ANNATA 365
AUTOMOTIVE SERVICE PARTNER

annata

Increase Customer Retention
With Digitized Aftermarket Services

Transitioning into the digital space to take advantage of superior solutions and advanced analytics is an indispensable move for aftermarket players to differentiate themselves from competition. Independent service providers in the automotive industry achieve much more when they move to digitize internal processes to add value to customers via vehicle data.

Annata 365 is a comprehensive solution that supports automotive service providers offering aftermarket services such as maintenance, repair, and warranty claims. Built on Microsoft Dynamics 365, the solution digitally transforms business processes in a supply chain to bring efficiency that maximizes returns. Annata 365 turns the unknown into useful and meaningful data by providing a unified ecosystem that seamlessly integrates all key business elements into one single business platform. This technological disruption results in completely new business opportunities for service partners.

Key Highlights

Efficient sales process

Unified order management allows for quick fulfillment of orders, returns, and automated warranty claims process for both parts and vehicles.

Remote diagnostics

Status data of connected vehicles sent in real time enables an instant analysis and assessment of each vehicle.

Aftersales services

Improve customer satisfaction through services such as warranty and maintenance packages and periodic invoicing.

Benefits

Industry Specific

Built to deliver industry-specific functionality for automotive organizations. Enjoy benefits of best practices and "out of the box" device features.

Actionable Insights

Actionable insights improve business performance and drives business by providing business critical insights for quicker analysis and decision making.

Workspaces

Role-based workspaces provide users with complete tools and information needed to perform their role efficiently.

Cloud Based

Highly secured and scalable Cloud-based solution that will enable customers to save money by reducing the IT burden and hardware maintenance.

Rich User Experience

Quickly and easily access your ERP solution through desktop or mobile web browser. Ability to personalize your user screens without need of programming skills.

Choice & Flexibility

A365 excels in its ability to deliver an intuitive solution built around your company's unique needs. Choose how you would like to deploy either in the Cloud, On-premise or Hybrid (Legacy systems + Cloud)

ANNATA 365
AUTOMOTIVE
SERVICE PARTNER

annata

Core Functionalities

Vehicle Management
Enhance productivity and efficiency with Annata 365 vehicle management.

Contract
Increase contract visibility, minimize risk, and never miss another renewal date.

Service
Streamline administration processes for all your service needs.

Keep track of vehicle history
Seamlessly monitor and track the full service history of each vehicle including claims, recalls, and maintenance parts.

Accessories and consumable sales support
Offer vehicle accessories or additional services and add them to service orders e.g., navigation system or fuel management.

Accessory installations
Install vehicle accessories physically using the service order functionality as well as track and control the visibility during vehicle sales process.

Service and maintenance contracts
Create service/maintenance contracts and quotations with variable configuration templates, prices and validity. Create long term vehicle contracts supported with maintenance services and monthly fees collection.

Warranty packages
Manage and track standard warranties, warranty terms, warranty periods, and extended warranties during both sales and after-sales process.

Periodic invoicing
Invoices can be created periodically or on demand.

Timesheet management
Enable service technicians to pick a service order and clock-in remotely with specialized mobile applications. Supervisors can now very precisely track all technician performance, clock-in/outs entries, working status, and variations in shift timings such as standard work time, over time, and premium time.

Workshop & resource scheduling
Empower service partners with complete multi-dimensional view of workshops and technician capability & demand. Managers can now streamline resource management and allocate technicians quickly and instantly with a simple drag and drop, as well as monitor all costs of material, labor, travel, and revenues associated with it.

Maintenance schedule & service recalls
Streamline and automate processes for vehicle recalls and maintenance schedules. Improve customer awareness on upcoming service and recall by automatically triggering personalized e-mail / text notifications.

Warranty claim process
Automatic validation of warranty claims with early warnings on incorrect claim data. Facilitates submission, pre-authorization, processing, monitoring, rejection, and revision of warranty claims. Handles multiple types of claims including PDI, Goodwill, OEM, Recall campaigns, etc.

Service campaigns
Easily create sales campaigns with capabilities to add extra discounts or accessories for the vehicles and devices.

Analytics
Rich interactive dashboards, reports, drilldowns, and various filter options provide an overview of actionable business data that saves time when needing to make quick and well-informed decisions
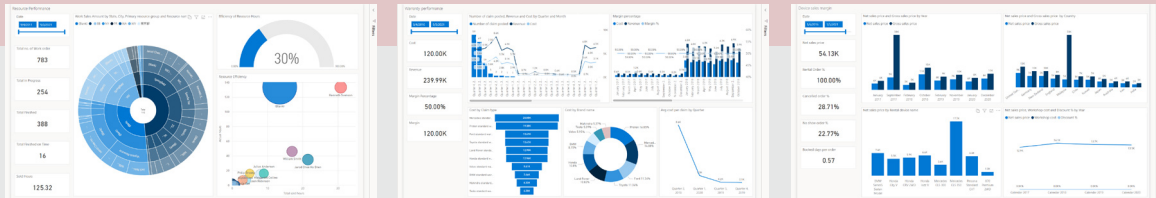
Success Story

"Annata and Microsoft share a vision to help OEMs, NSC, dealers and end-customers get value from their data. Together we can unlock incredible opportunities for innovation, providing our customers with a universal platform to support many important business initiatives."

Johann Johnsson, CEO and co-founder of Annata

2021/2022
INNERCIRCLE
for Microsoft Business Applications

Microsoft Partner
2019 Partner of the Year Winner
2021 Partner of the Year Finalist
Automotive Award

annata

Annata works closely with Microsoft on bringing modern business applications to the Automotive, Equipment and Healthcare industry to help organizations meet current business challenges and take advantage of new opportunities in the market.

Contact us   **w** www.annata.net   **e** marketing@annata.is