

From disconnected operations to synchronized efficiencies

A365 Trucks & Buses Factsheet





A glance at A365 for **trucks & buses businesses**

A365 is our transformative cloud-based solution designed for the trucks and buses industries. 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 trucks and buses 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 trucks & buses businesses we support



Buses



Heavy trucks



Trucks and buses leasing



Comprehensive business solution designed for the trucks & buses industry

The trucks & buses industry revolves around heavy-duty vehicles like trucks and buses, primarily used in public transport and goods movement. Its complexity in maintenance, distinct regulatory focus, and essential vehicle uptime sets it apart.

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



A future-proof solution that grows with your truck and bus 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 trucks & buses** 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

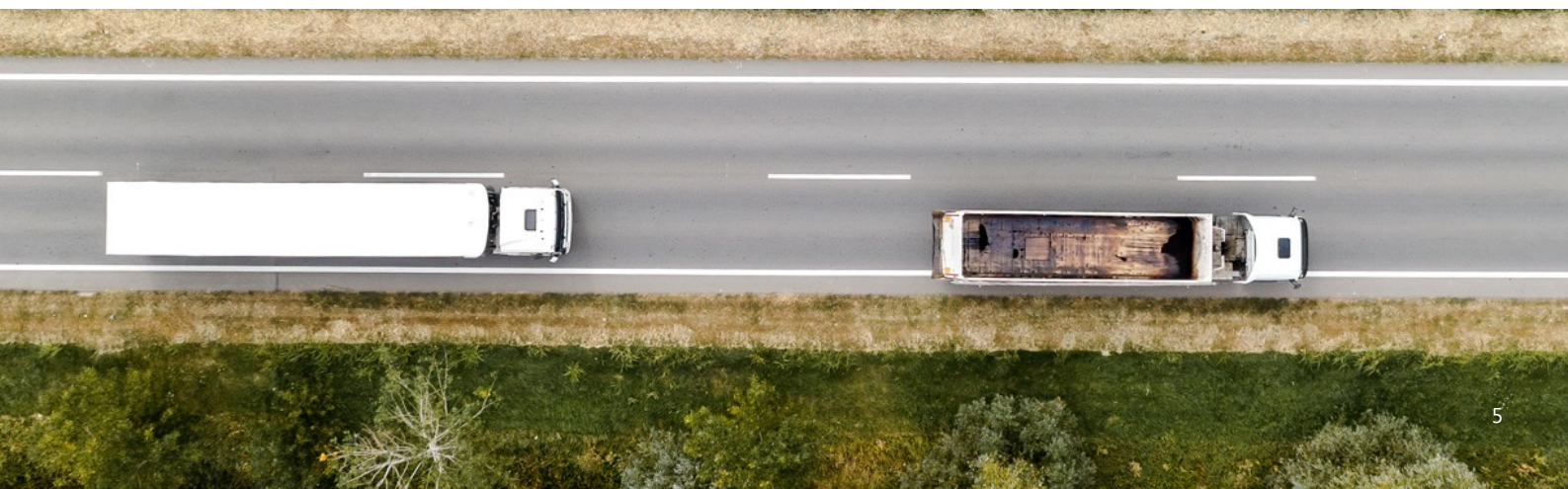
Engaging experiences

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 **trucks & buses 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

Elevate sales and streamline the purchase journey to fortify brand trust, leveraging cutting-edge technology and analytics.

- › Tailor and optimize upselling opportunities for diverse clients
- › Leverage key data to identify optimal vehicle configurations
- › Cultivate lasting brand loyalty and dealer success through personalized customer experiences
- › Build profitable service and finance packages

Parts

Gain full control and visibility over parts inventory, streamline procurement, and minimize downtime for enhanced bottom line.

- › Automate and streamline the parts procurement process
- › Use a comprehensive parts catalog for effortless identification
- › Maintain optimal stock levels, reducing overstocking or stockouts
- › Gain real-time visibility into the supply chain to manage parts movement

Service

Deliver maximum productivity, predictive analytics, and streamlined communications for enhanced after-sales excellence.

- › Implement predictive analytics for proactive maintenance
- › Optimize field service management using resource allocation tools
- › Maximize fleet uptime through optimized service scheduling
- › Elevate after-sales support through data-driven insights

Warranty

Streamline processes for enhanced customer satisfaction, quicker turnarounds, and cost reduction in after-sales service.

- › Implement efficient warranty claim procedures for faster resolutions
- › Expedite service processes for minimized vehicle downtime
- › Cut costs through optimized warranty management strategies
- › Enhance after-sales service, boosting overall customer satisfaction

Inspections

Optimize productivity, manage workshops, and transform online or offline activities for unmatched operational efficiency.

- › Implement streamlined inspection protocols for quicker turnaround
- › Efficiently manage workshops with data-driven insights
- › Seamlessly transition inspections between online and offline modes
- › Elevate operational efficiency through comprehensive workflows

Dealer management

Centralize communications and streamline management in real-time, enhancing interactions with OEMs, distributors, and customers.

- › Establish a centralized hub for real-time communications
- › Streamline operations for enhanced efficiency and coordination
- › Elevate interactions with OEMs, distributors, and customers
- › Provide a robust platform for holistic dealer management

Rental

Streamline fleet management, manage bookings, and drive superior customer support to optimize productivity and efficiency.

- › Streamline fleet management with advanced oversight tools
- › Optimize booking processes for seamless customer experiences
- › Deliver exceptional customer support for improved satisfaction
- › Enhance overall productivity through efficient rental operations

Dealer portal

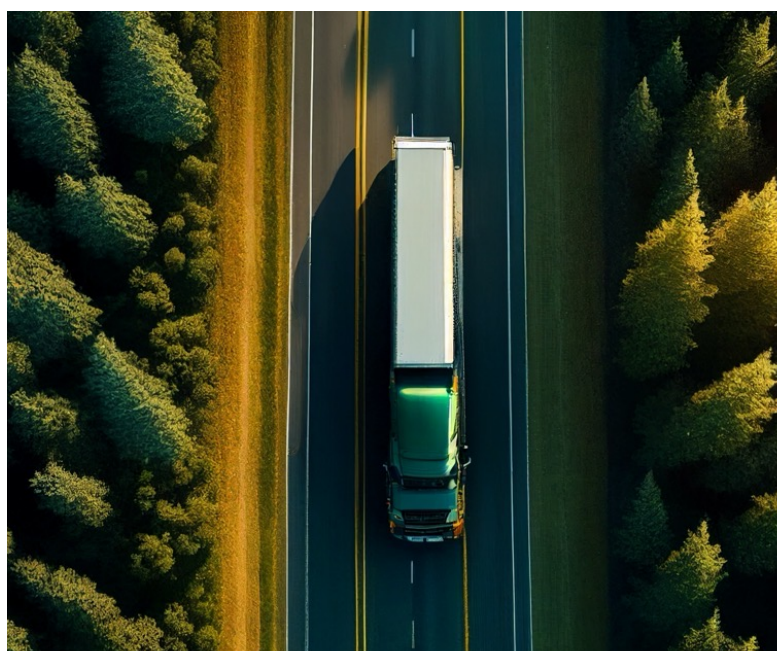
Enable management of sales, parts, and warranty claims, enhancing supply chain communications and after-sales effectiveness.

- › Centralize sales, parts, and warranty claim management for dealers
- › Strengthen supply chain communications for seamless operations
- › Enhance after-sales effectiveness with real-time data access
- › Equip dealers with a powerful platform for streamlined operations

Import management

Drive streamlined approaches, gain full control over the supply chain, ensure compliance, and enable global collaboration.

- › Elevate supply chain efficiency and collaboration
- › Streamline real-time shipment monitoring for streamlined logistics
- › Generate precise duties and tax calculations for cost analysis
- › Mitigate import risks through comprehensive data analysis



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 ↴

