



Winfried vom Hofe
Service Consulting
Solutions with Efficiency Effect

Improve Competitiveness with Mobile Solutions

Making the Most Out of Mobile Solutions

Higher flexibility

Faster reactions

Less administration

Measurable cost reductions

Improved professionalism of
your onsite staff at customers

You want to make your service more efficient and your sales force more flexible? Your mobile staff shall be relieved from routine work in order to gain more time for their real customer service and relationship management? Logistics shall become faster? Mobile technology makes it happen – now!

Mobile solutions:

- avoid redundant work,
- provide employees with all required information that they need to professionally carry out their work,
- enable to fully integrate the mobile workforce into all business processes,
- allow a continuous tracing of the flow of goods.

A Practice Program to Improve Efficiency

Mobile solutions lay the ground for a business process optimization which provides you the required potential to improve the efficiency of your company. Employees gain empowerment which simultaneously increases the customer satisfaction. The management is provided with a significantly higher transparency of the performance of the entire organization.

And all of that with less effort and decreased cost.

Projects provide a reliable Return on Investments and measurable cost reductions – if you make it right!

Parameters of Successful Solution Projects

With our experienced partnership you will approach the solution step by step. You will continuously be in full control of the project. We deliver the know-how at any stage of the project – from the first strategic ideas via concept development and requirements analysis finally to a turn key project.

To let you know in advance of the project if the solution pays we will support you with a RoI assessment. And we will show you what has to be done in any phase of the project to reliably achieve the expected benefits.



Our Service for Solution Providers

You offer mobile solutions or realize projects with made-to-order IT solutions: Then our portfolio for solution providers is exactly what you need.

- Business development consulting: intensify your market presence and the internal representation (vs. management, shareholders and the sales force)
- Development and optimization of sales tool kits: provide your sales force with supporting material to allow convincing presentations at the customers.
- Training workshops for the sales and project staff: service know how for account managers and software developers.
- Consulting for marketing activities and customer events: Support for a winning performance for your portfolio.

Complete your know how and your resources targeted with our practical experiences.

Our Offers for Users

From your first ideas until the operation phase we support you to ensure the expected success – through a solution which exactly fits into your business model.

- **Step-in consulting for mobile solutions.**
We work out a concept together with you which comprises of software, equipment and process optimization, to connect your mobile workforce to the backend systems using mobile data communication.
- **Process and requirements analysis.**
Your processes and workflows will be investigated and thoroughly documented. This provides the basis for the requirements of your optimum software solution.
- **Execution of Return-on-Investment analysis.**
Before the project start and during the utilization phase we will analyse the expected and the achieved results of the efficiency improvement. If necessary further measures will be compiled to ensure the optimum effects.
- **Development of solution concepts.**
The development of the solution description together with the end users is the core of this step.
- **Project management.**
In close cooperation with you and the solution provider we will ensure that the project will keep its time and budget target.
- **Consulting services accompanying the project realization.**
If you prefer to use your own resources for the project management we will assist you with our experiences to supremely well deal with all unexpected and sometimes critical challenges.

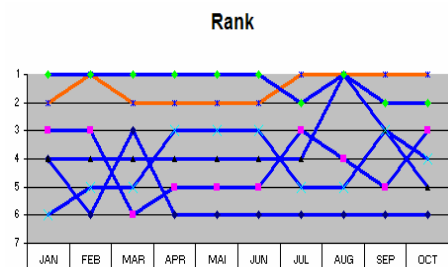
From our References

Hannes Heckner, Managing Director mobileX AG: "The profound experiences of Mr. vom Hofe took us the decisive step forward. A customer recently said to us: The analysis workshop led by Mr. vom Hofe gave us fundamental insights into the improvement potential of our processes."



HP has laid the cornerstone for a sustained improvement of the competitiveness of the customer services organization with the new mobile solution. During the project the pilot region achieved

the top position in the HP internal performance ranking. A cleverly thought-out performance measurement system has proven the success.



If you want to make use of the vast capabilities of a mobile solution or if you as a solution provider implement mobile solutions for your customers we should talk together.

Take advantage of our 15 years of experiences with mobile solutions which achieved measurable results in the improvement of the competitiveness of enterprises.

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