

Equipment **service** **factsheet**

From reactive equipment maintenance
to proactive service processes



annata
Powering possibilities



Service challenges faced by equipment businesses



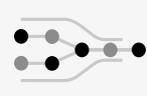
Scheduling complexities



Diagnosis accuracy



Parts availability



Workflow bottlenecks



Quality control



Customer engagement



Diagnostic integration



Technician skills tracking



Seamless service operations from beginning to end with A365

A365 offers an end-to-end management tool for equipment service and inspections, enabling higher levels of efficiency and productivity. Through business insights and predictive analytics, you will be able to grow revenue through the offer of new or enhanced products as well as providing after-sales excellence to your customers.

A365 provides rich support for your 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 each equipment while maximizing uptime.

01

Keep track of equipment service and maintenance history seamlessly

02

Streamline resource management through workshops and resource scheduling

03

Create service agreements with variable configuration templates, prices, and validity along with monthly fee collection

04

Generate instant equipment analysis through real-time data connectivity

A365 equipment service features



Appointment scheduling



Workflow management



Diagnosis tools



Parts management



Service documentation



Quality assurance



Service reporting



Resource management & allocation



Billing & invoicing



Workflow monitoring

A365 equipment service functionality coverage



Service management

Service request management

Seamlessly handle incoming service requests and inquiries from customers.

Service order management

Efficiently manage service orders, tasks, and assignments for mechanics.

Planned & preventive maintenance

Schedule and execute planned maintenance activities to enhance equipment longevity.

Technician scheduling & dispatch

Optimize technician schedules and dispatch for timely service delivery.

Service agreements

Manage service contracts, agreements, and warranties for accurate billing and tracking.

Standard jobs/job lists

Utilize predefined job lists for standardized and consistent service tasks.

Flat rate codes

Manage standard hours from the OEM or dealer by branding hierarchy.

Technician time registration

Capture and manage technician work hours and time spent on tasks.

Timesheet management

Streamline timesheet entry and approval processes for accurate payroll and billing.

Field service inventory management

Monitor and manage inventory levels for efficient field service operations.

Remote equipment monitoring

Monitor equipment health with remote monitoring tools and IoT devices for real-time data and diagnostics.

Automatic notifications

Send automated notifications to customers and technicians for updates.

Service performance analytics

Analyze service performance metrics to identify areas for improvement.

Virtual agents/"service bots"

Utilize virtual agents for automated customer interactions and support.

Full-service history & statistics

Maintain comprehensive service records and statistics for each equipment.

