



Distributors | Highest demand for traditional services

„Which services of the distributor do you make use of?“

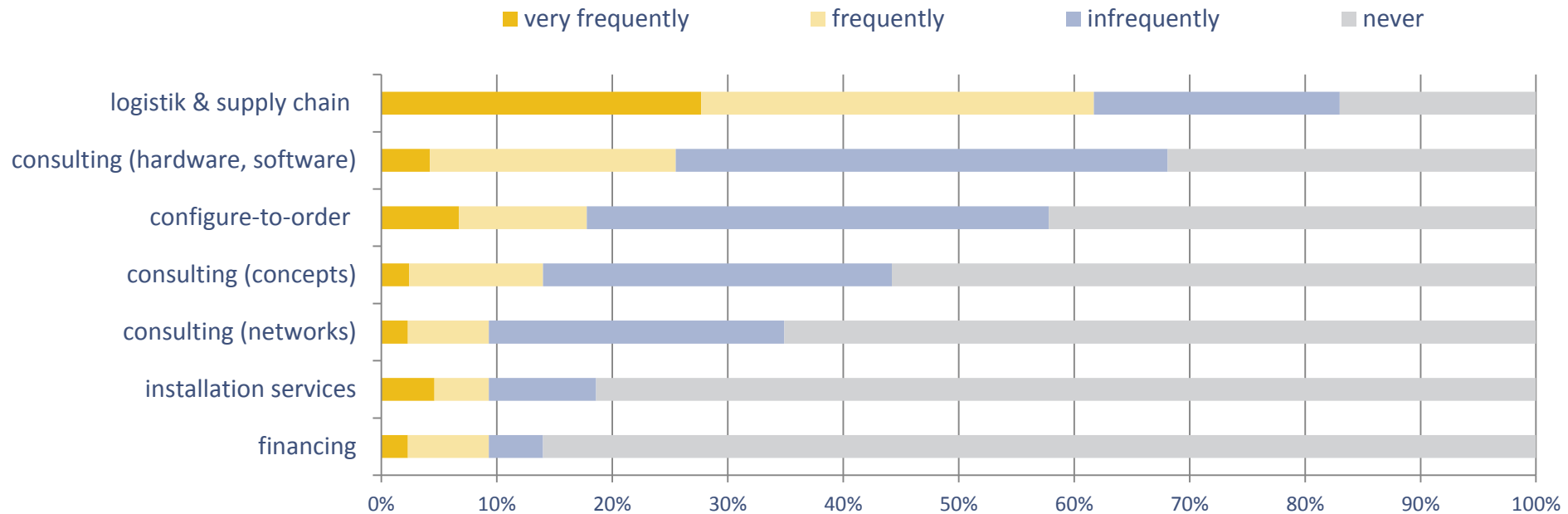


Fig. 24: DBCI November/December 2013 „Services distributors DE/AT/CH“, n=47

- The core competence of the distributors „logistic & supply chain“ is the service with the highest demand for by customers. Moreover consulting for hardware and software as well as configure-to-order are often requested
- System houses and integrators only rarely make use of consulting and installation services. The possibility for financing is only utilized by about 15% of all polled companies