

# Uncover new possibilities for your trucks & buses business with Annata

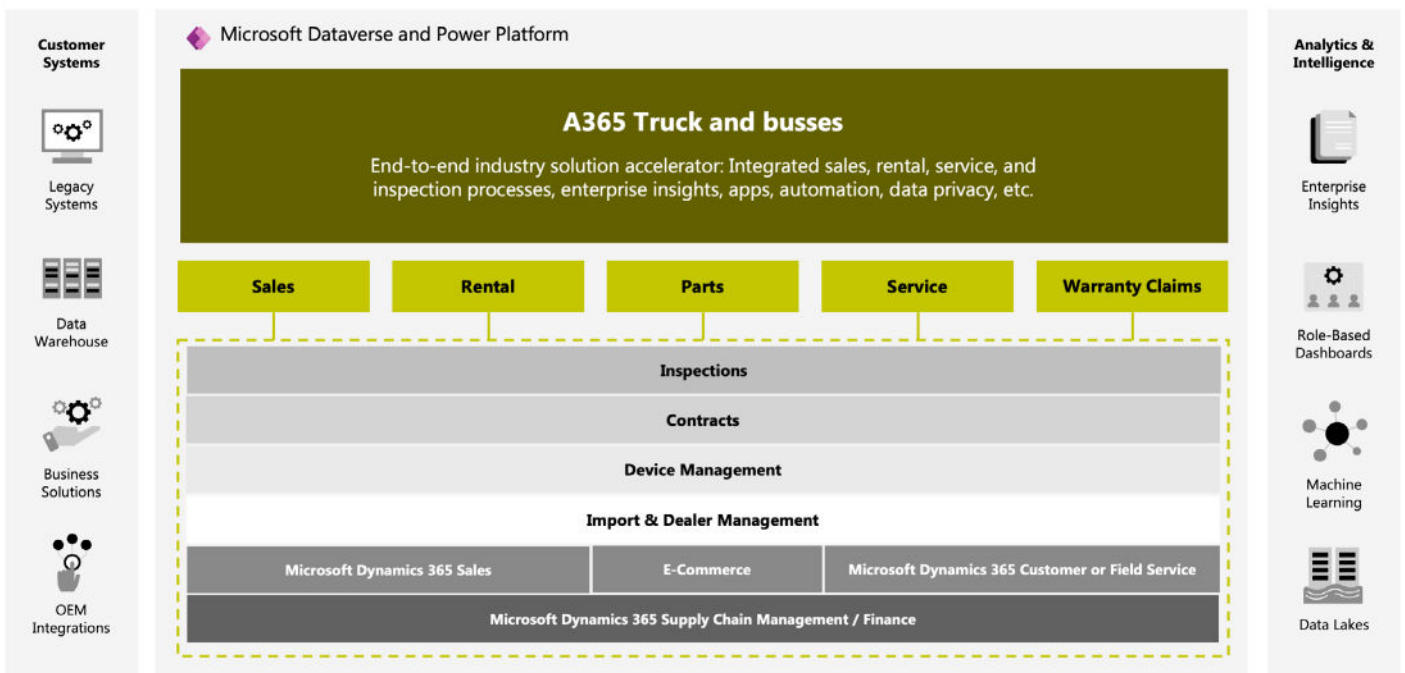


Annata provides intuitive business solutions designed to support businesses that operate in the truck and bus sectors. We deliver integrated solutions that extend from the Microsoft Dynamics 365 ecosystem to equip our customers with the necessary capabilities to leverage dynamic industry challenges and create dynamic opportunities, helping them digitally transform their operations and processes.

With Microsoft solutions as the backbone of A365, customers are assured knowing that the fully cloud-ready Software as a service (SaaS) platform, enriched with the Common Data model together with Annata's years of industry experience and expertise is carefully curated to fit their existing and future needs and built to respond flexibly to their fast-changing reality, unveiling endless possibilities.

Annata and Microsoft jointly bring a practical and proven suite of digital platforms and solutions to drive digital transformation for customers. The agility, intelligence, and efficiency that A365 offers are why we are essential to our customers. This is what makes us a prime partner to some of the world's largest automotive, mobility, and transportation brands.

## Main processes - A journey to the rich industry cloud suite



Annata's intuitive technology solution suite supports customers with enhancing existing and unlocking new business models, while simultaneously enabling agility, flexibility, and scale to meet evolving market demands, address competitive threats, and help new entrants go to market swiftly, A365 is a comprehensive solution designed to coexist seamlessly with other software and solutions.

A365's interoperability and advanced connectivity features ensure a smooth and efficient flow of information across systems, enabling informed decision-making through a holistic lens of the entire business. With its extensive integration capabilities, A365 streamlines business processes and optimizes operations while leveraging existing investments. Businesses have the flexibility to customize the solution to fit their unique requirements while benefiting from a fully integrated system with A365.

## Key features of A365 for truck and bus businesses



Agile operational systems and automated processes to facilitate inter-department communication for optimal activities management.



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



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



Supply chain resiliency to build the foundation of excellent customer experience with enhanced and customized support.



Cloud-enabling seamless communications and end-to-end processes to build flexible value chains with mobile-friendly accessibility.

## Discover new business capabilities as an intelligent truck and bus enterprise with A365

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

### Sales

Supports multiple brands and locations with capabilities tailored to truck and bus industry-specific business processes, data models, and functionalities.

- Customize and configure the upselling of additional accessories.
- Identify service and finance packages to boost revenue.
- Improve customer retention, secure loyalty, and increase dealership profit.
- Workshop and resource scheduling to streamline resource management.

### Service

Improves efficiency, reliability, and profitability of the service process through advanced support for industry-specific requirements.

- Keep track of vehicle service and maintenance history seamlessly.
- Streamline resource management through workshops and resource scheduling.
- Create service and maintenance contracts with variable configuration templates, prices, and validity along with monthly fee collection.
- Generate instant analysis and assessment of vehicles through real-time data connectivity.

## Rental

Provides rent-based businesses with all the features needed for monitoring and analyzing the entire rental process.

- Manage vehicle rentals quickly and easily without the need for expensive infrastructure.
- Create professional invoices, send payment reminders, and keep track of your charges.
- Manage and track your rental returns in real-time.
- Reduce vehicle downtime and maintenance costs.

## Inspections

Streamlines inspection processes by providing analytical insight and seamless integration.

- Manage and perform inspections with or without a device as the subject.
- Record observations for devices during pre-delivery inspections (PDI) or whenever needed.
- Define checkpoints and support actions.
- Define checklists quickly and consistently from reusable checkpoints.
- Set rules to reduce risk and effort to drive compliance by guiding users during inspection entry.

## Dealer Management

Modern, scalable, cloud-based management solution that is tailor-made for dealerships.

- Experience swift and accessible vehicle configurations and customizations.
- Gain a 360° overview of each vehicle in your dealership.
- Manage adjustable service and finance packages.
- Hassle-free management of warranty packages. Manage timesheets effectively.
- Update maintenance plans and service recalls seamlessly.
- Oversee warranty management package uptake.

## Import Management

Unified solution with full functionality to control vehicle orders, vehicle returns, automated warranty claims processes, vehicle shipment, and distribution.

- Gain efficiency in supply chain management.
- Improve customer service.
- Connect seamlessly to PDI partners, transporters, and authorities.
- Utilize powerful analytical tools that provide greater insights for business intelligence.
- Collaborate efficiently with automotive dealers.

## Warranty

Optimizes the warranty handling process and increases warranty revenue.

- Effortlessly manage outbound and inbound warranty claims.
- Customize service and recall campaign support.
- Manage communication on warranty extensions.
- View standardized and extended warranty features.
- Configure smooth parts return.
- Develop a fully functional connection to work orders.
- Support preliminary invoicing and pre-work approval.

## Dealer Portal

Enables dealers to create, monitor, and maintain transactions directly with the importer or manufacturer.

- View availability of stock and inventory in real-time.
- Increase the effectiveness of business processes with the ability to customize product configurations.
- Plan the production and distribution of vehicles and devices according to market demands.
- Provide better visibility to business partners to manage warranty, inventory, and overall stock.
- Reduce management costs, human error, and improves customer satisfaction.

## Highlights of A365 for truck and bus businesses



### Efficient business process integration

Full integration of all key business processes driven by industry-specific needs and developed by experts.



### Clear overview of data

Our solution presents a 360° view of all vehicle data through enhanced supply chain visibility, IoT, and AI enabled monitoring & tracing with powerful business analytics to make sense of the unknown.



### Increased business transparency

Implement open-book management practices that increase communication, create accountability, and provide better customer interactions.

## Annata- A prime partner to some of the world's largest truck and bus brands



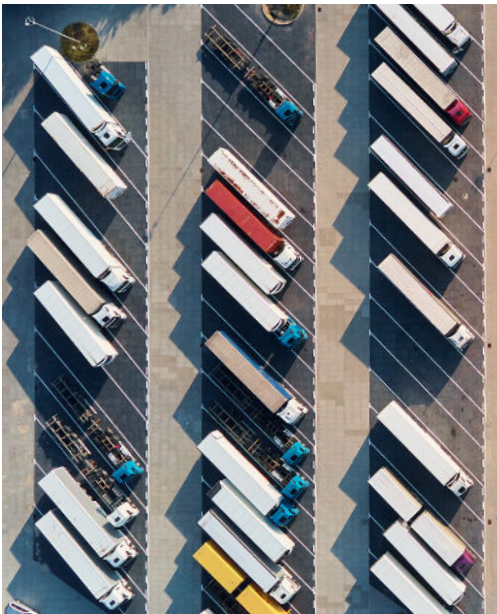
European vehicle manufacturer unlocks competitive edge with Annata

### Challenge

The customer was increasingly challenged with its internal reliance on its existing systems as it felt that they were losing a competitive edge by not having the ability to benchmark critical data.

### Why Annata

Industry-ready functionality, "out of the box" solutions, and fast implementation serve as key winning factors.



Swedish commercial vehicle manufacturer partners with Annata to drive the shift towards sustainable transporting

### Challenge

The company was challenged with large sets of homegrown solutions and legacy vertical solutions with a separate outdated dealer management system that did not communicate with each other.

### Why Annata

Annata has been working with the customer to build a global blueprint for distribution, retail with sales and service, covering almost all its operational processes.



Annata disrupts leading commercial vehicle manufacturer's processes

### Challenge

They decided to migrate to the cloud to increase agility and enable the business to increase sales and manage the entire lifecycle by providing new customer, employee, and dealer network experience.

### Why Annata

A key contributing factor to Annata winning this customer was the 96% out-of-the-box high percentage (Fit" and the ability of annata365 to replace 9 separate systems into one, fully integrated platform.

## About Annata

Annata is a business solutions provider that empowers businesses on their digital transformation journey through cloud-based solutions. Annata's global industry expertise provides organizations with a business platform that offers innovative solutions, strong services, and unparalleled value to businesses in the automotive and equipment industries.

Annata provides functionality that helps businesses deal with industry challenges and transforms their existing operations and processes to adapt to and embrace new opportunities.

For more information about Annata, please visit [annata.net](https://annata.net)

Unlock a wealth of new business opportunities with Annata

Contact us today

