



## EvoBus: Increasing Customer Satisfaction and Accelerating Aftersales Service with SAP® Solutions and Services

EvoBus and SAP have a 15-year history of successful collaboration. Working with the Business Transformation Services group of the SAP® Consulting organization, EvoBus developed a new road map and process design to replace existing aftersales systems with a new combination of SAP applications. The SAP Dealer Business Management application and surrounding systems have made EvoBus Aftersales Services – known as *OMNIplus* – more efficient.

**OMNIplus**

Services for your Mercedes-Benz and Setra



# SAP® Value Partnership helps EvoBus

SAP and EvoBus collaborate to develop a holistic IT landscape

## Objectives

- Increase margins by enhancing aftersales business and improving the customer experience
- Find new revenue streams and optimize aftersales workshop processes

## Why SAP

- Direct contact with standard development experts from SAP, enabling integrated processes
- Successful collaboration with the SAP partner ecosystem, including near-shore development from SAP, proaxia consulting group, and the SAP® Custom Development organization

## Resolution

- Leveraged the SAP Value Partnership service and worked with the SAP Consulting organization to redesign processes from first customer contact to financial closure
- Implemented the SAP Dealer Business Management and the SAP Multiresource Scheduling applications as well as SAP NetWeaver® Business Client software, including wireless integration for mobile devices and a mobile app for vehicle reception

## Benefits

- Accelerated aftersales services, allowing teams to spend more time with customers, increasing revenue and margins
- Gained the ability to manage future rollouts with little external support



## Company

EvoBus GmbH – a Daimler Company

## Headquarters

Kirchheim unter Teck, Germany

## Industry

Automotive

## Products and Services

Manufacturing and sales of buses and coaches

## Employees

14,798 (in Europe)

## Revenue

€4.42 billion

## Web Site

[www.evobus.com](http://www.evobus.com)

## Partner

proaxia consulting group  
[www.proaxia-consulting.com](http://www.proaxia-consulting.com)




---

“Teaming up with the Business Transformation Services group from SAP Consulting is an essential part of our ongoing success with the SAP Dealer Business Management project. The SAP team helped us design and further enhance our new processes in the aftersales area.”

Paul Böhm, Dealer Business Management Project Manager, EvoBus GmbH



---

© 2013 SAP AG or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP AG. The information contained herein may be changed without prior notice.

Some software products marketed by SAP AG and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP AG and its affiliated companies ("SAP Group") for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and other countries.

Please see <http://global.sap.com/corporate-en/legal/copyright/index.epx#trademark> for additional trademark information and notices.



The Best-Run Businesses Run SAP™