

From disconnected operations to synchronized efficiencies

A365 Equipment Factsheet





A glance at A365 for equipment businesses

A365 is our transformative cloud-based solution designed for the equipment industry. 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 equipment 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.

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.

Types of equipment businesses **we support**



Construction equipment



Agricultural equipment



Forestry equipment



Equipment rental



Material handling equipment



Mining equipment

Comprehensive business solution **designed for the equipment industry**

The equipment industry deals with high-value equipment used in sectors like construction and agriculture. Its key differentiators include the demand for rental management, predictive maintenance, machinery customization, and varied safety regulations.

To meet these demands, equipment businesses need a robust business solution that supports their specific needs, including:



A future-proof solution that grows with your equipment business



Full compliance with all governmental regulations



High-quality, personalized service to stand out and build customer loyalty



Optimized efficiency across the value chain for quick and reliable service

An overview of **A365's** equipment key features

01

Enhanced connectivity

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

02

Smart technologies

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

03

Enhanced security

Robust cybersecurity measures to protect sensitive data and ensure compliance with industry standards.

04

Engaging experiences

Capabilities to connect with customers across various touchpoints to enhance satisfaction and anticipate needs.

05

Advanced infrastructure

Cloud technology and real-time access for seamless data storage access, and processing for competitive advantage.



Tailored to suit your equipment business needs

The composition of the Annata and Microsoft technology stack that forms the A365 solution suite, offers industry-specific capabilities, strong services, and unparalleled value to our customers, helping them achieve industry resilience, powering new possibilities.

With its foundation built on Microsoft Dynamics 365 and enhanced by Microsoft Power Platform, Azure, and Copilot, A365 ensures deep integration

and top-notch security. A365 features a customer-centric development approach, with built-in self-service capabilities and an intuitive user interface.

This unified, cloud-based solution incorporates advanced technologies like Artificial Intelligence and leverages Annata's industry expertise, providing a competitive edge at every stage of the business process—from distribution and dealership to service center.

Sales

Craft seamless purchase experiences, strengthen brand credibility, and harness analytics to drive tailored customer interactions.

- › Design frictionless purchasing experiences for customers
- › Enhance brand credibility through transparent sales processes
- › Utilize analytics to personalize customer interactions
- › Employ data-driven insights to optimize sales strategies

Parts

Unlock new levels of control and visibility over parts management and inventory to minimize operational costs and downtime.

- › Streamline parts procurement with automated order management
- › Maintain a detailed parts catalog for easy identification
- › Manage inventory levels to reduce costs and prevent downtime
- › Elevate customer satisfaction with swift, accurate parts availability

Service

Intensify adherence to standards, seamless communication, and advanced analytics for optimal after-sales efficiency.

- › Strengthen compliance with industry standards for quality service
- › Optimize field service management using resource allocation tools
- › Maximize equipment uptime through optimized service scheduling
- › Enhance after-sales efficiency through meticulous service strategies

Warranty

Optimize customer experience, supplier ties, and cost efficiency for improved after-sales support and service excellence.

- › Streamline warranty processes to enhance customer experiences
- › Implement efficient claim procedures for quicker solutions
- › Strengthen partnerships with suppliers for seamless component access
- › Expedite service to reduce equipment downtime

Inspections

Achieve peak efficiency, reduce costs, and elevate customer interactions with streamlined online or offline processes.

- Elevate customer interactions with hassle-free inspection experiences
- Integrate both online and offline inspections for greater flexibility
- Identify trends, enable proactive maintenance, and minimize downtime
- Generate instant inspection reports to enhance transparency

Dealer management

Gain real-time oversight of operations and foster seamless connections to OEMs, distributors, and customers.

- Foster seamless interactions with OEMs and distributors
- Streamline operations for enhanced efficiency and coordination
- Achieve instant insights into operations for proactive decisions
- Provide a robust platform for holistic dealer management

Rental

Increase operational efficiency, customer experiences, and overall business success with comprehensive monitoring and analysis.

- Enhance operational efficiency for optimized rental processes
- Elevate customer experiences through personalized service
- Employ comprehensive monitoring for data-driven insights
- Drive business success by making informed strategic decisions

Dealer portal

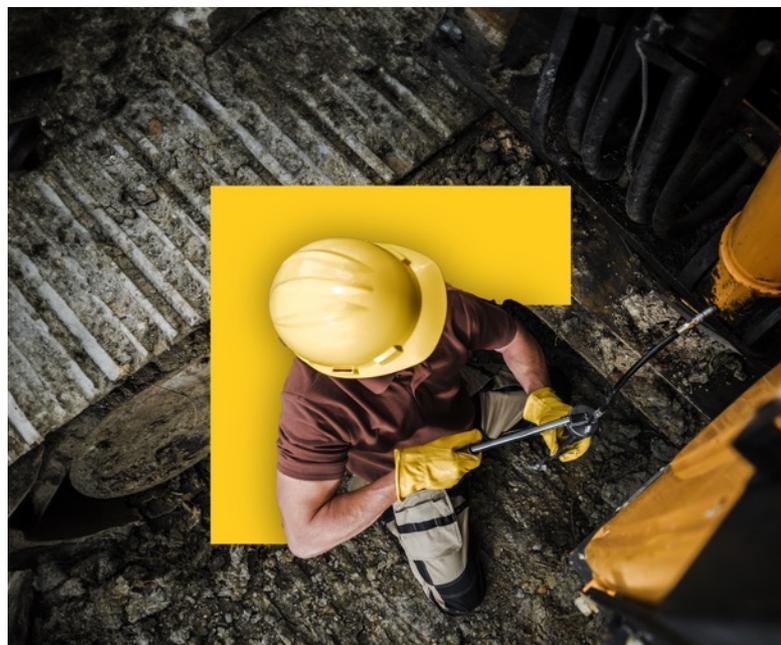
Magnify sales, procurement, and warranty processing, while enhancing supply chain communication and aftersales success.

- Boost sales activities through seamless portal access
- Streamline procurement processes for swift operations
- Simplify warranty processing for efficient handling
- Enhance supply chain communication for seamless coordination

Import management

Digitize processes, ensure compliance, and enhance global supply chain collaboration for seamless import management.

- Implement digital processes for efficient imports
- Ensure adherence to import regulations and standards
- Foster cooperation across the international supply chain
- Optimize processes for effective import handling



Ready to scrap those legacy systems and say hello **to a solution in the cloud that never grows old?**

Connect with us for a personalized session to learn how we can help drive your business forward.

Connect with us ↘

