



Shaping The Future of **Field Service** Management



Microsoft
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2019 Partner of the Year Winner
Automotive Award

2019/2020 INNERCIRCLE
for Microsoft Dynamics

annata



Key offerings

- **Customer Engagement**
- **Plan Work**
- **Inform & Enable Mechanics**
- **Debrief Work Orders**
- **Perform analysis and Integration**
- **Follow up process**



ANNATA 365 FOR FIELD SERVICE



MECHANICS



CUSTOMERS

OPERATIONS

Annata's solution equips mechanics and operators with 360 degree information to the detect issues in real-time, troubleshoot issues remotely and resolve problems while keeping customers informed during every interaction of the service.

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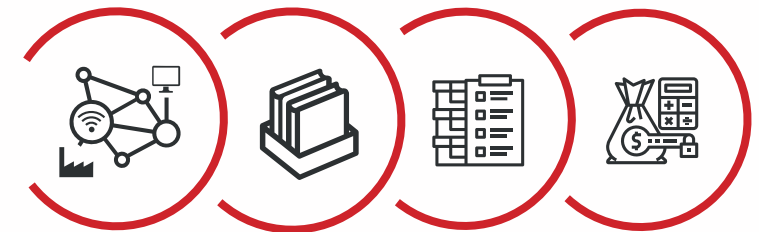
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Customer Engagement

- **Service campaigns**
- **Work order** management
- **Inventory** management
- **Device** management
- **IoT dashboards** and connectors
- Expense and travel **cost** management
- **Scheduled Services**
- Repair and operations (MRO) **product life cycle** management





Plan Work

- **Scheduling** assistance with optimization on skills, Certification and location
- **360°** view on customer and device
- Time off **requests**
- Parts **planning** and purchasing
- **Customer** approval coordination
- Preferred mechanic





Inform & Enable Mechanics

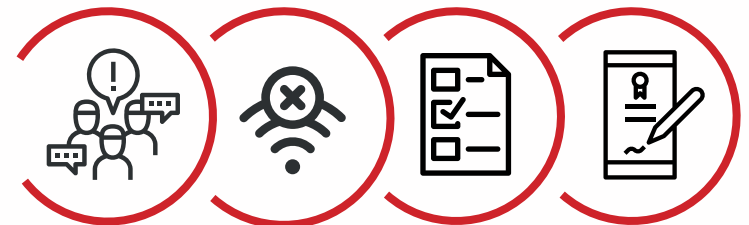
- 360° view on customer and device
- Mobile enabled apps with **offline** capabilities
- **Routing of GPS** tracking
- Work order **history for devices and customers**
- Customer **engagement**
- **Digital** service support for mechanics (and customers)





Debrief Work Orders

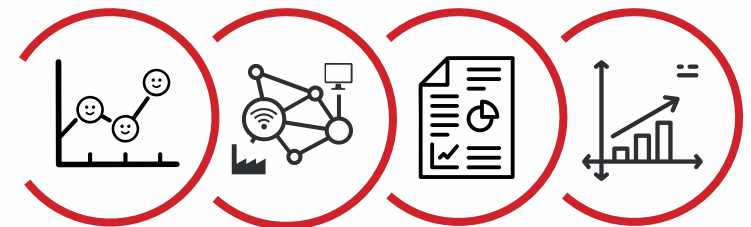
- Online and offline **mobile** collection of timesheets
- **Parts** used
- **Tasks** completed
- Inspection
- **Device record** updates
- Information updates for warranty claims
- Digital signature
- Customer **satisfaction** surveys





Perform analysis and Integration

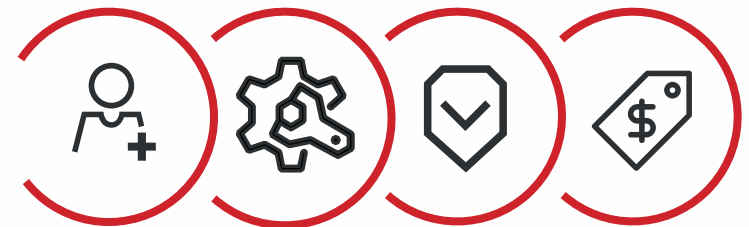
- **Performance** management reports
- Interactive **dashboards** and predictive **analytics**.
- Connectors to Power BI.





Manage additional operations

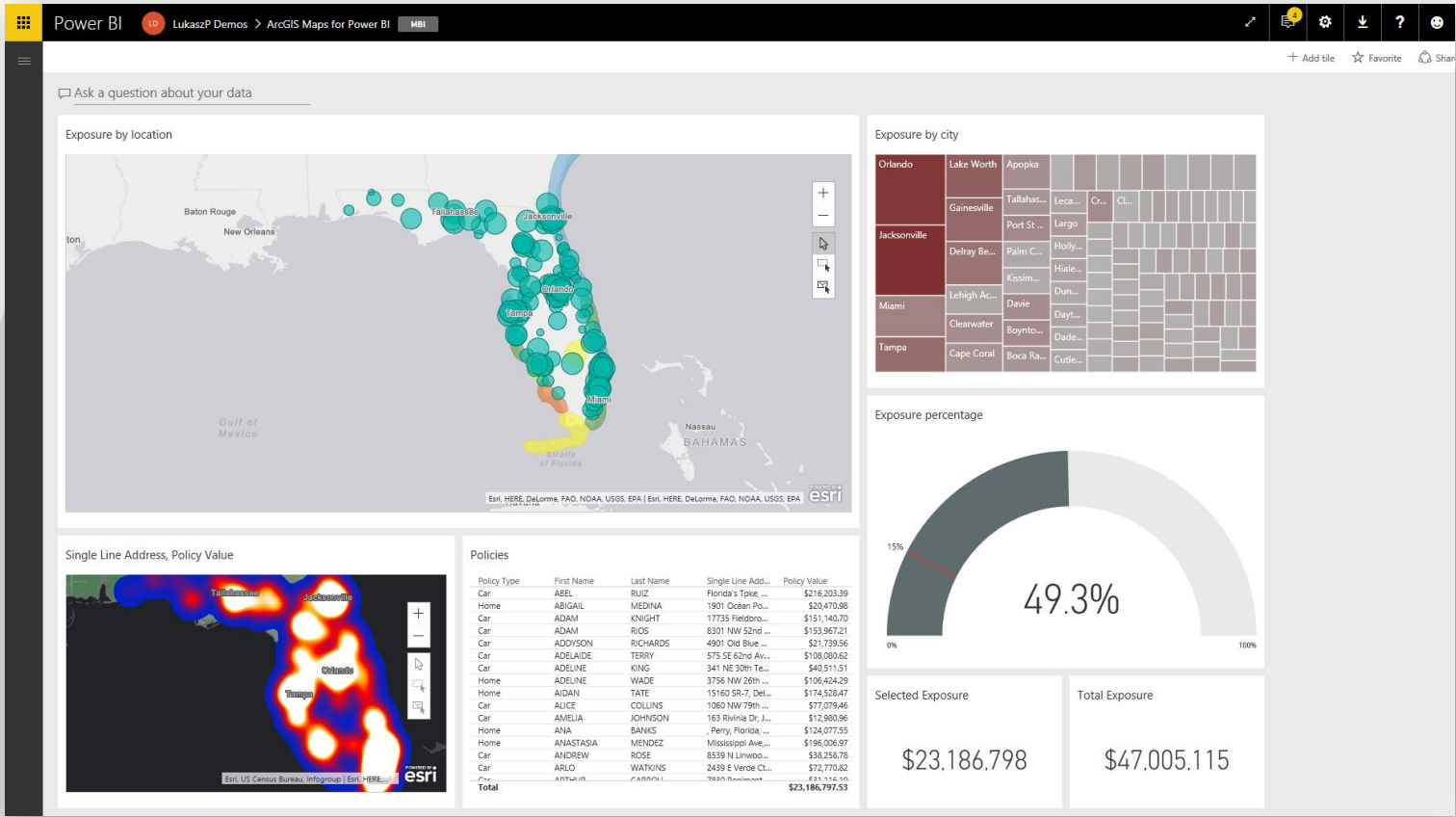
- **Customer satisfaction survey**
- Warranty and claims management
- Invoicing





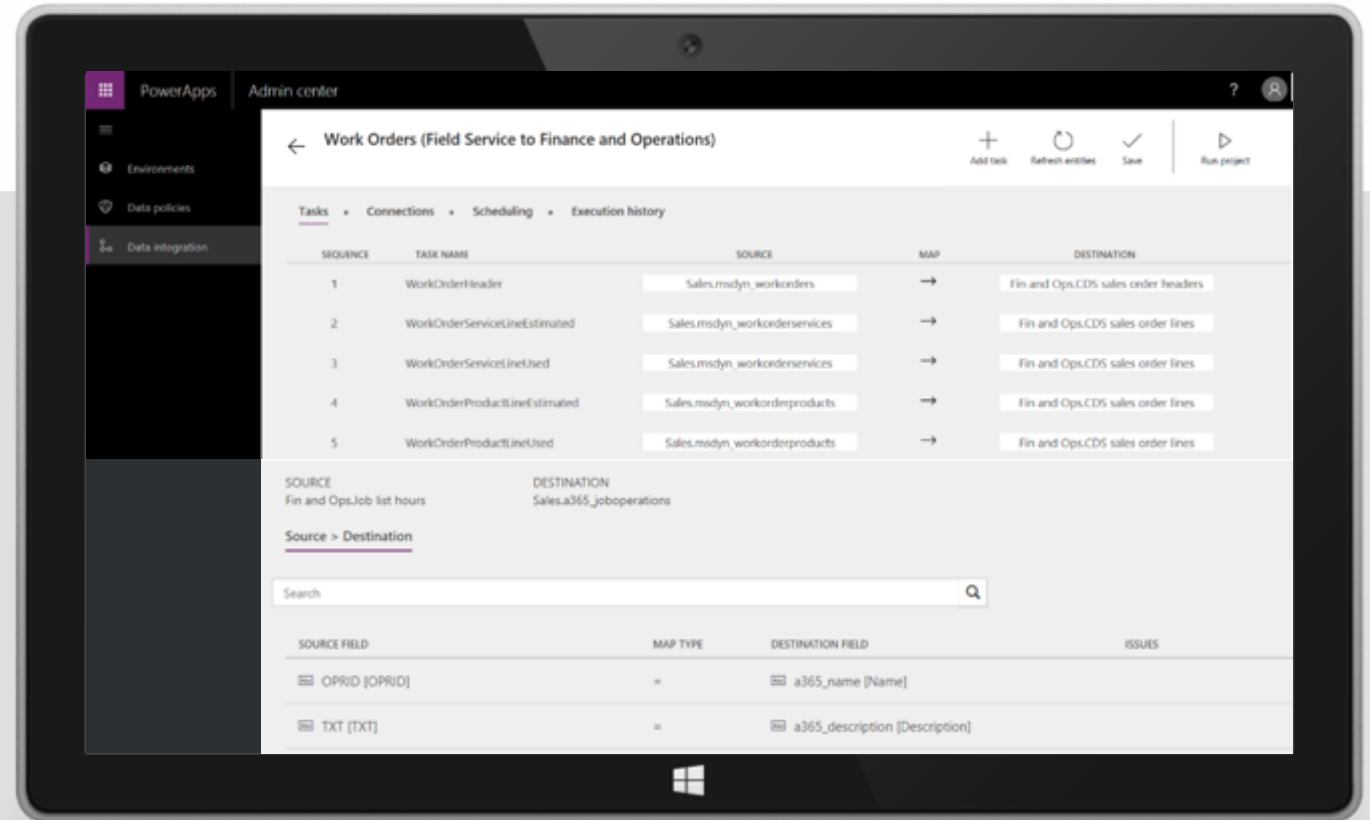
Power BI For **Field Service** Operations

Create and customize compelling reports on an extensible, scalable and secure architecture.

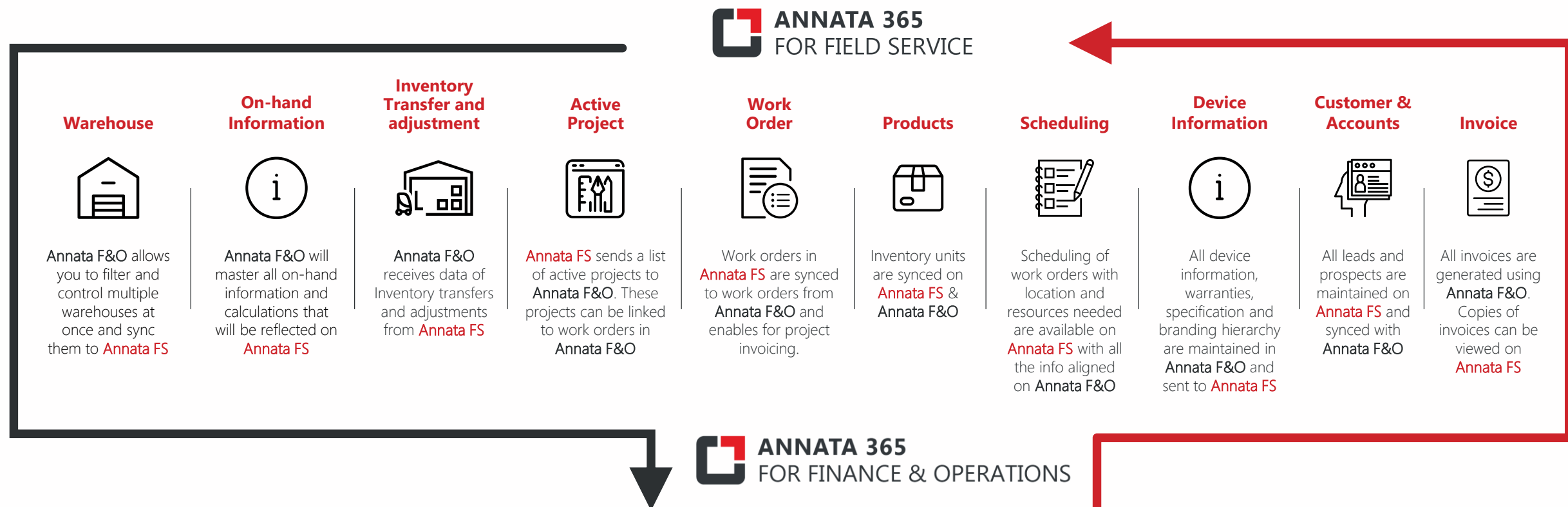


Connectors to Annata 365 For Finance & Operations

Data stored in Annata 365 For
Field Service app (Annata FS)
seamlessly integrates with data
in Annata 365 For **Finance &
Operations (Annata F&O)**



Integrating Field Service with Finance & Operations



These **data integrators** above allows you to have the visibility of all your business processes in one place.

Proactive Maintenance with IoT





Contact Annata

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