



## The power of real experience

*„The partial usability restrictions imposed by standardizing the DMS are infinitely small compared to the practical and economic benefits. In a multi-make world, there's no way you can ignore recognized standards.“*

Andreas Bohnert

Running a successful business in markets with chronic overcapacities requires a high level of innovation, instinct and know-how. Relying on decades of international experience and our profound knowledge of all processes along your entire value-added chain, we will support you in targeted standardization and optimization of your processes.

Organization and process consulting, training, internal and external coaching, design, gap analyses and development consulting: regardless of the fields in which you as an automobile manufacturer, automobile dealer or IT provider want to make use of our know-how, you will benefit from our practical experience in the automotive and IT sectors and from our consistent standardization philosophy.

For us, standardization means: process and cost optimization by integrating or creating as many standard tools and interfaces as possible for controlling and checking all communications, logistical and financial procedures. It also means the ideal combination of individual requirements with the reliability and practicability of solutions which have for years proved their value in practice.



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## Business Tuning

With over two decades of experience, we support you in selecting, designing and implementing new systems. It makes no difference whether you want to make use of our experience in Shanghai, Singapore, Sydney, Seattle or Stuttgart – we're at home in the world.

On the following pages, you will find details of what you can expect from us.



**Customer Satisfaction Survey**

Read the questionnaire in full before beginning to complete it.  
For each question, enter the number at the column heading for the rating that corresponds most closely to your answer.  
Do not enter any values in the white fields. These will be calculated automatically.

FACTORS FOR EVALUATION	PERFORMANCE					
	POOR	ADEQUATE	FAIR	GOOD	VERY GOOD	EXCELLENT
	1	2	3	4	5	6
CUSTOMER RELATIONSHIP:						
KNOWLEDGE AND SKILLS OF THE SALES PERSONNEL:					5	
CLARITY OF CONTRACTS AND OFFERS ("UNDERSTANDING OF WHAT WAS AGREED"):					5	
COMPLETION OF PROMISES AND RELIABILITY:					5	
AVAILABILITY OF CONTACT PERSONS:				5		
REACTION IN CASE OF COMPLICATIONS/PROBLEMS:						5

Product Selection  
Product Maintenance  
Consulting  
Training  
Project Management  
Documentation

## Business Tuning for Automobile Manufacturers, Automobile Importers, Automotive Service Chains and Parts Wholesalers

As a manufacturer or head organization, you want software which meets your standards and facilitates everyday communication with your dealers. You expect a uniform quality standard within a closed communication chain.

We will be pleased to advise you on your choice of software, to conduct gap analyses for you, to handle project management, to conduct in-house meetings and training, and to ensure that your dealers can handle new modules.

### Product Selection

You want to ensure that the systems you recommend guarantee uniform service quality throughout your entire organization. And at the same time you want to reduce the organizational efforts and financial outlay for data provision and for integrating parts catalogs, information systems and other add-ons.

We will support you in all the phases of selecting a system, from the market and gap analysis through to testing the envisaged systems. We will examine communications between you and your dealers with regard to efficiency and standardized reporting. We will assess the depth of integration of the customer loyalty systems in your supply chain.



Only by providing efficient systems and through intensive controlling can you ensure the required sales figures and the profitability of your affiliated dealers.

**Details of our services** (*support or all-in-one service*):

1. Market analyses
2. Analyses of the competition
3. Gap analyses: Identifying gaps (missing functions) between existing and new software
4. Product and function tests
5. Product assessments and product analyses
6. Definition of the value propositions

**Product Maintenance**

After you have selected and implemented a system, it needs to be constantly maintained, extended and adapted to new developments on the market and in hardware, databases and operating systems. The rapid development of hardware and software means that individual product lifecycles have become rather short. If existing systems can no longer be maintained or their maintenance has become uneconomical in relation





to buying a new system, we will support you in selecting new software and will analyze and test the envisaged products thoroughly with regard to compatibility, efficiency and scalability.

Benefit from our expertise and many years of experience to ensure the quality of your software and for conflict-free piloting and implementation.

**Details of our services** (*support or all-in-one service*):

1. Product requirements workshops
2. Collecting and managing product requirements
3. Support of the software release planning process and assistance in developing product roadmaps and product strategies
4. Drawing up descriptions of product requirements
5. Developing investment proposals
6. Product introduction and installation
7. Product piloting
8. Data transfer from legacy systems
9. Customer satisfaction analyses



#### Schadl - Service Preview

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## Consulting

In order to guarantee the service quality, sales figures and profitability of your entire organization, we offer comprehensive consulting services for your affiliated companies.

**Details of our services** (*support or all-in-one service*):

1. Process consulting for automobile dealerships
2. Organizational consulting for automobile dealerships

## Training

The service quality, sales figures and profitability of all the affiliated companies must meet your requirements. For this purpose, we offer to implement the necessary training programs and certifications for you.

**Details of our services** (*support or all-in-one service*):

1. Product training courses for products with which we are familiar, either on site or in specialized training centers
2. Process training for automobile dealerships on site or in training centers



### Project Management

Software selection, customization, implementation and roll-out should all take place on schedule, at a good value for money, and with a consistently high quality. For this purpose, we offer our comprehensive know-how in the areas of project handling and project management.

### Documentation

Often, software documentation and training documentation are not up to standard. It is therefore absolutely essential to extend or update documents including training exercises and certifications. In addition, it can be observed that frequently the documentation and exercises have not been customized to match your specific corporate processes, corporate principles and corporate design.

#### **Details of our services** *(support or all-in-one service):*

Development of training documentation



Product Selection  
Product Maintenance  
Consulting  
Training  
Project Management  
Documentation

## Business Tuning for Automobile Dealer Associations, Automobile Dealership Groups, Automobile Dealerships, Car Repair Shops and Car Parts Dealers

As a dealer, you want optimized overall processes so that you can benefit from synergies between your departments and counter the increasing margin decline with more efficiency. You want a system which is easy to implement and to maintain, which supports you with your work and which provides you with data illustrating – current to the day and at a single glance – the situation of your company.

We offer you comprehensive organizational consulting and show you how to benefit from an optimized DMS to make all processes of your value-added chain more efficient. We advise on your choice of software and actively support you with piloting and implementation. And finally, we will train you and your employees so that your system can give you a return on investment.

### Product Selection

High competitive pressure, sinking margins, senseless “discount battles,” success-related purchase discounts and bonuses, plus high costs resulting from prescribed minimum standards for buildings, staff, warehouse and business equipment are increasingly forcing you to cut costs in administration, to increase your sales figures and to respond quickly when budgets are exceeded. To cope with these challenges, you need a DMS which is fit for the future, offers multi-make and multi-company capability, and incorporates efficient CRM systems for customer care and dependable controlling systems for real-time monitoring of budgets.

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www.abconsultinggmbh.com





It is the case for all makes of automobile that fewer and fewer affiliated dealers are covering increasingly large market areas. Existing locations and staff have to be integrated when companies are taken over. For you this means more staff in your own branches or at affiliated subdealerships, and consequently an increasing number of workplaces which are connected to your Dealer Management System.

The system requirements for security, performance, scalability and the data model are growing and require various processes to be converted to a uniform process structure. In an increasingly difficult market it definitely makes sense for you to expand your product and service portfolio and to create further opportunities by adopting additional makes and further fields of business. This also requires appropriate data models with standardized processes and functions.

Multiple, parallel systems are not a solution: different system processes and separate databases are a permanent hindrance to conducting overall analyses of the corporate group.

You can only counter the changes in the automotive sector with state-of-the-art, future-oriented systems. These systems must be able to integrate new makes, must be scalable, must reduce your administration costs and, if possible, must be recommended by all manufacturers.

We will support you in searching for a system which maps not only your requirements, but also those of your suppliers and which, if required,



can also be implemented by a provider in the form of an ASP solution so that you will be able to reliably calculate your IT system and personnel costs.

**Details of our services** (*support or all-in-one service*):

1. Market analyses
2. Analyses of the competition
3. Identifying gaps (missing functions) between existing and new software
4. Product and function tests
5. Product assessments and analyses

**Product Maintenance**

After you have selected and implemented a system, it needs to be constantly maintained, extended and adapted to new developments on the market and in hardware, databases and operating systems.

The rapid development of hardware and software means that individual product lifecycles have become rather short. If existing systems can no longer be maintained or their maintenance has become uneconomical in relation to buying a new system, we will support you in selecting new



software and will analyze and test the envisaged products thoroughly with regard to compatibility, efficiency and scalability.

Benefit from our expertise and many years of experience to ensure the quality of your software and for conflict-free piloting and implementation.

**Details of our services** (*support or all-in-one service*):

1. Product requirements workshops
2. Collecting and managing product requirements
3. Drawing up descriptions of product requirements
4. Developing investment proposals
5. Product introduction and installation
6. Implementing product piloting
7. Data transfer from legacy systems
8. Customer satisfaction analyses

**Consulting**

Every efficient company in the automotive sector must have a central IT contact for suppliers and IT providers. So you either have a system administrator on the payroll, or you have outsourced this function. The larger the company and



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## Training

You expect a high quality of service, good sales figures, optimum use of the software functionality and guaranteed profitability for your company. Intensive training in handling the available tools is required to achieve this. Especially when different fields of activities exist within a company or a holding with additional lines of business, individual training is required. For this purpose, we develop custom-tailored training programs.

### **Details of our services** *(support or all-in-one service):*

1. Product training courses for products with which we are familiar, either on site or in specialized training centers
2. Process training for automobile dealerships on site or in specialized training centers

## Project Management

The larger the company and the more varied the fields of business, the greater is the number of individual projects which need to be handled. Each individual project calls for adherence to deadlines, cost efficiency and provision of high quality. We offer you our comprehensive industry and IT know-how in the areas of project handling and project management so that you can continue to focus fully on your core business.



### Documentation

Because of the various fields of business covered by many automobile companies, individual training documentation which complies with specific company concerns may be required. We will be pleased to provide our advice.

#### **Details of our services** *(support or all-in-one service):*

Development of training documentation



Product Marketing  
Sales Support  
Consulting  
Training  
Support  
Project Management  
Product Management  
Product Design  
Product Test  
Documentation

## Business Tuning for IT Vendors of Software Solutions in the Automotive Sector

As an IT provider you go for optimized, low-cost production and implementation processes.

You want to enhance the efficiency of your implementations by means of result-oriented training and perfect documentation.

You want to know where enhancements or new developments make sense, and you want to increase your customers' satisfaction through optimized support and an optimized update process.

We can tell you how to achieve your goals. And we will support you in all your activities in the fields of analysis, development, design, testing, documentation, implementation, training and sales.

### Standardization :

*The methods used to reduce or eliminate custom, one-time and seldom-used components and processes that introduce variability and potential added costs and quality problems. Standardization techniques include rationalizing product line offerings and performing cost studies to determine the true costs associated with designing, documenting, performing, etc. a custom or variable process.*

*Definition found on the Internet*



### Product Marketing

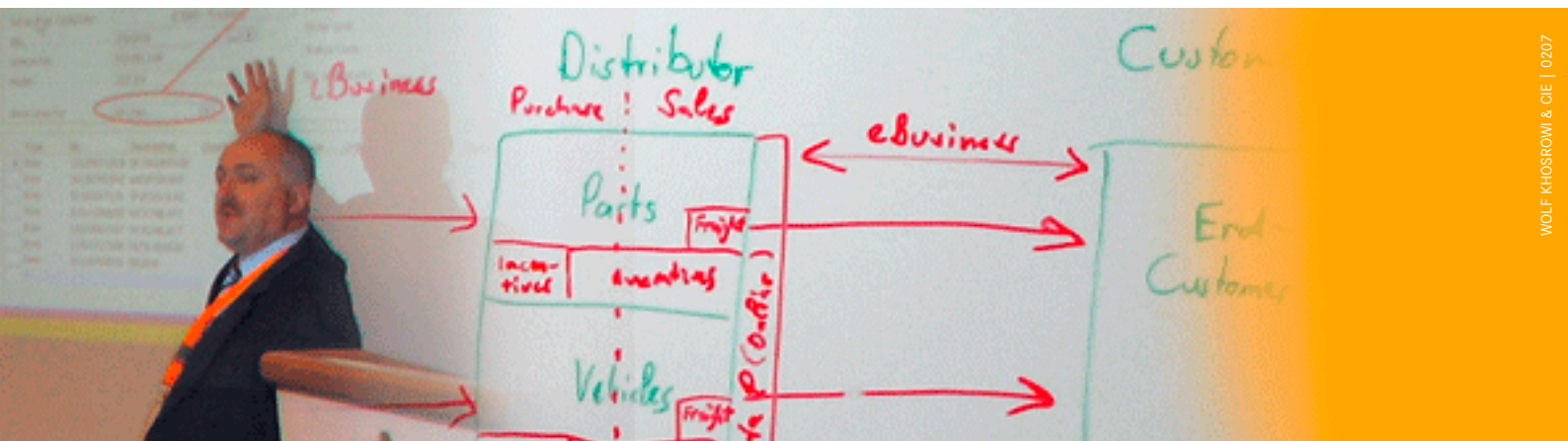
Your customers expect more than just a qualified IT solution – they more or less require an all-in-one solution suitable for every purpose: complex requirements should be covered by simple software which is easy to use and which must also fit into the world of reduced IT budgets.

Your customers consequently expect you to make large investments up front in an environment of permanent technical and functional change.

To counter this pressure from growing costs and risks, the product portfolio needs to be streamlined. Fewer products with more functionality are required. The costs of creating and maintaining your software must be cut through standardization which at the same time reduces your outlay for international adaptations.

Meet today's and tomorrow's challenges with a qualified selection of products, economic product maintenance, and innovative, ongoing enhancement of your software. And all this, of course, while taking customer wishes into account and constantly keeping an eye on the competition and on IT and industry trends.





We have the know-how and are close enough to your customers; and we will be pleased to assist you in developing successful solutions for the future.

**Details of our services** (*support or all-in-one service*):

1. Market analyses
2. Analyses of the competition
3. Developing value propositions
4. Customer satisfaction analyses

**Sales Support**

Increasingly complex systems and the growing demands of your customers require specific knowledge and a profound understanding of the industry and their products. In many cases, your sales staff will no longer be able to provide this. They need expert support for customer presentations and supplier assessments.

**Details of our services** (*support or all-in-one service*):

1. Product presentations
2. Product assessments and analyses



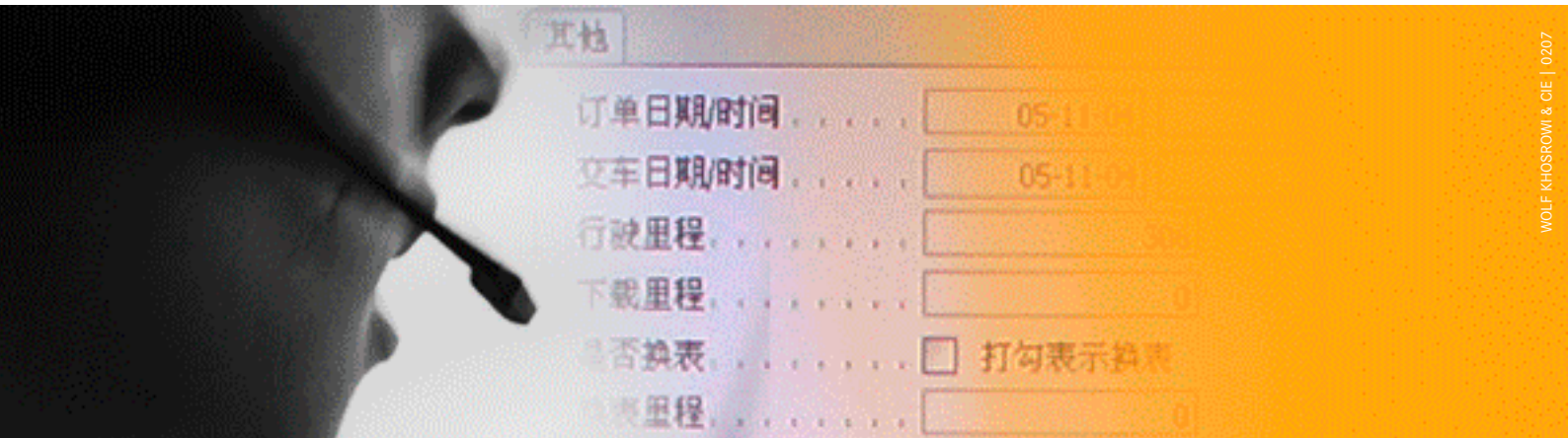
## Consulting

Because of the increasing complexity of the software offered, your customers are no longer in a position to make qualified decisions without relying on extensive consulting. We advise your customers and tell them how they can use your software to structure and control their organization and internal processes.

As an IT vendor, it is essential for you to expand and widen your service offering to balance out the cost pressure and falling margins on licenses. We will be pleased to advise you and show you what service potentials and sources of income you are not utilizing. We will also support you actively or provide consulting services when you implement pilot projects, perform data transfers from legacy systems for you, and in doing so, we ensure the quality of the software and implementation involved.

### **Details of our services** *(support or all-in-one service):*

1. Process consulting for automobile dealerships
2. Organizational consulting for automobile dealerships
3. Product introduction and installation
4. Product piloting
5. Data transfer from legacy systems



## Training

Reduce your hotline costs through efficient customer training. Expand your service offerings to increase turnover and to ensure customer satisfaction. We will support you in preparing and implementing perfectly organized and comprehensive, pertinent training programs for software products with which we are familiar.

**Details of our services** (*support or all-in-one service*):

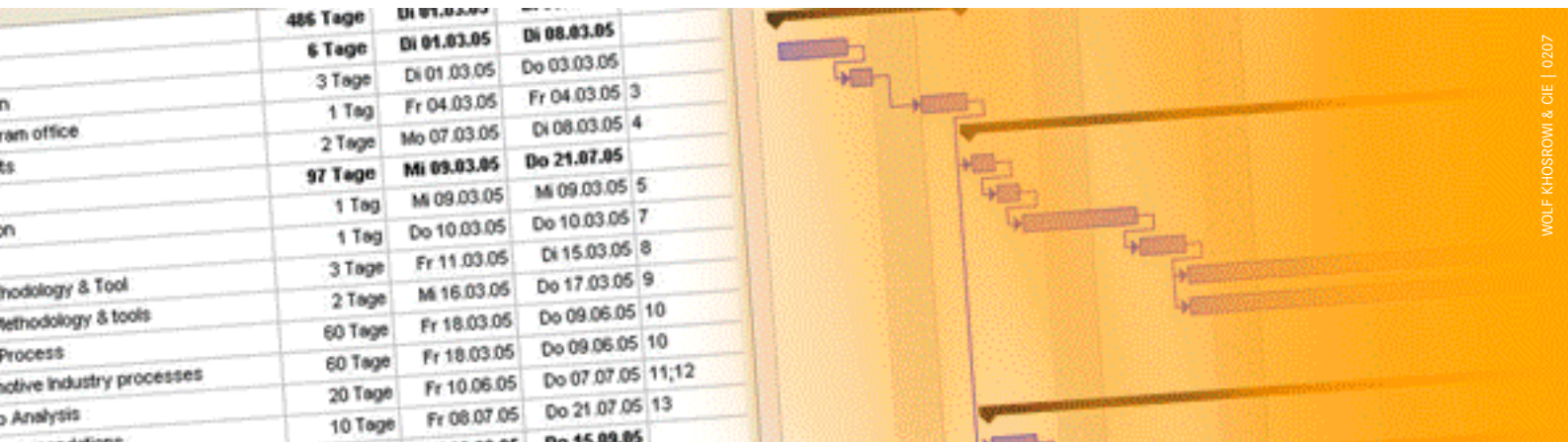
1. Product training on site or in training centers
2. Process training for automobile dealerships on site or in training centers

## Support

In a nutshell, your hotline customers' complaints relate to poor availability, inadequate call follow-up, lack of customer information and insufficient specialist knowledge. Your hotline is a major part of your corporate identity. As your survival ultimately depends on satisfied customers, it is important that you invest in enough qualified staff, in good hotline systems, in the quality of your software and in the quality of your training. Experience has shown us that all these investments are worth the money.

**Details of our services** (*support or all-in-one service*):

1. Handling hotline messages including follow-ups
2. Consulting for hotline staff and teams



## Project Management

The selection, adaptation, implementation and roll-out of your products should all take place on schedule, at a good value for money, and with a consistently high quality. We have the knowledge required to do this and will be pleased to make it available to you.

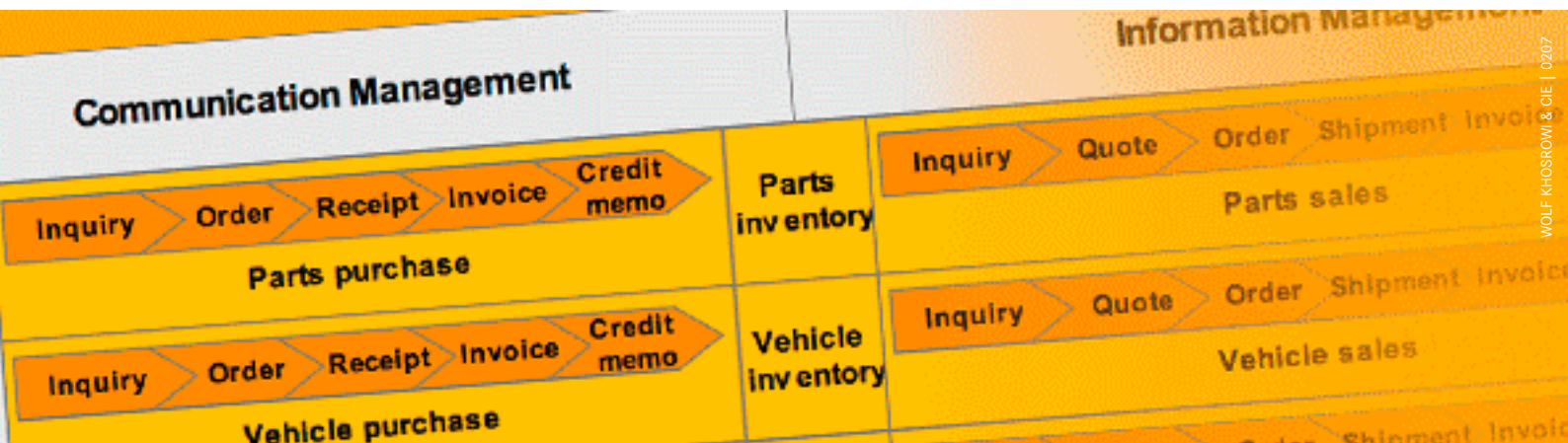
### Details of our services *(support or all-in-one service):*

Performing project management and project tasks

## Product Management

The IT market and the automotive industry are subject to constant change, and you need to stay abreast of these changes with your products. Continuous, innovative and efficient product management is required to ensure that you can adapt or renew your product portfolio promptly. As a core task of your company, product management has a decisive effect on your competitive edge, customer satisfaction and, last but not least, on the cost and effort involved in selecting, customizing and maintaining your software products. Your long-term success will depend on this.





Maintaining your customer and supplier contacts, comprehensive knowledge of IT, the industry, the market, the competitors and the products (also at an international level) are major requirements for successful product management.

We will be pleased to be of assistance or to handle entire segments for you.

**Details of our services** (*support or all-in-one service*):

1. Identifying gaps (missing functions) between existing and new software products
2. Drawing up descriptions of product requirements
3. Implementing product selection processes
4. Implementing product requirements workshops
5. Collecting and managing product requirements
6. Implementing the software release planning process and developing product roadmaps and strategies
7. Developing investment proposals
8. Implementing product and function tests



SAUF 2007/11 Schaal - Service Preview

General Options

Job Filter . . . . .

Customer Filter . . . . .

Bill-to Customer No. . . . . 053446

Bill-to Customer Name 2. . . . .

Service Job No.	Bill-to Customer No.	No. of Bill-to...	Type	No.	Description	Description 2	Quantity	Unit Price	Line Dis...	Amount	...
10000	053442				Accident damage	Repair hailstone damage	4	5,50		22,00	
	053442	3 Labor		0000249	BMW engine oil service incl.	old oil disposal				22,00	
					Sum Labor		5				
	053442	4 Item		00000000007	TXT SOFT SW	SCFTEC SW40	1	0,08		0,08	
	053442	3 Item		07119907802	BOLT					0,08	
					Sum Item					22,88	
					Sum Service Job No. 10000	Perform inspection	1	5,50		5,50	

## Product Design

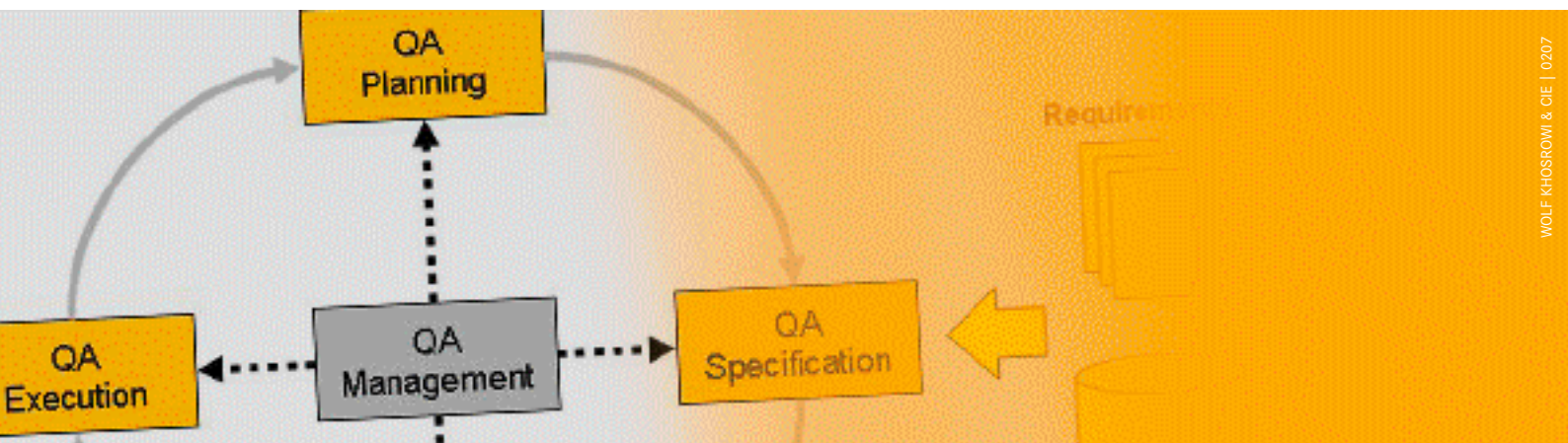
Usability and functionality are crucial for the acceptance and consequently the success of your products. Errors in the design process or in the precise estimation of the expenditure involved with changes and additional work affect several departments: Technical Design, Development, Test, Documentation and Translation. This results not only in high, unbudgeted costs for duplicated process loops; this unplanned commitment of resources inevitably causes delays in other ongoing projects.

Excellent IT, product and industry knowledge are indispensable elements for developing a product that is fit for the future, as also is visionary and innovative thinking. Take advantage of our IT, product and industry know-how, our many years of experience, and our visions of software and services designed for the future.

Take full advantage of our experience in the field of standardizing systems and modules. In the future the question will no longer be who develops better software – survival on the market will increasingly depend on the ability to use tried-and-tested, standardized modules and interfaces to most efficiently map the processes involved along the entire value-added chain, from the manufacturer, to the importer, to the automobile dealership.

### Details of our services *(support or all-in-one service):*

1. Drawing up functional design descriptions
2. Support in drawing up technical design descriptions
3. Support in the creation of product prototypes



### Product Test

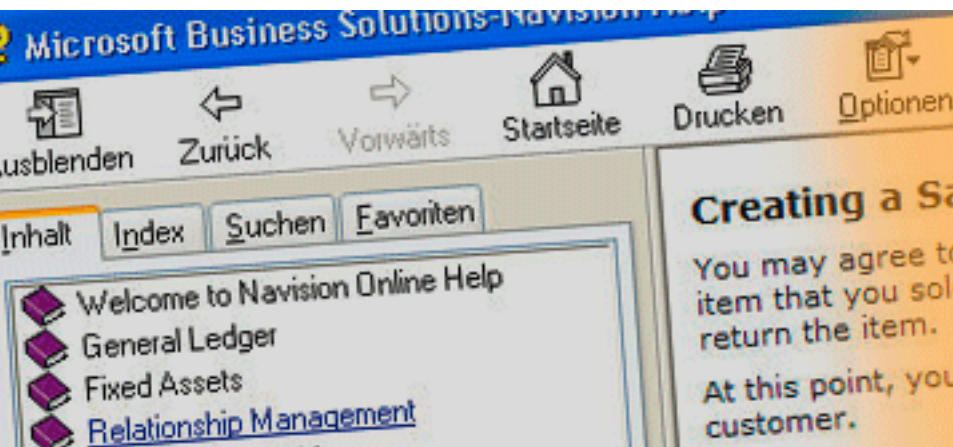
A never-ending stream of change requests, a constantly changing system environment imposed by new operating systems and databases and the large number of programmers without sufficient knowledge of the industry are a permanent quality risk, but one which cannot be eliminated with measures that are economically justifiable.

Software development is therefore the art of achieving acceptable quality for your customers with minimum expenditure. Only functional, top-quality software leads to a reduction in hotline costs and prevents a flood of changes which bring with them incalculable expenses and a drop in customer satisfaction.

Timely, qualified tests are therefore indispensable. We will support you with that.

#### **Details of our services** *(support or all-in-one service):*

1. Definition of test cases/scenarios
2. Implementing product tests



## Documentation

Your costs for implementation and support and the satisfaction of your customers depend on the documentation being good and up-to-date. For us, good documentation means a complete description of your software's functionality which is both precise and succinct. Both specialist knowledge and the ability to think from the customer's viewpoint are required to achieve this.

Complete and comprehensible design descriptions and a perfect change management system which captures and tracks all software changes in an understandable manner are also crucial for the quality of your documentation.

We offer our know-how and support to enable you to produce high-quality documentation in due time and despite (in most cases) a lack of personnel.

### **Details of our services** *(support or all-in-one service):*

1. Drawing up user documentation
2. Drawing up training documentation
3. Drawing up documentation for customized products
4. Drawing up descriptions for updates and migration





## At Home in the World

Regardless of whether you are a manufacturer and wish to ensure that your standards are observed worldwide or whether you are an international car trading company and want to implement an efficient, international, multi-make DMS solution, we will support you with our many years of international experience.

If you are an IT provider, we will be pleased to assist you in developing management software which can be used globally, and we will take care of implementing and providing training for your products around the world.



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### **Australia** (Sydney)

- Partner acquisition meetings for Incadea
- Training sessions and workshops for the Australian Incadea partners and Microsoft

### **Austria** (Salzburg, Traun/Linz, Vienna)

- Presentations and pre-sales support
- Consulting in the fields of software functionality and project management for S4 ([www.s4computer.at](http://www.s4computer.at))
- Program requirements workshops with Incadea customers
- On-site support of S4 at Sulzbacher ([www.ah-sulzbacher.at](http://www.ah-sulzbacher.at)), a subsidiary of the international automobile dealership group AVAG ([www.avag.de](http://www.avag.de)), at ÖFAG ([www.oefag.at](http://www.oefag.at)) and at BMW ([www.bmw-wien.at](http://www.bmw-wien.at))
- Presentations and workshops at the international Incadea partner meeting in Salzburg

### **Belgium** (Brussels)

- Consulting, training sessions and requirements workshops for Helios ([www.helios-it.com](http://www.helios-it.com))

### **China** (Peking, Shanghai)

- Incadea assessment of BMW in collaboration with Tectura/ESG. Implementation of workshops and gap analyses
- Incadea assessment of Toyota/Lexus in collaboration with Tectura/ESG
- Implementation of workshops and gap analyses
- Consulting in the fields of software functionality and project management for T-Systems/Gedas and Tectura/ESG
- Pre-sales support for the Incadea partners



### **France** (Paris, Lyon)

- Incadea presentations and gap analyses at Renault's subsidiary REAGROUP = Renault Europe Automobiles ([www.renault.com](http://www.renault.com))
- Consulting in the fields of software functionality and project management for Micrauto ([www.micrauto-bs.com](http://www.micrauto-bs.com))
- Program requirements and project workshops for Reynolds & Reynolds
- Training sessions and workshops for ATOS Origin ([www.atosorigin.com/en-us/](http://www.atosorigin.com/en-us/)) and other Incadea partners
- Presentations and workshops at the international Incadea partner meeting in Cannes

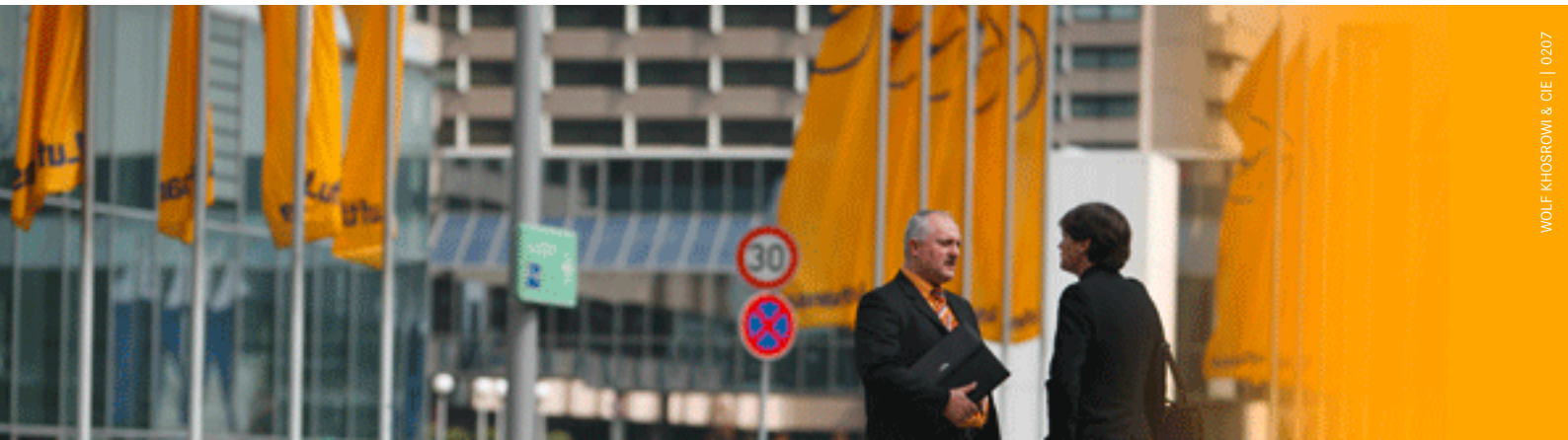
### **Germany**

- Training courses and workshops for T-Systems/Gedas ([www.t-systems.com](http://www.t-systems.com)) and EDS ([www.eds-midmarket.de](http://www.eds-midmarket.de))
- Implementation of various gap analyses and program requirements workshops
- Support in implementing the Incadea product for pilot customers and provision of training courses
- Pre-sales support, workshops and consulting at VW, Audi, BMW, GM, Ford, DaimlerChrysler, Fiat, Alfa, Lancia and Citroën
- Pre-sales support, workshops and consulting for various automobile dealers' associations and the automobile dealership groups AVAG ([www.avag.de](http://www.avag.de)), Staiger ([www.autostaiger.de](http://www.autostaiger.de)), Häusler ([www.haeusler-automobil-gmbh.de](http://www.haeusler-automobil-gmbh.de)), Dürkop ([www.duerkop.de](http://www.duerkop.de)) and AH Wolfsburg ([www.autohaus-wolfsburg.de](http://www.autohaus-wolfsburg.de))
- Software design at the Incadea development center

### **Great Britain** (London, Milton Keynes, Nottingham)

- Presentations and gap analyses at the international automobile dealership groups Inchcape ([www.inchcape.com](http://www.inchcape.com)), Pendragon ([www.pendragonplc.com](http://www.pendragonplc.com)) and REAGROUP ([www.renault.com](http://www.renault.com))

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- Consulting in the fields of software functionality and project management for T-Systems/Gedas ([www.t-systems.co.uk](http://www.t-systems.co.uk))
- Implementation of program requirements and project workshops and various training sessions

#### **Greece (Athens)**

- Pre-sales support and presentations in corporation with Incadea partner Real Consulting at Toyota Hellas ([www.toyota.gr](http://www.toyota.gr))
- Consulting in the fields of software functionality and project management for Real Consulting ([www.realconsulting.gr/newsite/company\\_eng.asp](http://www.realconsulting.gr/newsite/company_eng.asp))
- Program requirements workshops for the Inchcape subsidiaries and automobile importers Toyota Hellas and Toyota Belgium
- Presentations and workshops at the international Incadea partner meeting in Athens

#### **Hong Kong**

- Pre-sales support for the Incadea assessment of Porsche for the Chinese market in collaboration with Tectura/ESG ([www.tectura.com](http://www.tectura.com)) and T-Systems/Gedas
- Implementation of workshops, gap analyses and pre-sales support for the Inchcape subsidiary Crown Motors ([www.crown-motors.com](http://www.crown-motors.com))

#### **India (Bangalore)**

- Incadea workshop, meetings and presentations at Infosys ([www.infosys.com](http://www.infosys.com)), one of the largest IT outsourcing companies in India





### **Ireland** (Mitchelstown/Cork)

- Implementation of program requirements and project workshops and consulting for Dealer Management Systems Ltd. ([www.dms.ie](http://www.dms.ie))

### **Italy** (Milan, Rome, Trieste)

- Consulting in the fields of software functionality and project management and organization of workshops for Tandem ([www.autoenterprise.it](http://www.autoenterprise.it)) and DEC ([www.decspa.it](http://www.decspa.it))

### **Japan** (Tokio, Toyohashi)

- Incadea assessment of the international automobile manufacturer (VW/Audi) in collaboration with T-Systems/Gedas ([www.t-systems.com](http://www.t-systems.com)). Implementation of workshops, gap analyses and pre-sales support.
- Consulting in the fields of software functionality and project management for T-Systems/Gedas and Tectura/ESG ([www.tectura.com](http://www.tectura.com))
- Planning and implementation of program requirements workshops and presentations for VW/Audi

### **Kenya** (Nairobi)

- Presentations and pre-sales support for the automobile dealerships and importers Marshall Group ([www.peugeotkenya.com](http://www.peugeotkenya.com)) and CMC Motors ([www.cmcmotors.com](http://www.cmcmotors.com))
- Consulting in the fields of software functionality and project management for the Incadea partner Akili ([www.akiliafrica.com](http://www.akiliafrica.com))
- Planning and implementation of training sessions and workshops



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#### **New Zealand** (Auckland)

- Consulting and training for the Incadea partner Avanti ([www.one.co.nz](http://www.one.co.nz))
- Program requirements workshop for an importer solution based on Incadea
- On-site support of Avanti on the premises of major customers, including EMD European Motors Ltd. (VW Group importer, [www.volkswagen.co.nz](http://www.volkswagen.co.nz)) and DaimlerChrysler (DC importer, [www.daimler-chrysler.co.nz](http://www.daimler-chrysler.co.nz))

#### **Netherlands** (Zaltbommel, Eindhoven, Leiden)

- Pre-sales support provided for various automobile dealerships
- Consulting in the fields of software functionality and project management for Aucon ([www.aucon.nl](http://www.aucon.nl))
- Program requirements workshops with Aucon and its automobile dealership customers
- On-site support for Aucon at Motorhuis ([www.motorhuis.nl](http://www.motorhuis.nl))
- Project meetings and presentations at the headquarters of DAF ([www.daftrucks.com](http://www.daftrucks.com))

#### **Poland** (Olsztyn)

- Pre-sales support and gap analysis for DBK, the largest dealer of the international truck manufacturer DAF ([www.dbk.com.pl](http://www.dbk.com.pl))

#### **Portugal** (Lisbon)

- Consulting in the fields of software functionality and project management and workshops for SGI ([www.sgi-portugal.com](http://www.sgi-portugal.com))



### **Singapore**

- Implementation of workshops, gap analyses and pre-sales support for the Inchcape automobile dealerships and importers Championmotors ([www.championmotors.com.sg](http://www.championmotors.com.sg)) and Borneo Motors ([www.borneomotors.com.sg](http://www.borneomotors.com.sg)), currently the largest Toyota dealer in the world
- Implementation of support tasks at KAH Motors ([www.kahmotor.com.sg](http://www.kahmotor.com.sg))

### **Spain (Barcelona)**

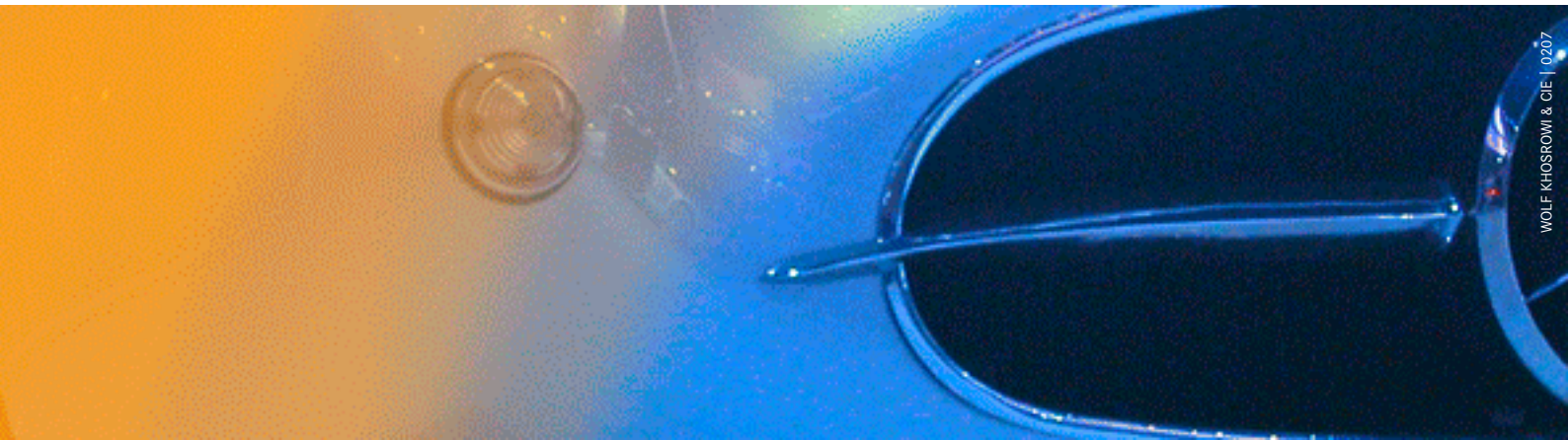
- Presentations and workshops at the international Incadea partner meeting in Barcelona

### **Switzerland**

- Organization of workshops at the headquarters of the International division of Reynolds & Reynolds in Geneva ([www.reyrey.com/international\\_/emea/index.asp](http://www.reyrey.com/international_/emea/index.asp))
- Organization of program requirements workshops for Red-IT ([www.redit.ch](http://www.redit.ch))

### **USA (Dayton/Ohio)**

- Presentations, workshops and meetings at the headquarters of Reynolds & Reynolds in Dayton/Ohio ([www.reyrey.com](http://www.reyrey.com))



## All inclusive

Thanks to our many years of experience in the international automotive sector, we are no strangers to any member of the big family of automobile makes. We are fully aware of the demands and structures of the automobile manufacturers and suppliers and of the organizational and economic requirements of the wholesalers, retailers and repair shops involved.

In recent years, our consulting and design skills have mainly been put to the test at BMW, Ford, General Motors (Saab/Opel), Mercedes, Nissan and PSA (Citroën/Peugeot).

This profound knowledge of the industry puts us in a position to find adequate and pragmatic system solutions for both manufacturers and retailers/wholesalers even at a time when multi-make structures are on the increase. With this know-how we support IT providers in developing successful systems which are readily accepted by the users and thus ensure a high level of customer satisfaction.





## Passion for Automobiles

### **History:**

1983 Autohaus Bohnert  
GmbH, Karlsruhe  
1990 JDC Data GmbH,  
Bad Homburg  
1996 ADP Dealer Services AG,  
Wülfrath  
1998 Cardis/DCS Automotive,  
Murnau  
2000 Incadea AG, Raubling  
2003 Reynolds & Reynolds  
GmbH, Raubling  
2006 AB Consulting GmbH,  
Karlsruhe

Andreas Bohnert, Managing Director of AB CONSULTING GmbH, began his successful career in the automotive sector in 1983 when he established an automobile dealership. Until 1989, he was managing partner and responsible for the vehicle sales & purchases, parts sales & purchases and service sectors, as well as for administration and accounting.

In 1990 he switched to the IT sector, working for JDC Data in Bad Homburg, ADP Dealer Services in Wülfrath and Cardis / DCS Automotive in Munich and Murnau.

In 2000 Andreas Bohnert was a co-founder of Incadea AG in Raubling. There he was the executive responsible for setting up the help desk, consulting, training, product marketing, product management, product design, software development, quality assurance and documentation departments.

He played a major role in product design for the new international DMS solution incadea.engine, in which he was able to successfully implement his vision of standardizing processes and functions.

Following the share sell-out to Reynolds & Reynolds Inc. in late 2003, he had worldwide responsibility as the Director Automotive Solutions & Strategy until he started his own consulting business.