

Module overview | Dealer Portal

# Power new possibilities for your trucks & buses business with A365 Dealer Portal



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**annata**  
Powering possibilities



## Dealer portal challenges faced by trucks & buses businesses



Responsive support



Dynamic pricing management



User-friendly interface



Mobile accessibility



Real-time inventory visibility



On-the-go network coordination



Data accuracy & synchronization



# Redefining Dealer Excellence for Trucks & Buses Businesses with A365

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

From enabling better collaboration between dealers and OEMs to providing a centralized platform for order management, inventory tracking, and customer engagement, the A365 Dealer Portal covers every critical aspect of dealership workflows. This results in improved efficiency, stronger relationships with customers, and enhanced operational 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 industry expertise, the portal simplifies complex dealership processes and drives better decision-making at every level.

What sets the A365 Dealer Portal apart is its ability to enhance customer satisfaction while boosting dealership productivity. By streamlining processes, improving communication, and ensuring access to real-time data, the A365 Dealer Portal transforms dealership management into a strategic advantage—delivering lasting value for both dealers and customers.

01

Strengthen dealer relationships with effective portal management

02

Control portal access and usage for efficient dealer operations

03

Maintain quality standards across the portal network

04

Manage compliance with industry regulations and dealer agreements

## A365 Dealer Portal Capabilities



Market insights



Dealer profiles



KPI dashboards



Forecasting tools



Cost control



Training & support



Dealer relationship management



Dealer performance analytics



Dealership quality assurance



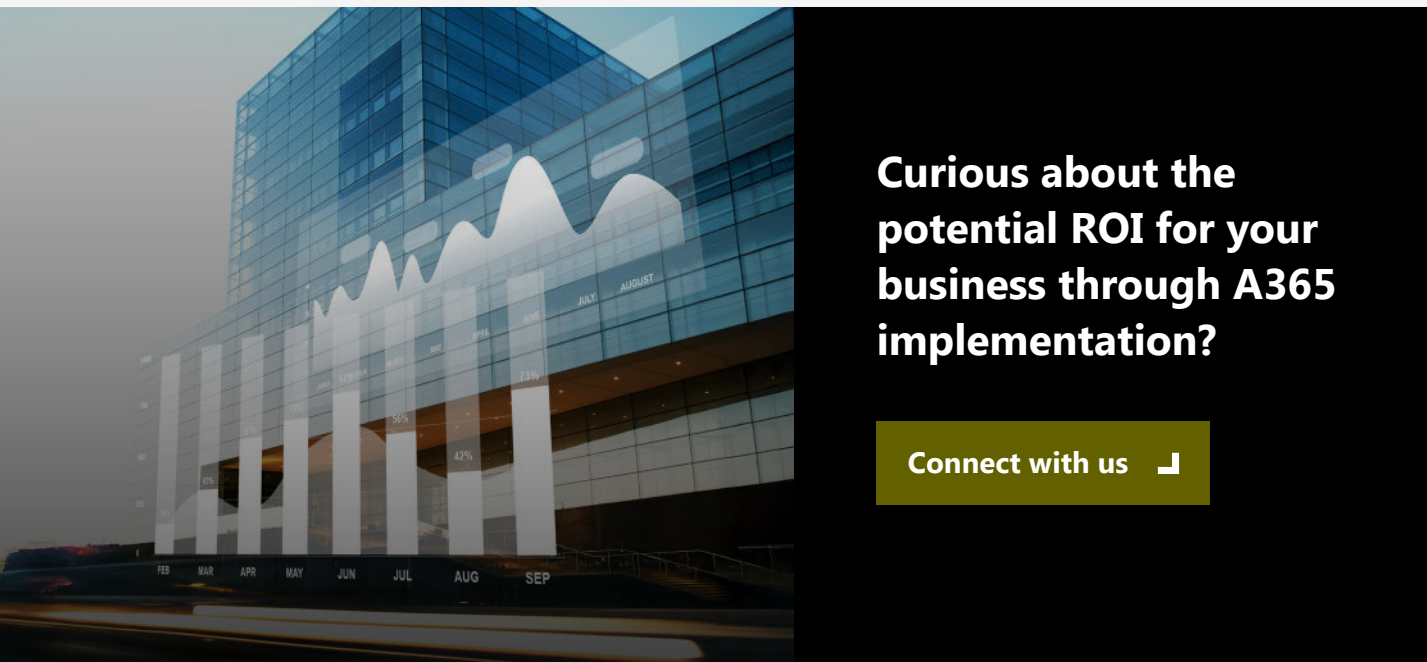
Centralized communication hub

# 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 Dealer Portal Key Features



01

## Centralized Dealer Management

**Unified Account and Role Management:** Importers and manufacturers can configure dealer accounts, roles, and permissions from a single interface.

**Dealer Profiles and Access Control:** Maintain comprehensive dealer profiles and customize access for different users, ensuring seamless operations tailored to the trucks & buses industry.

03

## Warranty and Claims Processing

**Warranty Claim Creation and Management:** Streamline claim submission, tracking, and resolution, enhancing dealer satisfaction and customer service.

**Service Campaigns and Recalls:** Manage warranty-related recalls and service campaigns specific to trucks and buses through the portal.

**Document Management for Warranty Evidence:** Attach and view critical documents like warranty evidence and approvals within claims.

05

## Advanced Reporting and Insights

**Market Insights and Forecasting Tools:** Data to help dealers make data-driven decisions about inventory, pricing, and customer demands specific to the trucks & buses market.

**Integration with Microsoft Power BI:** Leverage advanced reporting tools for actionable insights.

07

## Mobile-Friendly and Scalable Solution

**Mobile Accessibility:** Enable dealers to access the portal on-the-go for real-time updates and actions, crucial for field operations common in the trucks & buses industry.

**Scalability and Flexibility:** Easily add new dealers, parts, and services as the network grows, ensuring long-term usability.

02

## Inventory and Order Management

**Real-Time Inventory Visibility:** Dealers can access live updates on vehicle and parts availability, including trucks and buses of various configurations, to make informed decisions.

**Vehicle Orders and Status Tracking:** Efficiently manage vehicle orders, monitor real-time status updates, and ensure timely deliveries.

**Backorder Management:** Track pending orders with clear visibility into fulfillment timelines, crucial for managing fleet orders and special equipment.

04

## Enhanced Communication and Collaboration

**Centralized Communication Hub:** Facilitate better collaboration between dealers and manufacturers through a unified platform designed for the trucks & buses industry.

**Feedback and Suggestions Module:** Enable dealers to share feedback and feature requests, improving product development and portal usability.

**Language and Localization Options:** Support for multiple languages to accommodate a global dealer network.

06

## Simplified Financial Processes

**Vehicle and Parts Invoices:** Generate and manage invoices seamlessly, ensuring financial accuracy and control.

**Dynamic Pricing Management:** Tailor pricing strategies for vehicles and parts to maintain competitiveness in the trucks & buses market.

**Integrated Financial Processes:** Synchronize with Annata 365 Finance & Operations for transparent and efficient financial management.

# A365 Dealer Portal Benefits



## 01 Improved Dealer Collaboration

Strengthen relationships through better communication and centralized tools designed for trucks & buses dealers.

## 02 Enhanced Operational Efficiency

Reduce administrative overhead by automating repetitive tasks and streamlining complex processes specific to the trucks & buses industry.

## 03 Real-Time Decision-Making

Provide dealers with up-to-date information to make informed decisions quickly, essential for managing large fleets and specialized equipment.

## 04 Higher Dealer Satisfaction

Offer an intuitive, user-friendly interface that meets the dynamic needs of trucks & buses dealerships.

## 05 Compliance and Security

Ensure adherence to industry regulations and maintain data security with role-based access.

## 06 Cost-Effective Operations

Reduce IT and maintenance costs with built-in automation and integration features.

## 07 Smarter Dealer Operations with AI

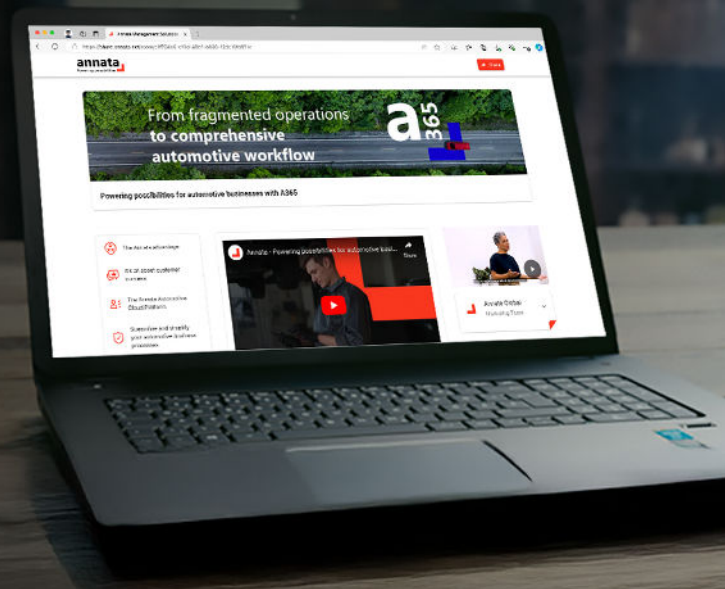
A365, enhanced by Microsoft Copilot, helps deliver predictive insights and automated workflows, empowering dealers to operate more efficiently and drive strategic growth.

## 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](mailto:marketing@annata.net).



For more information, visit us at [annata.net](https://annata.net)

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