

Facilitate Better Communication and Increase Effectiveness of The After-sales Process with The Annata 365 Dealer Portal

The Annata 365 Dealer portal is a web interface into the Annata D365 system maintained by an importer or manufacturer which allows dealers to create, monitor and maintain transactions directly with the importer or manufacturer.

Any transactions related to devices are based on those that already exist in the manufacturer or importer system. Dealers can use the system to find devices, order new devices, find custodians, view cases, part sales, exchange warranty information and provide service details.

Device Number	Device Name	Item Number	Model Code Number	Config Name	Registration Number	Chassis Number	Make Model	Make Price	Change Price
DEAF-10001	BU20001	BU20001	BU20001	BU20001	BU20001	BU20001	BU20001	500	500
DEAF-10002	BU20001	BU20001	BU20001	BU20001	BU20001	BU20001	BU20001	500	500
DEAF-10003	BU20001	BU20001	BU20001	BU20001	BU20001	BU20001	BU20001	500	500
DEAF-10004	BU20001	BU20001	BU20001	BU20001	BU20001	BU20001	BU20001	500	500
DEAF-10005	BU20001	BU20001	BU20001	BU20001	BU20001	BU20001	BU20001	500	500
DEAF-10006	BU20001	BU20001	BU20001	BU20001	BU20001	BU20001	BU20001	500	500
DEAF-10007	BU20001	BU20001	BU20001	BU20001	BU20001	BU20001	BU20001	500	500
DEAF-10008	BU20001	BU20001	BU20001	BU20001	BU20001	BU20001	BU20001	500	500
DEAF-10009	BU20001	BU20001	BU20001	BU20001	BU20001	BU20001	BU20001	500	500
DEAF-10010	BU20001	BU20001	BU20001	BU20001	BU20001	BU20001	BU20001	500	500



View availability of stock and inventory in real-time.



Provide better visibility to business partners to manage warranty, inventory and overall stock.



Increase the effectiveness of business processes with the ability to customize product configurations.



Supports seamless integration with Annata 365 solutions and external solutions/technologies.



Plan the production and distribution of vehicles and devices according to market demands.



Significantly reduces management costs and human error and increases the effectiveness of the after-sales process designed to improve customer satisfaction.

Citroën Chile is a subsidiary of the car manufacturer, Citroën. Its main mission is to exclusively market and distribute new vehicles and OEM parts. To optimize both its sales and after-sales services, Citroën implemented the Annata 365 Dealer portal integrate concessionaires and after-sales workshops. This also opened up a window of options for dealers, letting them either purchase or reserve spare parts and vehicles.



“With the new system - especially with ‘Dealer Portal’- we gained better control and decision-making of our business,”

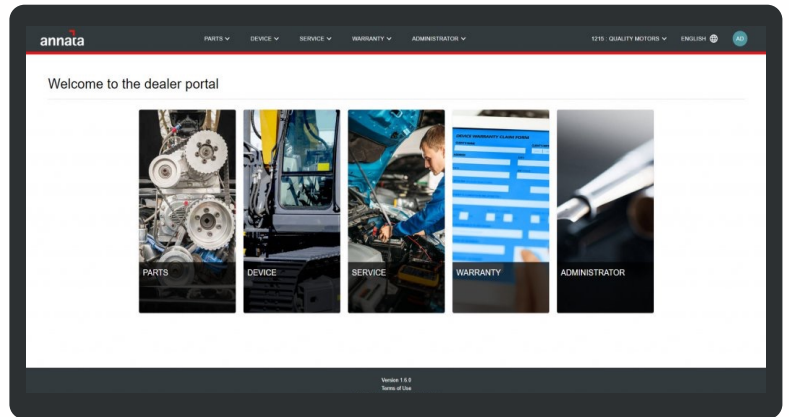
Rodrigo Hernando, General Manager, Citroën Chile.



Annata 365 Dealer Portal Capabilities

Parts ordering Management

Get the right parts at the right time to the right place! The Annata 365 Dealer Portal provides a deep integration with electronic parts catalogs, advanced AI enhanced search capabilities, and a beautiful user interface design to improve the efficiency of the dealership.



Warranty and Inventory Management

Annata’s AI powered warranty and inventory management module enables dealers, suppliers and OEMs to streamline warranty processes, optimize inventory management and improve collaboration among all stakeholders, and enhance customer satisfaction.

Device Management

Gain visibility into orders, invoices, stock and supplementary items based on brand, class and model of each device, all in one portal.

Service Campaign Management

Get better visibility of the list of vehicles and devices that are linked to the service campaigns and use cases to increase service revenue, improve product performance and increase customer satisfaction.

Smarter System Intergration

The Annata 365 Dealer Portal supports seamless integration with Annata 365 solutions and external solutions/technologies for businesses to plan, manufacture, and market effectively.



Annata consists of highly motivated professionals, who through creativity, collaboration and commitment, assists customers excel in their business. With partners in over 50 countries in all continents, Annata 365 is professionally delivered by hundreds of consultants to international and local customers.

For more information, visit : <https://annata.net/solutions/a365-dealer-portal/>



Contact Us

e sales@annata.net

w www.annata.net