

Automotive service factsheet

From outdated service approaches to
actualizing a vision of service innovation

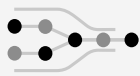




Service challenges faced by automotive businesses



Service
scheduling



Workflow
bottlenecks



Resource
allocation



Customer
communication



Supply chain
visibility



Inventory
management



Recall
management



Seamless service operations from beginning to end with A365

Offers an end-to-end management tool for service and inspection professionals, unveiling new levels of efficiency and yielding maximum levels of productivity with business insights and predictive analytics to deliver superior after-sales experiences.

A365 provides rich support for service processes through advanced digital tools that increase adherence to operating standards, streamline communication between management and technicians, elevate warranty management maintenance, and heighten the value of vehicles while minimizing downtime.

01

Oversee vehicle service and maintenance records

02

Streamline workshops with smart scheduling and resource allocation

03

Elevate warranty management with advanced tools

04

Generate tailored service and maintenance contracts

A365 automotive service features



Workshop management



Service appointments



Job quotations



Work orders



Resource planning



Job splitting



Service warnings



Courtesy vehicles



Service contracts



Vehicle service history

A365 automotive service functionality coverage



Service plan & scheduled service

Workshop management

Efficiently oversee workshop operations, maintaining a well-organized environment to support diverse automotive servicing needs.

Service appointments

Facilitate easy scheduling of service appointments, accommodating various automotive types and customer preferences.

Job quotations

Generate accurate and tailored job quotations for automotive servicing, reflecting professionalism and precision.

Automotive service history

Maintain detailed service histories for various automotive products, accommodating their unique maintenance requirements.

Resource planning

Strategically allocate resources for servicing tasks across different automotive models and configurations.

Service follow-up

Conduct thorough service follow-ups to ensure customer satisfaction across a diverse array of automotive services.

Work calendar

Maintain a structured work calendar, ensuring that automotive service tasks are scheduled and executed seamlessly.

Job lists

Compile comprehensive job lists that cover the diverse spectrum of automotive service requirements.

Standard labor times

Define standardized labor times for different service tasks across various automotive options.

Work in progress

Monitor and manage work in progress efficiently, ensuring that diverse automotive service tasks proceed smoothly.

Job splitting

Divide complex automotive servicing jobs into manageable segments, enabling efficient task distribution and completion.

Work orders

Create and manage work orders with comprehensive details, guiding technicians through a diverse range of automotive service tasks.

Courtesy vehicles

Provide a range of courtesy vehicles tailored to diverse customer preferences during their automotive's servicing period.

Complaint cases

Address complaint cases comprehensively, considering the diverse range of automotive configurations and customer concerns.

Service contracts

Develop flexible service contracts that cater to the maintenance needs of a variety of vehicles and models.

Service questionnaires

Create insightful service questionnaires that gather feedback across different automotive service experiences.

Mechanic capability

Assess and enhance mechanic capabilities to handle the servicing demands of different automotive makes and models.

Service warnings

Implement a system of service warnings that encompass the varied needs of different automotive types, promoting preventive maintenance.

