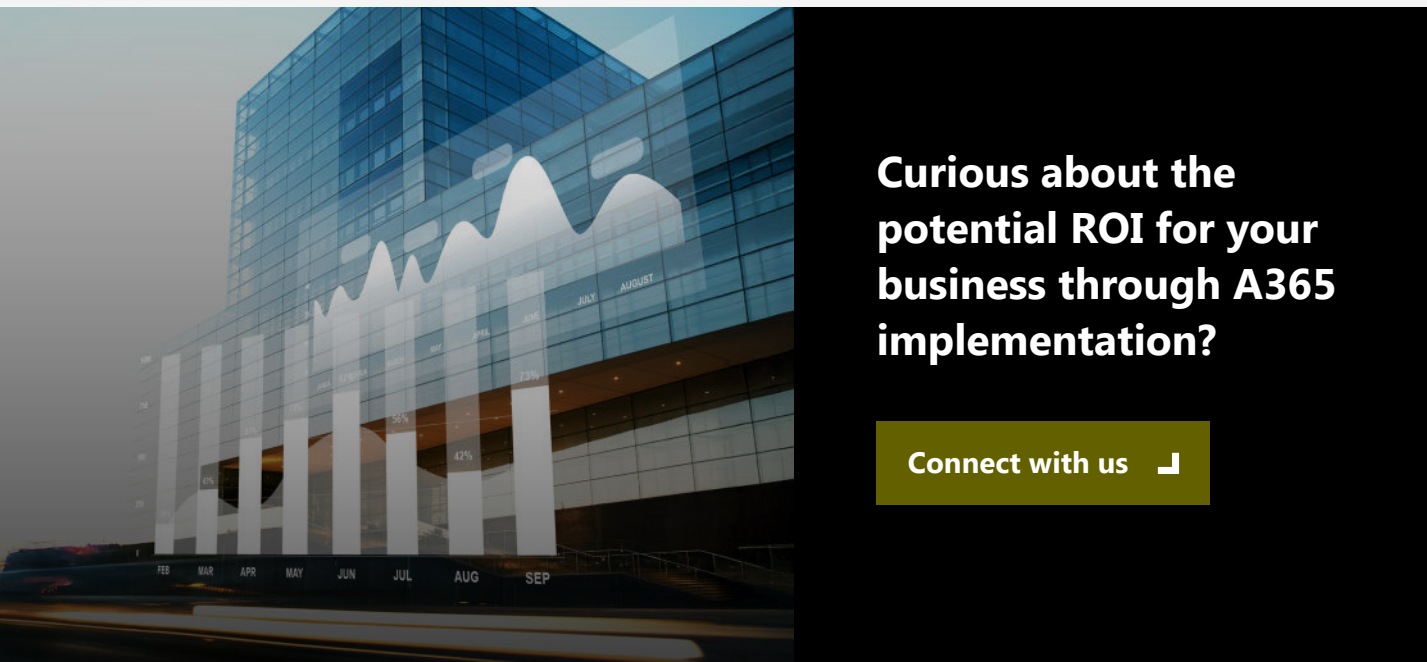|				
Workshop management	Service appointments	Job quotations	Service orders	Resource planning
Quality assurance	Service reporting	Resource allocation	Billing & invoicing	Workflow monitoring

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

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 Planning Board: A visual, drag-and-drop interface for scheduling resources and assigning tasks. Enables workshop managers to balance workload efficiently.

Role-Based Processes: Tailored workflows for roles such as Service Advisor, Planner, and Mechanic to ensure efficient task execution.

AI-Powered Appointment Scheduling: Use the A365 AI Agent to automate service appointment bookings, ensuring optimal resource allocation and reduced administrative workload.

03 Service Execution and Documentation

Detailed Service Records: Maintain full-service history, including media files and detailed documentation of causes and solutions.

Digital Customer Signatures: Capture digital approvals for job confirmations, improving traceability.

Compliance and Traceability: Ensure all service activities meet industry standards and are auditable.

05 Advanced Warranty and Recall Management

Warranty Claims Processing: Automate claims validation and processing for faster resolutions.

Recall Management: Streamline recall handling to ensure safety compliance.

Warranty Analytics: Gain insights into claim trends to identify recurring issues.

07 Streamlined Billing and Invoicing

Unified Invoicing Profiles: Create customized invoices for contracts, warranties, and multiple payers.

Accurate Financial Tracking: Ensure all labor, parts, and fees are properly accounted for with automated systems.

Margin Check: Validate pricing accuracy to maintain profitability.

02 Inventory and Parts Management

Live Inventory Tracking: Monitor parts availability and pre-pick status in real time to ensure readiness for service appointments.

Spare Parts Management: Simplify parts reservations and sourcing for faster repairs and maintenance.

Global Parts and Labor Insights: Provide accurate data on parts and labor costs by vehicle model for precise pricing.

04 Customer Interaction Enhancements

Real-Time Service Updates: Keep customers informed of job progress through notifications and dashboards.

Survey Index: Collect customer feedback to improve service quality.

06 Preventive Maintenance and Asset Reliability

Maintenance Plans: Optimize preventive maintenance schedules to reduce downtime and extend vehicle lifespan.

IoT Integration: Use real-time data from vehicles for proactive diagnostics and monitoring.

08 Analytics and Decision Support

Customizable Dashboards: Provide KPIs and operational insights for better decision-making.

Global Work Order History: Consolidate service records to analyze performance across multiple locations.

Service Performance Analytics: Identify areas for improvement through detailed reports.

09 Enhanced Scalability and Flexibility

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

Adaptable Workflows: Customize workflows to meet the specific needs of different locations or clients.

A365 Aftersales
Benefits

01 **Improved Efficiency**

Streamline processes from scheduling to invoicing, reducing administrative overhead.

02 **Enhanced Customer Satisfaction**

Provide transparent communication and faster service resolutions.

03 **Optimized Resource Allocation**

Maximize the use of manpower, tools, and parts.

04 **Accurate Financial Management**

Ensure transparent billing and cost tracking.

05 **Scalability for Growth**

Support expanding operations with integrated planning and analytics tools.

06 **Compliance Assurance**

Maintain clear, auditable records to meet industry standards.

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
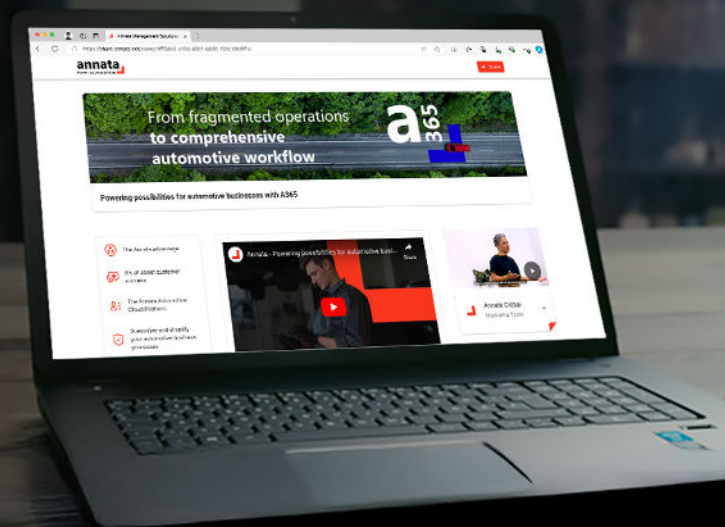
Power your possibilities
with full digitalization

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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