

Specialist supplier of the month October 2009:**Tobias Holler qualified specialist shop for navigation systems and wireless technology (Meisterbetrieb für Navigationssysteme & Funktechnik e.K.) in Forst/Baden****“EGO Flash is our most sold hands-free system”**

High-quality products, individual solutions for customers and after-sales support – these are *the* success factors for Tobias Holler from Forst in Baden, our specialist supplier of the month. The owner of this qualified specialist business of the same name for navigation systems and wireless technology has been a leading local IT/TC dealer with installation service since 1998. He primarily procures his Funkwerk Dabendorf products from the German distributor Komsa. Apart from the Audio 2000, Tobias Holler also has the EGO Flash and EGO Look Bluetooth multimedia systems and the EGO Cup FM plug & play solution in his range. “Funkwerk Dabendorf supplies brand products which are distinguished by excellent voice quality and easy operation”, claims Tobias Holler. “The EGO Flash is therefore our best-selling hands-free kit as after all, only the best is good enough for our customers. If it’s not good enough, we just don’t sell it.”

Complying with the customer’s tastes

This entrepreneur and his team focus on offering each customer the right solution. Consulting therefore plays a key role. By asking targeted questions, his employees find out what the hands-free kit is to be used for, how often, in what car and with which mobile phone model. A key second step then involves presentation of suitable devices on a display panel. “The customer can test compatibility with his mobile phone immediately and convince himself of the voice quality and simplicity of the systems”, adds Holler. “We don’t believe in saying something is impossible and this also applies for installation. We treat our customers’ cars as if they were our own and always assume the value of a new vehicle. The customer should be given the impression that the hands-free kit belongs to the vehicle. Tidy cabling behind the panelling and proper cable connections are infinitely important for us. In our experience, hands-free kits from Funkwerk Dabendorf are easy to install.” When special situations arise, Tobias Holler grabs the phone and calls the service hotline in Dabendorf, e.g. where the Nokia 5140 posed some problems. “We availed of the hotline very extensively but the requisite black box hardware for the hands-free kits was made available to us in an uncomplicated manner. And we would really like to emphasise this fact!”

Good quality means a good price

Customised consulting and qualified customer support which extends into the after-sales area – Holler’s customers appreciate this, whether representing the private or commercial sector, and are therefore willing to dig

deeper into their pockets. "Thanks to our comprehensive carefree package, most of our customers are able to understand our pricing structure. We hardly ever have a problem in this regard. The customer is more than willing to pay more for the quality of the product but also for the entire handling of the order if he has been treated properly and fairly."

Tobias Holler Meisterbetrieb für Navigationssysteme & Funktechnik e.K.:

The company was established in Forst/Baden in 1998. This specialist supplier offers everything to do with motor and utility vehicles, camper vans and boats. Navigation systems, fleet management systems, hands-free kits, car hifi, private mobile radio and CB radio are sold, installed on the spot and repaired. A second business area comprises telecommunications and EDP technology where full solutions in the area of telephone systems, server landscapes, network technology and PCs are offered.

Contact:

Tobias Holler Meisterbetrieb für Navigationssysteme & Funktechnik e.K
Gottlieb-Daimler-Strasse 3
D-76694 Forst / Baden
Tel.: +49 (0)7251-303404
Fax: +49 (0)7251-303408
E-mail: Info-TK@Holler-Connect.de
Internet: www.Holler-Connect.de