

Improve efficiency, reliability, and profitability of the service process for any vehicle or equipment

The **Annata 365 Service** solution provides service process through advanced digital tools and ensures appropriate procedures are followed, communication between management and technicians are streamlined, warranties are maintained, and each device to have increased value with minimal downtime.

These built-in customer-centric solution places the organization at the centre of all service interactions, allowing businesses to retain loyalty and advocacy of customers.

End-To-End Management Solutions for Service and Inspection Professionals

🔧 Device 360°

Get a clear overview of all vehicle data through enhanced supply chain visibility, IoT and AI enabled monitoring and tracing with powerful business analytics to make sense of the unknown.

🔧 Customer 360°

Optimize the customer journey by creating an integrated engagement and experience – from capturing the audience via targeted digital marketing to building customer loyalty through efficient sales and aftersales processes.

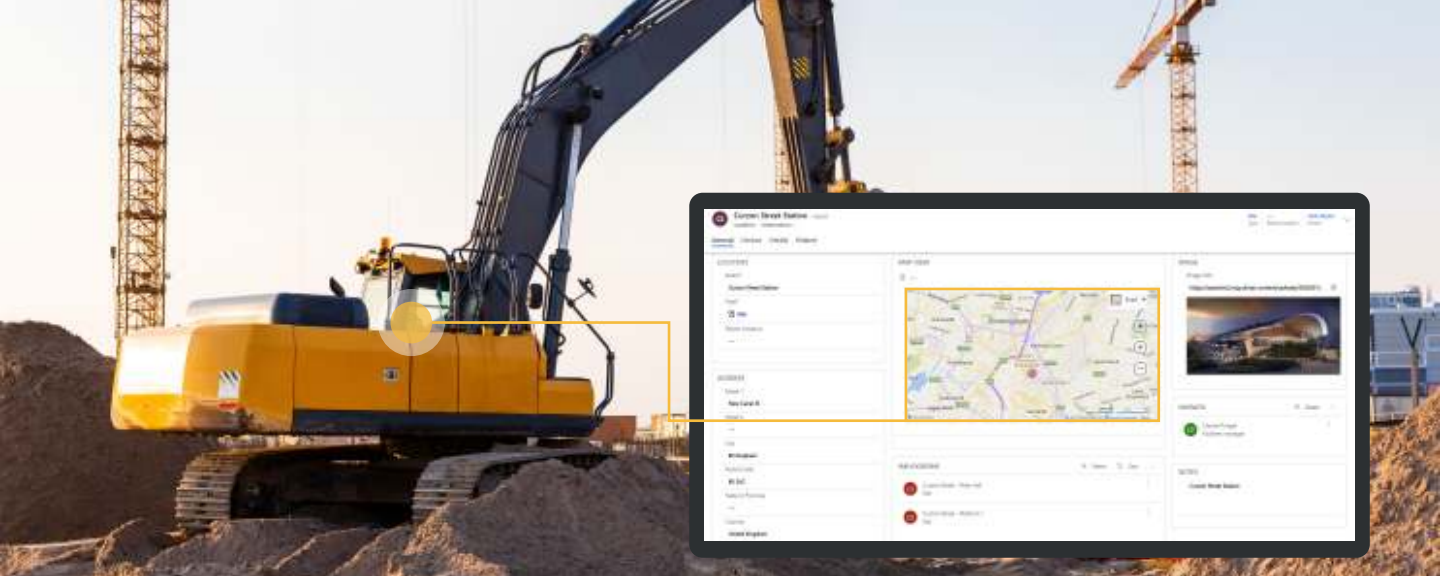
🔧 Smart Maintenance

The Annata 365 predictive and preventative maintenance solution reduces downtime and increases performance of vehicles, equipment and devices.

🔧 Supply Chain Visibility and Insights

Improve logistics costs, inventory levels and service levels. Streamline the parts return management process.





Annata 365 Service Capabilities

Service Order Management

Manage the end-to-end lifecycle of a service request. Equip mechanics and operators with 360° information to detect issues in real-time, troubleshoot issues remotely and resolve problems while keeping customers informed of every interaction of the service.

Inventory Management

Track and manage vehicles, equipment, part and/or devices along the various stages of the supply chain.

Recall Management

Provide greater visibility on classification of recalls for vehicles, equipment or devices using service campaigns. Track and send recall reminders along with gaining a full control of recall responses.

Technician Management

A quick, easy and smart technician management solution through an interactive resource scheduler that provides businesses with a holistic view of incoming demand and resource capacity.

Inspections Management

Streamline the inspection process, provide analytical insight into inspections, capture records and signatures digitally from the field and ensure all inspection details are kept organized.

Warranty Management

Track and manage standard warranties, warranty terms, warranty periods and extended warranties to increase customer satisfaction.

Contract Management

Trace service work orders and history, cost of materials and labour charges to offer flexible financial models for service contracts.

Mobile Mechanic App For Service Technicians

Provide advanced device management, service and inspection capabilities in an optimized user experience with simplified ways to start/stop tasks, record timesheets, inspections, consume items, symptoms, cause and solution codes, warranty claim information, etc.

Location Management

Capture current and historical data of any device from a single location or multiple locations to make better decisions in the service process. Get clear insight on what sales, service or rental activity is needed for each location and assign the responsible workforce to any location in just a click of the button.



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-service/>



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