

# Equipment **dealer** management factsheet

From fragmented dealer communications  
to unified collaborations



**a** 365

**annata**  
Powering possibilities



# Dealer management challenges faced by equipment businesses



Network  
coordination



Inventory  
management



Dealer  
compliance



Training &  
support



Inventory  
financing



Pricing &  
margins



Warranty & claims  
management



# Seamless dealer management operations **from beginning to end with A365**

A365's dealer management feature is an all-encompassing tool designed to optimize every facet of the dealer relationship. It provides comprehensive support, simplifying dealer interactions, and ensuring compliance with industry standards. A365 fosters efficient communication between your management teams and your dealer network, streamlining collaboration, and ensuring that dealer operations run smoothly.

Dealer operations benefit from enhanced warranty management and maintenance processes, adding value to every facet of your dealer network and delivering exceptional after-sales experiences. A365 ensures that dealer processes are meticulously designed for peak operational efficiency, minimizing downtime and ensuring that dealers have access to the support and services they need when required.

01

Strengthen dealer relationships with effective management

02

Control costs and finances for efficient dealer operations

03

Maintain quality standards across the dealer network

04

Manage compliance with industry regulations and dealer agreements

## A365 equipment dealer management features



Dealer relationship management



Cost control



Inventory optimization



Dealership quality assurance



Dealer compliance management



Financial management



Training & support



Performance evaluation



Communication & collaboration



Market dynamics analysis

# A365 equipment dealer management functionality coverage



## Dealer management

### Sales & quotations management

Streamline the process of sales and quotations for equipment and machinery.

### Trade-ins/multiple trading cycles

Manage trade-ins and multiple trading cycles seamlessly.

### PDI & equipment commissioning

Ensure a smooth pre-delivery inspection and equipment commissioning process.

### Equipment leasing & financing contracts

Manage equipment leasing and financing agreements.

### Rental allocations & transport app

Allocate rental equipment and manage transportation logistics.

### Rental pricing management & "best price" re-calculation

Set and recalculate rental pricing effectively.

### Technician scheduling & dispatch

Schedule technicians and dispatch them to service locations.

### Field service inventory management

Keep track of inventory for field service operations.

### Automatic customer notifications

Automatically notify customers about service and maintenance.

### Claims submission & processing

Streamline the submission and processing of warranty claims.

### Warranty claims history tracking

Keep a comprehensive history of warranty claims.

### Accessories & attachments

Manage accessories and attachments efficiently.

### Used equipment sales

Handle the sale of used equipment effortlessly.

### Service contract management

Efficiently manage service contracts for equipment.

### Rental contracts: creation & management

Create and manage rental contracts for equipment.

### RPO

Implement rent-to-purchase options to facilitate a seamless transition from rental to ownership for customers.

### Service order management

Efficiently manage service orders for equipment.

### Standard jobs/job lists

Manage standard service jobs and job lists for efficiency.

### Mobile mechanic & mobile inspection apps

Utilize mobile apps for mechanics and inspection tasks.

### Virtual Agents/"service bots"

Employ virtual agents to enhance customer interactions.

### Automated claims validation

Automatically validate warranty claims for accuracy.

### Warranty claims processing & settlement

Process and settle warranty claims efficiently.

### Demo & loan machines

Keep track of demo and loan machines for promotional purposes.

### Owner & operators management

Manage equipment owners and operators effectively.

### Contracts- periodic billing or 'pay per visit' charging

Customize billing for service contracts.

### Rental equipment availability tracking

Keep track of rental equipment availability in real-time.

### Periodic invoicing & usage-based billing

Invoice customers based on usage or at periodic intervals.

### Planned & preventive maintenance

Schedule and track planned and preventive maintenance tasks.

### Time registration & timesheet management

Track and manage technician working hours.

### IoT integration

Integrate Internet of Things (IoT) data for enhanced equipment management.

### Equipment- full-service history & statistics

Access detailed service history and equipment statistics.

### Internal workflow approvals

Manage internal approvals for claims and service requests.

### OEM bulletins/recall management

Manage OEM bulletins and equipment recalls effectively.

## Dealer management

### Warranty claim analytics & reporting

Gain insights through warranty claim analytics and reporting.

### Real-time inventory tracking & parts serialization

Track inventory in real-time and utilize parts serialization.

### Barcode and RFID support

Utilize barcode and RFID technology for inventory management.

### Fleet lifecycles- creation, fixed assets & disposals

Handle fleet lifecycles from creation to disposal.

### Spare parts & supplier parts catalogs

Access comprehensive spare parts and supplier catalogs.

### Reorder point & safety stock

Set reorder points and manage safety stock for efficient inventory.

### Automated price updates

Automate price updates for parts and equipment.

### Bulk items, linked items, and "kits"

Efficiently manage bulk items, linked items, and kits for equipment and parts.

### Parts supersessions & multiple alternatives

Manage parts supersessions and alternatives seamlessly.

### Cycle counting & physical inventory

Conduct cycle counting and physical inventory with ease.

### Customer & rental equipment fleets

Manage both customer-owned and rental equipment fleets.

