

*Infomedia™*



**ANNUAL GENERAL MEETING  
OCTOBER 2015**

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# Management Presentations

## Regional Overview

# Asia Pacific Update

## 2015 Annual General Meeting



**Michael Roach**  
Director Asia Pacific  
& Global Marketing

# Asia Pacific Automotive Landscape

## Capitalizing on Disruption

- Small impact from manufacturing wind down in Australia
  - Offset by growth in China and India
- Changing mix of Automakers
- Increased Focus on Aftersales Business
- Superservice Suite Vision coming to the fore

## Products and Services hitting the target

- 8 New Contracts and 15 Renewals in FY15



# Market Development → Delivering on Potential

## Superservice

- Continually growing exposure
  - Service Conferences
  - High Level Automaker discussions
- Large dealer groups rolling out Superservice Triage:
  - AHG
  - JLR Australia
- Superservice Triage to JLR India
- General Motors Asia Pacific, Nissan and Volvo select Superservice Menus
- Agreement with Kia to power 'CVIS' customer experience program

# Opportunities

## Aftersales Solutions

- Large opportunity with the Automaker Networks in Asia Pacific for Superservice Suite
- Strong interest from Aftermarket Repairer Networks
  - Strategic pilots in Australia
- Global abilities are a major benefit in Global decisions by OEM customers

*Superservice*<sup>™</sup>



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# EMEA Update

## 2015 Annual General Meeting



**Jason Thorpe**  
Managing Director,  
IFM Europe



# EMEA Market Review

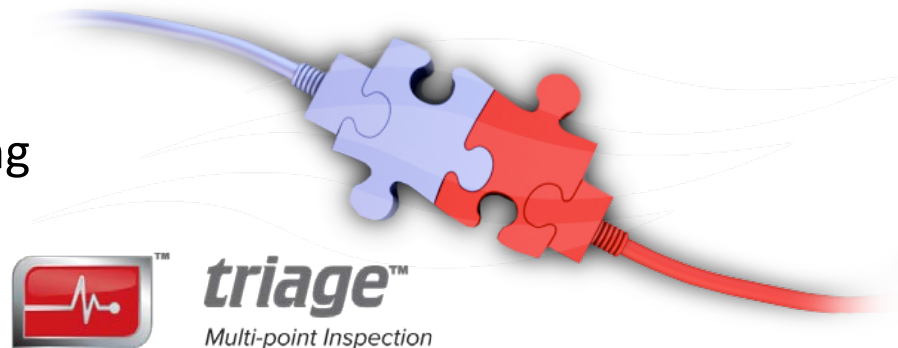
- System Consolidation
- Audit Focus
- Aftersales Investment
- Integration
- Volkswagen



# Integration

## OEM Integration

- Triage report integration
- Menu pricing data integration
- Supporting OEM aftersales marketing



## DMS Integration

- Consolidation across providers
- 106 different DMS systems
- Integration team paying dividends



# Healthy Pipeline

## Pipeline

- Superservice Triage
- Superservice Menus
- Superservice Connect
- Middle East Africa Focus

## Product Launches

- Kia Europe Connect
- Triage market rollouts
- Enhanced Menu Pricing
- Fully migrated to Microcat Live

**Superservice**<sup>™</sup>



**triage**<sup>™</sup>  
*Multi-point Inspection*



**menus**<sup>™</sup>  
*Precision Service Quoting*



**connect**<sup>™</sup>  
*Online Booking and Quoting*

# Americas Update

## 2015 Annual General Meeting



**Karen Blunden**  
CEO, IFM Americas Inc.

# Americas Update

Compliance

Connected



Consumer

Consolidation

Capital

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THANK YOU