



 **AMCON**  
IT for your mobility

OUR SOFTWARE  
SOLUTIONS GET  
**YOUR COMPANY  
MOVING.**

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## **WE KNOW OUR INDUSTRY** AND ACT WITH A VIEW TO THE FUTURE.

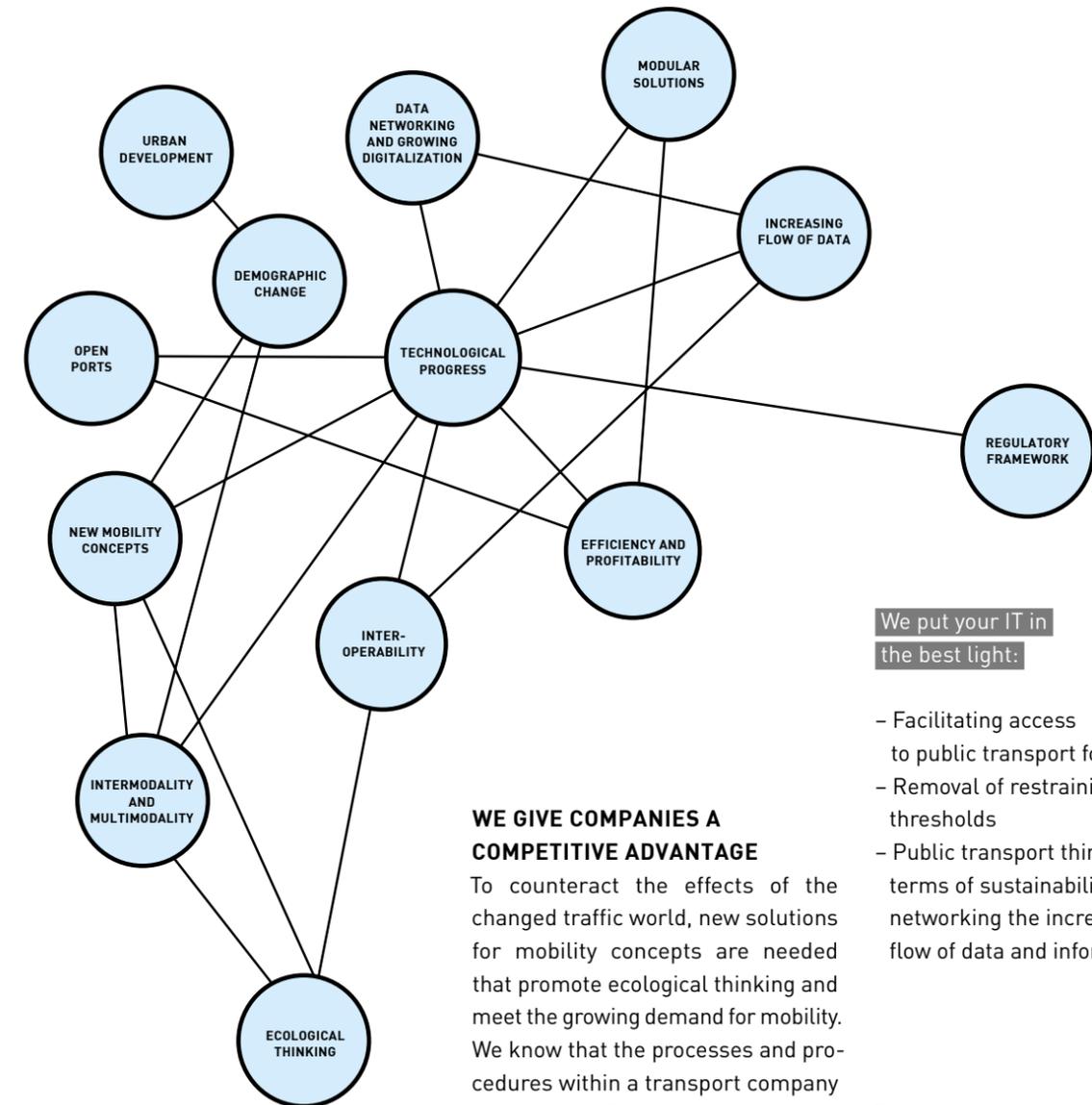
**OUR WORLD IS BECOMING MORE AND MORE CONNECTED AND TECHNOLOGICAL PROGRESS DOES NOT STOP AT OUR MOBILITY. THIS CALLS FOR NEW, DEMAND-ORIENTED, AND FLEXIBLE TRANSPORT CONCEPTS THAT ARE MADE POSSIBLE BY INGENUOUS IT CONCEPTS. AMCON IS THE CONSTANT IN THIS HECTIC AND FAST-PACED IT WORLD WHICH ACHIEVES CLARITY, RECOGNIZES NEEDS, FINDS SOLUTIONS AND IMPLEMENTS THEM.**

We have experienced continuous expansion in a fast-moving market since 1992 while maintaining foresight and sticking to a smart strategy. We develop sustainable software solutions that map company processes and optimize the communication flow. We fully support our customers and help them achieve their visions from the concept, over the realization, to system implementation and beyond. We are IT experts. Our work runs imperceptibly in the background. Nevertheless, there is one common goal that connects us with our customers: We want to move people. Together with our customers we continue to write our success story: a new, sustainable mobility to meet today's needs. We do this with a lot of experience, enthusiasm for our work, and the power of innovation.

In recent years we have achieved a great deal with our innovative software solutions, of which we are very proud. These achievements include the development of new ideas and solutions in the areas of fare management, real-time communication and car-sharing for the first European tendering procedure of the Westfälische Verkehrsgesellschaft in Münster, which we were able to successfully secure. All this would not have been possible without our 50-member-strong team, who works with full commitment towards new solutions.

**OLAF CLAUSEN AND DARIUS RAUERT**  
AMCON managing directors

A MOVING MARKET NEEDS A CONSTANT – **AMCON PREPARES TRANSPORT COMPANIES FOR THE FUTURE.**



**WE GIVE COMPANIES A COMPETITIVE ADVANTAGE**

To counteract the effects of the changed traffic world, new solutions for mobility concepts are needed that promote ecological thinking and meet the growing demand for mobility. We know that the processes and procedures within a transport company are complex: Starting at network and timetable planning, through ticket sales and managing subscription customers, right up to the maintaining vehicles at the depot. Providing these traffic services without IT solutions is unthinkable today. Complex system landscapes with numerous interfaces have thus developed. We want to make a difference and help make access to public transport easier for everyone. Restriction thresholds have to be reduced and a simple operation must be ensured when selling tickets, to create transparent ticket sales.

The growing digitalization of society is placing great demands on transport economics. Virtual marketplaces are created with mobile tickets, apps, and portals. Ticket machines and timetables posted up at the stops have fallen behind the times. Passengers always want to know when and where trains and buses actually drive and have their personal timetable information on their smartphone at all times.

We put your IT in the best light:

- Facilitating access to public transport for all
- Removal of restraining thresholds
- Public transport thinking in terms of sustainability and networking the increasing flow of data and information

This requires innovative software solutions that increase productivity, profitability, and competitive advantage over other transport companies. These rely on sound knowledge and expertise across the entire value-creation chain of the public transportation network. We benefit from 25 years of experience in this industry. Our knowledge has expanded in these years and kept pace with industry requirements. Combined with the fresh, creative ideas of the visionaries and lateral thinkers in our teams, this experience has become especially valuable.



## OUR IT SOLUTIONS MAKE TRANSPORTATION COMPANIES ENDURINGLY COMPETITIVE

### THE HARDWARE-INDEPENDENT UFHO SYSTEM COVERS ALL AREAS OF THE DAILY WORKFLOW.

Individuality is the key to economic success – and for public passenger transportation too. In particular, IT solutions that exactly meet company requirements create competitive advantages and increase passenger satisfaction. With the UFHO system, we offer public and private transport companies a modern one-stop solution in the areas of electronic fare management, passenger information and communication. The modular structure and the multi-layer architecture of the software makes it intuitive to use. This increases productivity and customer satisfaction and speeds up operations within the organization. The UFHO system also has a smart back office where central data can be managed. UFHO logs each process in detail. This includes revenue sharing and billing, monitoring of all shifts, accounts of employees



at the headquarters and within the coverage area, management and control of all connected peripherals, monitoring and processing of rates, master data, and contacts. Master data and rates, lines and stops, as well as shifts or data concerning “penalty fares” can thus be monitored. Moreover, the UFHO inspection module determines quickly and reliably whether the passenger has a valid ticket. Due to real-time communication, the UFHO system ensures seamless and transparent passenger information in the event of traffic jams, accidents or other delays in the timetable.

### UFHO EXCELS WITH ITS STATE-OF-THE-ART TECHNOLOGY

UFHO stands for comprehensive, flexible, hardware-independent and open. Since the structure is modular, it can explicitly address the wishes of customers. Customers decide which mobile and/or stationary devices should be used and what other requirements they have for the software. The “VDV KA” (Association of German Transport Companies core application) standards are, of course, taken into account. Our software can be used wherever new IT solutions for modern mobility concepts are in demand, whether for buses, trains or ships.



The modular structure  
UFHO system offers IT solutions  
for the central areas:

- Background system with rate manager
- Subscription management
- Mobile ticket sales
- Mobile control and EBE (penalty fares) recording
- Stationary advance sales
- Webshop
- Vehicle systems with real-time acquisition and customer information

### A CONSTANT PARTNER AT OUR CUSTOMERS' SIDE

A stable and reliable IT infrastructure is crucial when new applications and systems are introduced. From a cloud hosting service and the operator model, we offer individual, secure solutions that are based on standard components and configured and optimized according to the requirements of our customers. In addition to maintenance and support of our software products, we offer our customers a customizable hotline that is tailored to their needs and requirements. You decide at which times the hotline should be manned and with how many employees.



## TAKE A NEW ROUTE WITH US

### HUSST – RELIABLE INTERFACE FOR DATA EXCHANGE

The manufacturer-independent standard interface, HUSST, offers decisive advantages for the data exchange between the large number of different data formats. HUSST is based on the flexible XML format that allows even very complex fare and sales structures to be represented easily. The convenient XML structure offers many advantages over working with legacy, proprietary standards, so new features can be implemented quickly. Not only transportation companies benefit from the implementation of open standards, but software and hardware manufacturers, too. HUSST-enabled devices are more versatile and a lower investment risk, meaning they can be used by virtually any business without incurring additional costs.



### SMART MOBILITY: MODERN TICKET SALES AT THE WILHELM JANSSEN OMNIBUSBETRIEB IN SATERLAND

Wilhelm Janssen Omnibusbetrieb has relied on the innovative UFHO software solution from AMCON for ticket sales in the VGC rates area since January 2017 because it is space-saving, easy to use, and has efficient data transmission. A total of 16 buses were equipped with the new system. The intuitive multi-layered architecture of the UFHO system boosts productivity, increases customer satisfaction and speeds up operations.

This project uses Samsung Active Tab tablets, which serve as a reliable user interface and as an on-board computer for the UFHO system. It shows the processes for selling tickets, the route and the timetable. Indoor and outdoor displays are controlled with innovative Bluetooth adapters. The sales data is trans-

### WILHELM JANSSEN OMNIBUSBETRIEB OPTS FOR UFHO SYSTEM FROM AMCON / SOFTWARE SOLUTION FOR EASY FARE MANAGEMENT / INNOVATIVE DISPLAY CONTROL THANKS TO THE IBIS BLUETOOTH BOX

mitted via WLAN or mobile radio to the associated UFHO background system in the AMCON cloud. In addition, the UFHO background system makes it easy to manage the layers and devices thanks to the individual modules. The timetable data in the VDV452 standard are also processed by the tablet and visualized by the driver. The Bluetooth/IBIS adapter developed by ÖPNV-Service is used to control the vehicle components and operates the standardized interface to the vehicle systems. It is unique on the market. This was previously not possible with tablet solutions.

Moreover, ticket printers used to require a lot of space and trying to integrate them ergonomically into the driver's workplace called for a great deal of effort. Due to its hardware independence, the AMCON UFHO sales application uses the Samsung Active Tab, a sturdy and durable tablet whose vehicle mount can be easily integrated into every vehicle cockpit with minimal space requirements. The printers with Bluetooth connection were also integrated into the buses in a space-saving way.

“The simple operation of the UFHO system has already simplified some operations in practice. Our drivers are thrilled as well. Moreover, we have a reliable local partner in AMCON who provides us with advice and assistance and provides comprehensive support,” said Marco Janssen from Wilhelm Janssen Omnibusbetrieb.





**OUR TEAM IS OUR PRIDE**  
ABOUT US AND OUR  
COMMITMENT

**FLEXIBLE WORKING HOURS,  
WORK-LIFE BALANCE, AND PLENTY OF  
ENTHUSIASM ARE THE KEYS TO SUCCESS.**

We are a young, colorful, and quick-witted team of more than 50 visionaries, lateral thinkers and specialists, and we work together on the goal of finding the perfect solutions for our customers. Our sense of sovereignty and efficiency makes us think without borders and act globally. A great working atmosphere is very important to us, because only people who feel comfortable and pursue their professional activity out of conviction can help a company get ahead. Therefore, we offer coffee specialties, soft drinks (we have only the best of Fritz kola), fresh fruit, and even flexible working hours. We are committed to an appropriate work-life balance and have abandoned the classic "9 to 5" model. No one has to work against their "internal clock", and our family atmosphere ensures general well-being. In addition to flexible working hours, we also provide additional benefits and a reasonable remuneration. Moreover, nearly all employees have height-adjustable desks and training to help them set their chairs correctly to promote back-friendly work and reduce pain. We are generally closed on Christmas Eve and New Year's Eve and thus we have two additional holidays per year. We not only work intensively but also spend time together away from the office, we organize regular corporate events and barbecues or

visit the Cloppenburg City Festival and other events in the region. We were honored as one of the best employers in the regional "Great Place to Work" competition in 2018.

**OUR COMMITMENT AGAINST THE  
SHORTAGE OF SKILLED WORKERS**

As a future-oriented software company, we can ensure the continued existence and development of the company by finding new employees in schools and on campus, through internships, cooperative study programs in business informatics, or training as a business or IT specialist. The informatics courses of the surrounding schools come to us once a year for an "open house" to inform themselves about professional perspectives. There is a lot of competition on the labor market in the IT sector in particular, and recruiting qualified employees often costs a lot of money. That's why we have developed our own in-house career orientation program to promote young talent. Students and trainees have the opportunity to learn about work at a software company during a several-week internship which also involves working on the programming of apps. Trainees become permanent members of our project teams and also supervise their own work packages according to their level of performance.

In addition, we promote the handball D and E1 youth of TV Cloppenburg, as it is important to us to support the children of this region in getting their exercise.



## A WORD FROM OUR CUSTOMERS AND EMPLOYEES

### WHAT OTHERS SAY ABOUT US



With the new UFHO modules, we can see at a glance what our trains are carrying. This is a big advantage for capacity control. In addition, our new online shop ensures that our customers can conveniently book in advance from our range of tickets the one that best suits their personal journey to Sytt.

Dr. Markus Hunkel,  
CEO RDC Deutschland



We have realized an eTicket project together with AMCON and are very satisfied with the implementation. The UFHO system communicates with the ticket machines' software, and the path to selling eTickets in Hamburg is now open.

Hamburger HOCHBAHN



We have been working with AMCON for several years now and already have several modules of the UFHO system in operation. The uncomplicated expandability of the software allows us to be always up-to-date. And so we not only attach great importance to ensuring our buses offer the greatest possible travel comfort, but that technically they are state-of-the-art as well.

Karl Hülsmann Jr.,  
Hülsmann Reisen



What I'd like to mention in particular is the really fantastic team at AMCON – it's a lot of fun working in an atmosphere like this. Concentrated, humorous, goal-oriented, varied, with the human touch and lots more – these are the reasons I enjoy my work so much.

Anke Laing, Software Developer



Since I have mainly worked in large companies so far, it has been very appealing to me to be able to establish new processes and structures at AMCON and thus also do pioneering work. It's nice to be given the opportunity to help design and shape a company to a certain extent.

Judith Martin, Project Manager



We have great jobs at AMCON and everyone can choose the hardware they want to work with. In addition, we have flat hierarchies and a very familial employment relationship. Since there is always fresh fruit, coffee, and soft drinks, you don't have to worry about anything and can start working right away.

Bernhard Bruns, Project Manager



AMCON GmbH

Osterstraße 15 | 49661 Cloppenburg

**t** +49 4471 91 42-0 | **f** +49 4471 91 42-29

[info@amcongmbh.de](mailto:info@amcongmbh.de) | [www.amcongmbh.de](http://www.amcongmbh.de)