From disconnected operations
to synchronized efficiencies

A365 Factsheet

annata
Powering possibilities

A glance at **A365**

We're proud to present our comprehensive suite of capabilities delivered through our cutting-edge product, A365. It's a dynamic and comprehensive offering designed to propel businesses into the realm of digital transformation.

At Annata, we go beyond the conventional, delivering an integrated solution that runs on Microsoft Dynamics 365 and technologies that extend from the Microsoft ecosystem.

We equip our customers with the essential capabilities to not only navigate the ever-shifting landscape of industry challenges but also to seize the boundless opportunities they present.

From manufacturing production order processing to service time sheet management, we've got you covered.

As a one-stop solution, A365 eliminates the need for multiple systems, eradicates shadow IT, and paves the way for seamless and automated operations.

In essence, our A365 is more than a software solution; it's a transformative force that reshapes industries and propels businesses toward a future of unparalleled potential.

a 365

Automotive

- ✔ Passenger vehicles
- ✔ Light commercial vehicles
- ✔ Motorcycles
- ✔ Recreational vehicles

Trucks & Buses

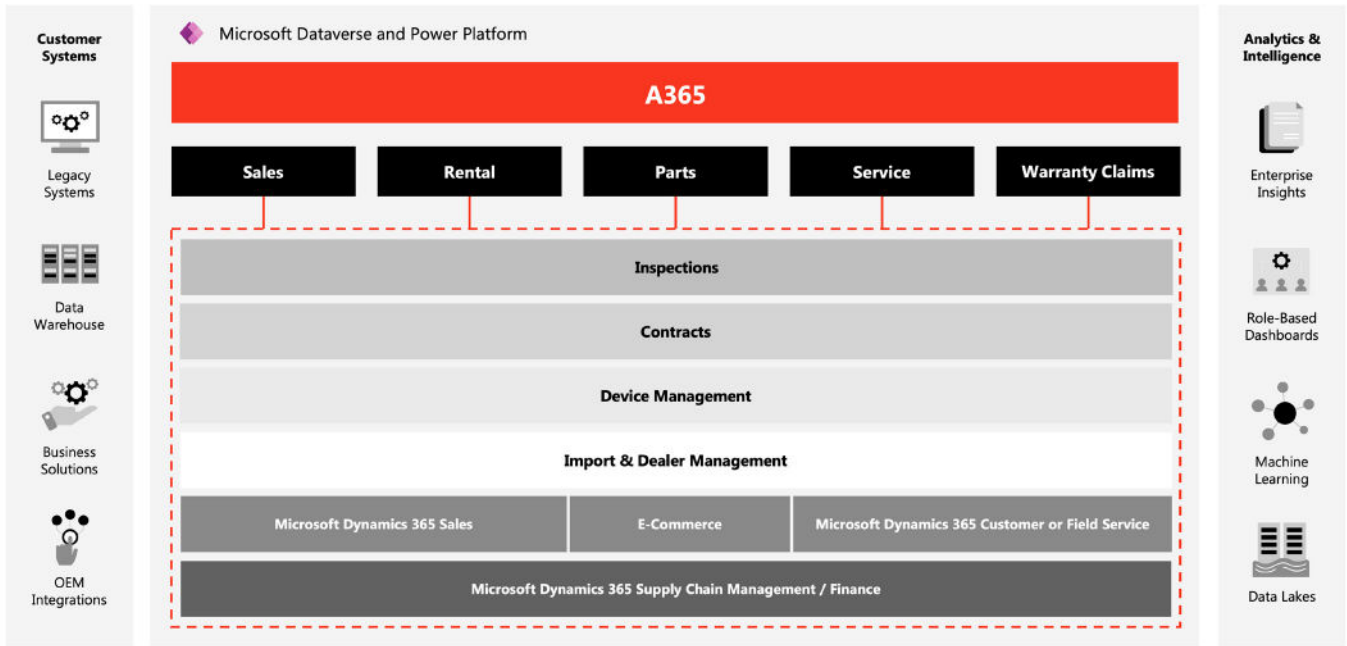- ✔ Heavy trucks
- ✔ Buses
- ✔ Truck and bus leasing

Equipment

- ✔ Construction equipment
- ✔ Agricultural equipment
- ✔ Forestry equipment
- ✔ Material handling equipment
- ✔ Equipment rental

Dive into **A365's landscape**

A journey to the rich industry cloud suite

An overview of **A365's key features**

01
Enhanced connectivity
Agile operational systems and automated processes to facilitate inter-department communication for optimal activity management.

02
Smart technologies
Artificial intelligence and machine learning to make decisions with real-time data intuitively showcased across multiple devices.

03
Business insights
Digital tools to collect data and intelligence along the value chain to identify opportunities, spot trends, and mitigate risks.

04
Engaging experiences
Capabilities to connect with customers across various touchpoints to enhance satisfaction and anticipate needs.

05
Advanced infrastructure
Cloud technology and real-time access for seamless data storage, access, and processing for and competitive advantage.

Power possibilities with
our business capabilities

The composition of the Annata and Microsoft Dynamics 365 technology stack that forms our A365 solution suite, offers industry-specific solutions, strong services, and unparalleled value to our customers, helping you achieve industry resilience. The A365 solution suite includes:

Sales

A365 enhances the engagement between your business and your customers. It utilizes engaging and hyper-personalized interactions to provide unparalleled customer experience at every touchpoint.

This helps businesses redefine their sales strategy by expeditiously automating customer engagement, driving unique marketing campaigns, and accelerating the conversion of potential leads.

- Customize and configure the upselling of additional accessories
- Identify service and finance packages to boost revenue
- Enhance customer retention, establish loyalty, and boost dealership profit margins
- Optimize resource management with schedules and resource allocations

Service

A365 offers an end-to-end management tool for service and inspection professionals, unveiling new levels of efficiency and yielding maximum levels of productivity.

A365 provides rich support for service processes that increase adherence to operating standards, streamline communication between management and technicians, elevate warranty management maintenance, and minimize downtime.

- Manage vehicle service and maintenance history seamlessly
- Optimize workshops with efficient scheduling and resource allocation
- Enhance resource management through workshops and resource scheduling
- Generate service and maintenance contracts

Rental

A365 powers heightened effective management of your rental business operations. It also provides fleet management support, keeps track of bookings, and provides elevated customer support.

While achieving operational efficiency, A365 creates personal and differentiated omnichannel rental experiences and supports your rental businesses with the necessary features needed for monitoring and analyzing the entire process.

> Tailor rental options to individual needs, ensuring personalized experiences

> Implement flexible pricing strategies to maximize revenue from rentals

> Streamline equipment tracking and availability for optimal resource utilization

> Simplify reservations and returns in real-time for improved satisfaction

Dealer Management

A365 addresses an array of requirements that encompass pivotal areas of your dealership business. A365 acts as a command center, enabling dealers to effectively oversee and manage the day-to-day operations of the entire dealership in real-time.

A365 connects dealers to Original Equipment Manufacturers (OEMs), distributors, and customers to provide enriched and seamless operational experiences.

> Experience swift and accessible vehicle configurations and customizations

> Centralize all dealer-related data for streamlined management and accessibility

> Efficiently manage inventory levels and replenishment to meet demand

> Monitor sales performance and customer interactions for enhanced engagement

Import Management

A365 drives the optimization of essential import operations- from managing inventory levels to tracking parts or devices.

It helps importers and wholesalers digitize import processes, automate import operations, adhere to regulatory compliance, and collaborate seamlessly with supply chain partners from across the globe for enhanced coordination.

> Enhance efficiencies across the supply chain

> Monitor shipments in real-time to anticipate arrival and streamline logistics

> Calculate duties and taxes for accurate cost analysis

> Identify and mitigate potential import-related risks through data analysis

Inspections

A365 facilitates the implementation of digital inspection processes that streamline operations to achieve higher efficiencies. It drives the digital transformation of online or offline inspection activities, helping your business improve productivity and reduce costs.

A365 rings technical excellence, business insight, productivity, and compliance to the entire inspection operations with minimal investment or risk. It makes the entire inspection process effective and time efficient for both the customer as well as the service center.

> Capture inspection data in real-time, enabling prompt analysis and action

> Generate automated inspection reports for easy documentation and analysis

> Incorporate images and visual evidence to enhance inspection records

> Identify, track, and manage defects

Dealer Portal

A365 enables dealers to manage sales, spare parts procurement, and warranty claim processing activities. It facilitates upstream supply chain communications and increases the effectiveness of after-sales processes to drive business growth.

Aside from supporting and planning the production and distribution activities of vehicles and devices according to market demands, A365 also provides enhanced visibility of warranty management, inventory, and overall stock.

> Enable dealers to place orders and track their status in real-time

> Grant dealers visibility into available inventory and stock levels

> Offer personalized pricing structures and discounts to dealers

> Provide dealers with easy access to technical manuals, guides, and documentation

Warranty

A365 simplifies all levels of your warranty management activities. It designs and delivers prime customer experience, stronger supplier ties, a swifter turnaround time, and a reduction in expenses that supports after-sales service.

A365 unlocks value for dealerships, customers, service centers, and OEMs by facilitating and streamlining warranty intelligence, fraudulent warranty claims, counterfeit parts, unjustified claims management, parts inventory, and supplier recovery.

> Simplify warranty registration processes for customers and partners

> Validate warranties in real-time to ensure accurate coverage

> Streamline claims processing for faster resolution and reduced errors

> Manage extended warranty offerings and renewals seamlessly

Analytics

A365 empowers your business with data and insights that are necessary to increase operational efficiency and optimize business outcomes.

A365 can be used to collect and tabulate customer information to power better customer experiences and deliver personalized communications. It can also spot key industry trends, find performance patterns, and identify market opportunities.

> Gain instant insights into business performance with real-time data analysis

> Create personalized dashboards tailored to specific roles and needs

> Utilize predictive models to forecast trends and make informed decisions

> Conduct comparative analysis to benchmark performance and identify opportunities

annata
Powering possibilities