

From fragmented operations
to a comprehensive platform

A365 Factsheet





Power new possibilities with A365

A365 is our transformative cloud-based solution designed for the automotive, trucks & buses, and equipment industries. It streamlines your entire value chain through one unified platform, powering new possibilities and future-proofing your business with integrated, industry-specific capabilities out-of-the-box.

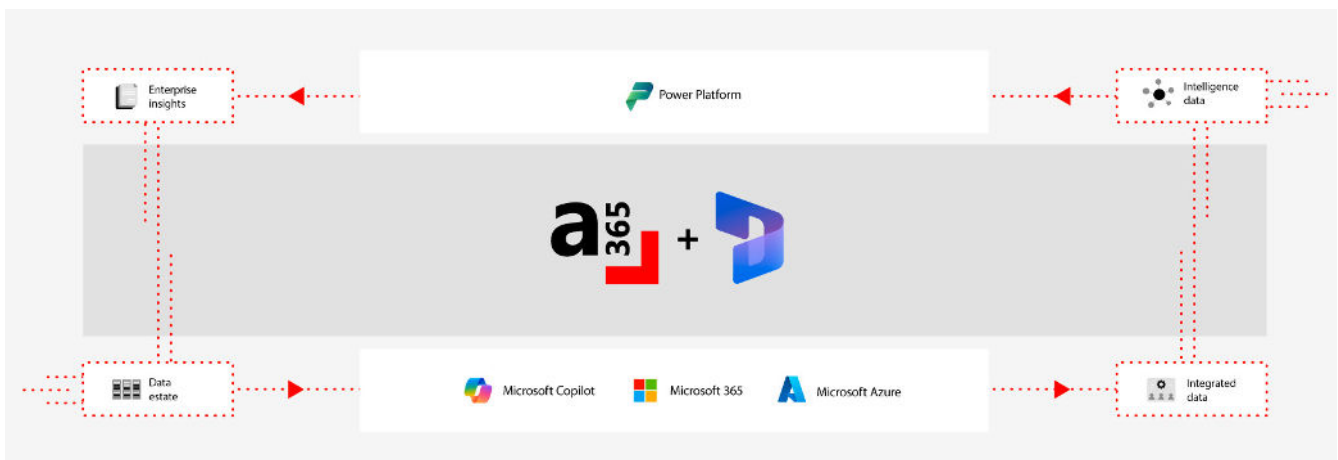
A365 brings together everything you need in one seamless experience. It integrates Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), and Dealer Management Systems into a single powerhouse solution that simplifies your workflows and boosts productivity.

Frontline workers? They'll love how intuitive and empowering it is, helping them do more with fewer steps.

A365 doesn't just unify your data; it supercharges it. No more juggling screens or waiting ages for updates. It's all about real-time data that powers faster decisions and smoother operations.

Harnessing Annata's deep industry expertise and powered by cutting-edge technologies like Artificial Intelligence (AI), A365 adapts alongside your growth. Whether you require customizations or updates, it's all built-in, and seamlessly tailored to meet your unique needs while ensuring scalability and sustainability.

Annata and Microsoft cloud platform

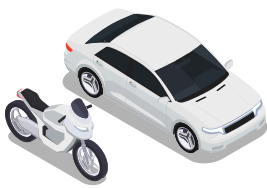


Built on Microsoft Dynamics 365, Azure, Power Platform, Copilot, and Dataverse, A365 ensures seamless integration, rock-solid security, and intuitive self-service capabilities—from manufacturing to service centers.

As a trusted partner to some of the world's leading global brands, A365 evolves with your business, ensuring long-term agility and innovation.

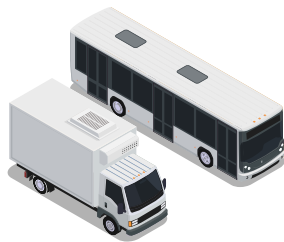
Say goodbye to tangled systems and hello to streamlined, automated operations that set you apart. From manufacturing to customer service, we've got you covered. A365 is your end-to-end solution for agility, efficiency, and innovation in the digital age.





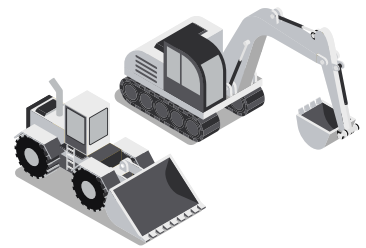
Automotive

- ✓ Passenger vehicles
- ✓ Light commercial vehicles
- ✓ Motorcycles
- ✓ Recreational vehicles



Trucks & Buses

- ✓ Heavy trucks
- ✓ Buses
- ✓ Trucks & buses leasing



Equipment

- ✓ Construction equipment
- ✓ Agricultural equipment
- ✓ Forestry equipment
- ✓ Material handling equipment
- ✓ Mining equipment

Features that make A365 a **game-changer for your business**

- 01** — **Enhanced connectivity**
Facilitate inter-department communication for optimal activity management with agile operational systems and automated processes.
- 02** — **Business data**
Collect data and intelligence along the value chain to identify opportunities, spot trends, and mitigate risks.
- 03** — **Smart technologies**
Make decisions with real-time data intuitively showcased across multiple devices using AI and machine learning.
- 04** — **Engaging experiences**
Connect with your customers across various touchpoints to enhance satisfaction and anticipate needs.
- 05** — **Advanced infrastructure**
Achieve seamless data storage, access, and processing with enhanced security.

A365 turns business challenges into opportunities

Supply chain bottlenecks

Streamlines and minimizes disruption, enabling our customers to maintain their pace of business.

Traceability, visibility, transparency

Enables our customers to get more out of their existing resources and systems and make data-driven decisions.

Data & artificial intelligence

Creates clarity with business insights that facilitate real-time data-driven decision-making.

Disruption & emerging business models

Optimizes existing business processes to uncover new opportunities and revenue streams.

Power possibilities with our **industry-specific business capabilities**

Sales

A365 boosts business-customer engagement through hyper-personalized interactions, offering an exceptional customer experience at every touchpoint.

It helps businesses redefine sales strategies by automating customer engagement, driving unique marketing campaigns, and accelerating lead conversion.

Key features include:

- Customizing and upselling accessories
- Identifying service and finance packages to increase revenue
- Enhancing customer retention and loyalty
- Optimizing resource management with improved scheduling and allocations

Service

A365 is an end-to-end management tool for service and inspection professionals, enhancing efficiency and productivity.

It supports service processes by improving operating standards adherence, communication between management and technicians, warranty management, and minimizing downtime.

Core functionalities involve:

- Seamless management of vehicle service and maintenance history
- Optimized workshops with efficient scheduling and resource allocation
- Enhanced resource management
- Generation of service and maintenance contracts



Rental

A365 enhances the management of your rental business operations by providing fleet management support, booking tracking, and elevated customer support.

It ensures operational efficiency and creates personalized omnichannel rental experiences.

Critical elements encompass:

- Tailoring rental options to individual needs for personalized experiences
- Implementing flexible pricing strategies to maximize rental revenue
- Streamlining equipment tracking and availability for optimal resource utilization
- Simplifying real-time reservations and returns for improved satisfaction

Import management

A365 optimizes import operations, from inventory management to tracking parts.

It helps importers digitize processes, automate operations, comply with regulations, and collaborate globally with supply chain partners.

Core functionalities involve:

- Enhancing supply chain efficiency
- Real-time shipment monitoring for streamlined logistics
- Calculating duties and taxes for accurate cost analysis
- Identifying and mitigating import-related risks through data analysis

Dealer management

A365 acts as a command center for dealership businesses, enabling real-time management of day-to-day operations.

It connects dealers with OEMs, distributors, and customers for seamless operations.

Central features comprise:

- Swift and accessible vehicle configurations and customizations
- Centralized dealer data for streamlined management
- Efficient inventory management and replenishment
- Monitoring sales performance and customer interactions for enhanced engagement

Dealer portal

A365 enables dealers to manage sales, spare parts procurement, and warranty claims.

It enhances supply chain communication and after-sales processes, supporting production and distribution according to market demands.

Key features include:

- Real-time inspection data capture for prompt analysis
- Automated inspection report generation
- Incorporation of images and visual evidence
- Defect identification, tracking, and management



Inspections

A365 streamlines digital inspection processes, boosting efficiency and productivity while reducing costs.

It enhances technical excellence, business insight, and compliance with minimal investment or risk, making inspections time-efficient for both customers and service centers.

Primary elements include:

- Real-time inspection data capture for prompt analysis
- Automated inspection report generation
- Incorporation of images and visual evidence
- Defect identification, tracking, and management

Warranty management

A365 simplifies warranty management, enhancing customer experience, supplier relations, turnaround time, and reducing costs.

It streamlines warranty intelligence, fraud prevention, claims management, parts inventory, and supplier recovery.

Central features comprise:

- Simplified warranty registration for customers and partners
- Real-time warranty validation for accurate coverage
- Streamlined claims processing for faster resolution
- Seamless management of extended warranties and renewals

Parts

A365 enhances parts management with simplicity and effectiveness, streamlining processes, strengthening supplier relationships, accelerating response times, and reducing costs.

It optimizes parts inventory, mitigates counterfeit issues, and ensures justifiable claims management.

Key features include:

- Real-time supplier connections for streamlined procurement
- Inventory trend analysis for adaptability and cost reduction
- Personalized pricing and discounts for dealers
- Automated restocking for timely replenishment of frequently used parts

