



Softing Automotive Electronics GmbH®

10<sup>th</sup> International CTI Conference

# Automotive Diagnostic Systems

The first European meeting point for the industry

⇒ 15 and 16 April 2013, Stuttgart, Germany

Early  
registration:  
save up to  
450€

## Topics in 2013:

- Diagnostics: new trends & developments
- The new connected world: clouds & apps
- Innovative methods for modern diagnostic systems
- New methods for fault diagnosis – how to detect faults
- Aftersales diagnostics – practical examples
- A broader perspective: diagnostics for off-highway agricultural machinery

## Experience reports by:



DAIMLER



## Chairman:



**Prof. Dr Norbert Schreier**

Head of Automotive Engineering/Service (FASE), Automotive Engineering Faculty,  
Esslingen University of Applied Sciences;  
Coordinator Automotive Engineering/Service at CDHAW, Tongji University, Shanghai



## Hören Sie die Herausforderungen & Lösungen für eine zukunftsfähige Diagnose!

Die steigende Komplexität bei Elektroniksystemen fordert die Diagnose-Experten ständig aufs Neue heraus. Zudem steigt der Druck durch ständig wachsende Anforderungen an Qualität, Effizienz und Kosten.

Hier wird die Diagnose in der gesamten Wertschöpfungskette von der Entwicklung zur Produktion bis zum Aftersales beleuchtet. Um den Wettbewerb für sich zu entscheiden, ist die Entwicklung und Beherrschung von Diagnosesystemen notwendig. Hier erfahren Sie die neuesten Trends und Herausforderungen der Diagnosewelt. Nutzen Sie den Branchentreff als Networking-Plattform und zum Erfahrungsaustausch!

## Find out the challenges & solutions for a successful diagnosis!

The increasing complexity of electronic systems is a challenge for diagnostic experts. Furthermore, the requirements on quality, efficiency and costs are also increasing, which results in more pressure.

The conference will shed light on diagnostics in the entire value chain, from development to production and aftersales. To win the competition, diagnostic systems have to be developed and controlled. You will find out about the latest trends and challenges in the world of diagnostic systems. The conference is an excellent opportunity to exchange information and for networking.

### Who will you meet at this international conference?

Members of the management board, technical directors, operations and plant managers and executives dealing with:

- Diagnostics
- Electronics and electrics
- Research and development, advanced engineering
- Software/Hardware
- Engineering and design
- Service engineering
- Purchasing and procurement
- Sales and marketing
- Aftersales service

as well as

- Development service providers
- Hardware and software providers
- Research institutions



### Participants' opinions about last year's conference:

**Very interesting, take the broader view!**

(R. Berger, Audi AG)

**Good opportunity to meet Key OEMs and most of the major suppliers in the diagnostic industry!**

(I. Legate, Bosch Automotive Service Solutions)

## Infoline +49 (0) 211.96 86 - 36 47



**Concept and Content:**

**Gül Yesilyurt** (Conference Manager)



**Organisation:**

**Dana Knabbe** (Conference Coordinator)

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### Erster Konferenztag, 15. April 2013

9.00 – 9.30

Empfang mit Kaffee und Tee, Ausgabe der Tagungsunterlagen

9.30 – 9.45

**Begrüßung und Einleitung durch den Vorsitzenden**

**Prof. Dr. Norbert Schreier**, Leiter Studienschwerpunkt Service (FASE), Fakultät Fahrzeugtechnik, Hochschule Esslingen; Fachkoordinator Fahrzeugtechnik/Service der CDHAW, Tongji Universität, Shanghai

### Day 1, 15 April 2013

9.00 – 9.30

Tea and coffee reception, handing out of conference material

9.30 – 9.45

**Welcome and introduction by the chairman**

**Prof. Dr Norbert Schreier**, Head of Automotive Engineering/Service (FASE), Automotive Engineering Faculty Esslingen University of Applied Sciences; Coordinator Automotive Engineering/Service at CDHAW, Tongji University, Shanghai

## Neue Trends in der Diagnose

9.45 – 10.15

### Diagnose und Flashen: Was wird uns in Zukunft erwarten?

- Status Quo der Diagnose- und Flash-Technologien
- Aktuelle Anforderungen an Diagnose- und Flashprozesse
- Mögliche Ausprägungen künftiger Systemgestaltung

**Dr. Thomas Raith**, Leiter Bereich Diagnose- und Flasstechnologien, Daimler AG **DAIMLER**

10.15 – 10.45

### Update zu den Europäischen OBD-Vorschriften

- Was ist der Zweck der OBD?
- Euro 6 (leichte Nutzfahrzeuge) und Euro VI (schwere Nutzfahrzeuge)
- Gemeinsamkeiten und Unterschiede von EU und USA
- Weitere Aspekte: OBD und periodische Prüfungen, OBD und WLTP

**Prof. Zissis Samaras**, Aristotle University of Thessaloniki, Griechenland

10.45 – 11.00 Fragen an die Referenten und Diskussion

11.00 – 11.30 Pause mit Kaffee und Tee

## Die neue vernetzte Welt: Clouds & Apps

11.30 – 12.00

### Diagnosedaten jenseits der Diagnose

- Produkte und Dienstleistungen durch Fusion von Fahrzeugdaten mit der Cloud und der nahen Infrastruktur
- Offene Schnittstellen jenseits von OBD
- Sicherheit und Integrität bei offenen Schnittstellen

**Prof. Dr. Ansgar Meroth**, Automotive Systems Engineering, Hochschule Heilbronn

12.00 – 12.30

### Verteilte Diagnose: Zukünftige Trends und Anwendungen für die Ferndiagnose

- Diagnose in der Cloud
- Standards zum Vorteil nutzen
- Aktive Business Cases

**Ian Legate**, Direktor Produktmanagement OEM Software, Bosch Automotive Service Solutions



12.30 – 12.50 Fragen an die Referenten und Diskussion

12.50 – 14.15 Gemeinsames Mittagessen

14.15 – 14.45

### Interview: Wer ist der Herr der Daten?

**Sven-Erik Heun**, Partner, Bird & Bird LLP

## New Trends in Diagnostic Systems

9.45 – 10.15

### Diagnostics and flashing: what to expect in the future

- Status quo of diagnostic and flash technologies
- Current requirements on diagnostic and flash processes
- Possible characteristics of future system designs

**Dr Thomas Raith**, Manager Diagnosis and Flash Technologies, Daimler AG **DAIMLER**

10.15 – 10.45

### An Update on the European OBD Regulations

- What is the purpose of OBD?
- Euro 6 (light duty) and Euro VI (heavy duty)
- Similarities and differences between the EU and the US
- Other aspects: OBD and periodic inspections, OBD and worldwide harmonized Light Duty Test Procedure

**Prof. Zissis Samaras**, Aristotle University of Thessaloniki, Greece

10.45 – 11.00 Questions and discussion with the speakers

11.00 – 11.30 Tea and coffee break

## The New Connected World: Clouds & Apps

11.30 – 12.00

### Diagnostic data beyond diagnostics

- Products and services through fusion of vehicle data, cloud and nearby infrastructure
- Open interfaces beyond OBD
- Security and integrity of open interfaces

**Prof. Dr Ansgar Meroth**, Automotive Systems Engineering, University of Heilbronn

12.00 – 12.30

### Distributed diagnostics: Future trends and applications for remote diagnostics

- Putting diagnostics in the cloud
- Leveraging standards
- Enabled business cases

**Ian Legate**, Director OEM Software Product Management, Bosch Automotive Service Solutions



12.30 – 12.50 Questions and discussion with the speakers

12.50 – 2.15 Lunch break

2.15 – 2.45

### Interview: Who is the master of the data?

**Sven-Erik Heun**, Partner, Bird & Bird LLP



Ihre Experten/Your Experts



Prof. Dr Norbert Schreier



Dr Thomas Raith



Prof. Dr Ansgar Meroth



Ian Legate

## Innovative Verfahren für moderne Diagnosesysteme

14.45 – 15.15

### Effizientere End-Of-Line-Diagnose durch OTX?

- Potenziale für die Testsequenzentwicklung
- Referenzprozess und Rollenmodell
- Wirtschaftliche und technische Bewertung von OTX in der Automobilmontage

**Sean Humphrey**, Wissenschaftlicher Mitarbeiter am Werkzeugmaschinenlabor WZL, RWTH Aachen

15.15 – 15.45

### Zukunftsfähiges, skalierbares Diagnoseerstellsystem

- OTX-basierte Oberflächen- und Funktionsentwicklung
- Dynamische Kopplung an Wissensbasen
- Cloud-Computing – ein Einsatzszenario

**Stefan Zeppetbauer**, Leiter Diagnoseapplikationen, In2Soft GmbH  
**Ralf Ramrath**, Leiter Diagnose, In2Soft GmbH

15.45 – 16.15

### Einführung von OTX für die Werkstattdiagnose: Erfahrungen und Herausforderungen

- Erwartete Vorteile durch den Einsatz von OTX
- Kriterien für die Auswahl eines OTX-Tools
- Herausforderungen bei der Umsetzung bestehender Diagnoseabläufe

**Dr. Roman Cunis**, Leiter Diagnose-Center, ServiceXpert GmbH

16.15 – 16.45 Fragen an die Referenten und Diskussion

16.45 – 17.15 Pause mit Kaffee und Tee

## Diagnose im Aftersales

17.15 – 17.45

### Diagnose im Aftersales bei BMW

**Dr. Maximilian Fuchs**, Abteilungsleiter Diagnose, Programmierung, Teleservices, BMW Group  
**Benoît Blaser**, Diagnosespezialist, BMW Group



17.45 – 18.15

### Steigerung der Diagnosekompetenz in der Porsche Handelsorganisation

- Welche Kompetenzen sind für eine erfolgreiche Diagnose erforderlich?
- Wie kann man die Diagnose-Fähigkeit gezielt steigern?
- Wie wird eine Diagnose-Qualifizierung systematisch entwickelt und umgesetzt?

**Prof. Dr. Norbert Schreier**, RESEARCH & CONSULTING  
**Torsten Klavs**, Project Manager Qualification Concepts, Dr. Ing. h.c. F. Porsche AG



18.15 – 18.30 Fragen an die Referenten und Diskussion

18.30 Ende des ersten Konferenztages

## Innovative methods for modern diagnostic systems

2.45 – 3.15

### Increased Efficiency in EOL-Diagnostics through OTX?

- Potentials for test sequence development
- Reference process and role model
- Economic and technological feasibility assessment of OTX in vehicle assembly

**Sean Humphrey**, Research Assistant at the Laboratory for Machine Tools and Production Engineering (WZL), RWTH Aachen University

3.15 – 3.45

### Future-proof scalable diagnostic system

- OTX-based surface and function development
- Dynamic connection to knowledge bases
- Cloud computing – an application scenario

**Stefan Zeppetbauer**, Manager Diagnostic Applications, In2Soft GmbH  
**Ralf Ramrath**, Manager Diagnostics, In2Soft GmbH

3.45 – 4.15

### Introduction of OTX for garage diagnostics – experience and challenges

- Use of OTX: expected advantages
- Selection criteria for OTX tools
- Implementation of existing diagnostic processes – challenges

**Dr Roman Cunis**, Head of Diagnostics Centre, ServiceXpert GmbH

4.15 – 4.45 Questions and discussion with the speakers

4.45 – 5.15 Tea and coffee break

## Diagnosis in Aftersales

5.15 – 5.45

### Diagnosis in aftersales at BMW

**Dr Maximilian Fuchs**, Head of Diagnostic, Programming, Teleservices, BMW Group  
**Benoît Blaser**, Specialist of Diagnostic, BMW Group



5.45 – 6.15

### Improved diagnostic skills in the Porsche dealership network

- What skills are required for effective diagnostics?
- How can diagnostic skills be systematically improved?
- How can diagnostic skills be developed and used systematically?

**Prof. Dr Norbert Schreier**, RESEARCH & CONSULTING  
**Torsten Klavs**, Project Manager Qualification Concepts, Dr. Ing. h.c. F. Porsche AG



6.15 – 6.30 Questions and discussion with the speakers

6.30 End of Day 1

Ihre Experten/Your Experts



Sean Humphrey



Stefan Zeppetbauer



Ralf Ramrath



Dr Roman Cunis



Dr Maximilian Fuchs



Torsten Klavs



**Gemeinsames Abendessen**

Das Car Training Institute lädt Sie nach dem 1. Konferenztag recht herzlich zu einem Abendessen ein. Nutzen Sie die Möglichkeit, Ideen und Erfahrungen in entspannter Atmosphäre auszutauschen.

**Networking-Dinner**

The Car Training Institute invites you to dinner after the first conference day. Use the opportunity to network, exchange ideas and experience in a relaxed atmosphere.

**Zweiter Konferenztag, 16. April 2013**

8.30 – 9.00


Empfang mit Kaffee und Tee

**Neue Methoden der Fehlerdiagnose – Wie finde ich Fehler?**

9.00 – 9.30

**Diagnose in der Entwicklung: remote, verteilt, automatisiert**

- Anforderungen der modernen Diagnoseentwicklung
- Minimaler Aufbau, effektiv testen: Muss es immer ein Fahrzeug sein?
- Automatisierung und Fernsteuerung: Cloud-Testing, Remote Testing, Data Mining

**Arpad Krakovszki**, Fachexperte für Diagnose, Bosch Engineering GmbH  **BOSCH** Invented for life  
**Dr. Stefan Müller**, Senior Manager, Bosch Engineering GmbH

9.30 – 10.00


**DDAS – Diagnostics Data Analysis System für On- und Off-board Diagnose**

**Richard Potts**, Technical Specialist, Jaguar Land Rover (JLR), United Kingdom  
**Willie Doig**, Product Manager, Bosch OES, United Kingdom

10.00 – 10.30

**Neue Verfahren zur Datenanalyse und Erkennung von Problemen in der Fahrzeugdiagnose**

- Überblick über den erreichten Stand der Technik in der Felddatenanalyse
- Neue Verfahren zur Analyse und Bereitstellung der Erkenntnisse
- Automatische Fehlermustersuche zum Auffinden von Fehlerbildern
- Kohärenzanalysen: die Brücke zwischen Korrelation und Kausalität von Fehlern

**Dr. Johann Prenninger**, Leiter FACTS Team, BMW Group   
**Alexander Tschasche**, Leiter Diagnose Analysen, BMW Group

10.30 – 11.00 Fragen an die Referenten und Diskussion

11.00 – 11.30 Pause mit Kaffee und Tee

11.30 – 12.00

**Geführte Fehlersuche: Der richtige Weg zur Fehlerbehebung**

- Smarte Systeme finden automatisch die Ursache eines Problems
- Vereinfache den Aufwand für den Anwender/die Werkstatt
- Fließende Integration der Informationsquellen in das Diagnose-Tool
- Sammle Feedback und verwende die Erfahrungen aus dem Feld

**Mario Alberto Ortegón-Cabrera**, Software System Architect, DSA – Daten- und Systemtechnik GmbH

**Day 2, 16 April 2013**

8.30 – 9.00


Tea and coffee reception

**New methods of fault diagnostic – How do I find mistakes?**

9.00 – 9.30

**Diagnostics in the development: remote, distributed, automated**

- Requirements on modern diagnostics development
- Minimum setup, effective tests: is a vehicle always needed?
- Automation and remote control: cloud testing, remote testing, data mining

**Arpad Krakovszki**, Diagnostic Expert, Bosch Engineering GmbH  **BOSCH** Invented for life  
**Dr Stefan Müller**, Senior Manager, Bosch Engineering GmbH

9.30 – 10.00


**DDAS – Diagnostics Data Analysis System for On- and Off-board Diagnose**

**Richard Potts**, Technical Specialist, Jaguar Land Rover (JLR), United Kingdom  
**Willie Doig**, Product Manager, Bosch OES, United Kingdom

10.00 – 10.30

**New data analysis methods and detection of problems in vehicle diagnostics**

- Overview of the state of the art in field data analysis
- New analysis methods and provision of the results
- Automatic error pattern analysis to detect errors
- Coherence analysis: the connection between correlation and causation of errors

**Dr Johann Prenninger**, Leader FACTS Team, BMW Group   
**Alexander Tschasche**, Manager Diagnostics Analysis, BMW Group

10.30 – 11.00 Questions and discussion with the speakers

11.00 – 11.30 Tea and coffee break

11.30 – 12.00

**Guided Diagnostics: Targeting causes, providing solutions**

- Smart system automatically finds the root causes of problems
- Simplify the workload of the user/garage
- Integrate all information sources smoothly in the diagnostic tool?
- Leverage the experience from the crowd

**Mario Alberto Ortegón-Cabrera**, Software System Architect, DSA – Daten- und Systemtechnik GmbH

Ihre Experten/Your Experts



Arpad Krakovszki



Dr Stefan Müller



Dr Johann Prenninger



Mario Alberto Ortegón-Cabrera

12.00 – 12.30

**Effizienter Einsatz wissensbasierter Systeme im Aftersales**

- Quo vadis: Wissensbasierte Systeme im Wandel
- Neue Einsatzfelder: Telematik und Diagnose 2.0
- Potenzial wissensbasierter Systeme 2.0

**Marcel Wendland**, Leiter Forschung & Entwicklung,  
AVL Ditest GmbH



12.30 – 13.00

**Kontinuierliche Integration von Serviceanwendungen durch automatische Systemtests auf der Grundlage von Fahrzeugemulationen**

- Kontinuierlicher Integration (CI)
- Emulation von Fahrzeugbordnetzen auf der Grundlage von DEDS
- Automatische Systemtests

**Dr. Markus A. Stulle**, Geschäftsführer, IFS Informationstechnik GmbH

13.00 – 13.30 Fragen an die Referenten und Diskussion

13.30 – 14.45 Gemeinsames Mittagessen

14.45 – 15.30

**Podiumsdiskussion:****Daten, Diagnose, neue Geschäftsmodelle**

Nutzen Sie die Möglichkeit, ihre eigenen Fragen zu stellen und gestalten Sie die Diskussion aktiv mit.

Kontaktieren Sie hierfür:

[dana.knabbe@car-training-institute.com](mailto:dana.knabbe@car-training-institute.com)

**Ein Blick über den Tellerrand**

15.30 – 16.00

**Diagnose bei Off-Highway-Landmaschinen**

- Status Quo von Landmaschinen
- Modulare Systeme und Kommunikation – Steuergeräte im Netzwerk
- Diagnosetechnologie – Herausforderungen für Hersteller und Lieferant
- Diagnoseerfahrungen – Konzept und Umsetzung
- ISOBUS zur Steuerung von Traktor und Werkzeug – Datenbank zur Unterstützung

**Norbert Schlingmann**, Leiter Entwicklung Elektronik Software/  
Diagnose, CLAAS Selbstfahrende Erntemaschinen GmbH

16.00 – 16.30 Fragen an die Referenten, Abschlussdiskussion und Zusammenfassung der Ergebnisse

16.30 Ende der 10. Internationalen CTI Konferenz

**Automotive Diagnostic Systems**

12.00 – 12.30

**Efficient use of knowledge-based systems in after-sales service**

- The changing face of knowledge-based systems
- New fields of application: telematic systems and diagnostics 2.0
- Potential of knowledge-based systems 2.0

**Marcel Wendland**, Head of Research & Development,  
AVL Ditest GmbH



12.30 – 1.00

**Continuous integration of service applications through automatic system tests based on vehicle emulations**

- Continuous integration (CI)
- Emulation of vehicle electrical systems based on DEDS
- Automatic system tests

**Dr Markus A. Stulle**, Managing Director,  
IFS Informationstechnik GmbH

1.00 – 1.30 Questions and discussion with the speakers

2.30 – 2.45 Lunch break

2.45 – 3.30

**Panel discussion:****Data, diagnostics, new business models**

Take the chance to ask your questions and take part in the discussion.

For this purpose, please contact:

[dana.knabbe@car-training-institute.com](mailto:dana.knabbe@car-training-institute.com)

**Take the broader view**

3.30 – 4.00

**Diagnostic of Off-Highway machinery for agriculture**

- Status quo of agricultural machinery
- Modular systems and communication – control units in the network
- Diagnostic technology – challenges for manufacturer and supplier
- Experience with diagnostics – concept and implementation
- SOBUS controls tractor and implement – database for support

**Norbert Schlingmann**, Head of Development Elektronik Software/  
Diagnostic, CLAAS Selbstfahrende Erntemaschinen GmbH

4.00 – 4.30 Questions, final discussion and summary of the results

4.00 End of the 10th International CTI Conference

**Automotive Diagnostic Systems**

Ihre Experten/Your Experts



Marcel Wendland



Norbert Schlingmann



Dr Markus A. Stulle

**Fachbeirat dieser Tagung | Technical Advisory Board:**

**Prof. Dr. Norbert Schreier,**  
Head of Automotive Engineering / Service (FASE), Auto-  
motive Engineering Faculty, Esslingen University of Applied  
Sciences; Coordinator Automotive  
Engineering / Service at CDHAW, Tongji University, Shanghai



**Peter Biermann,**  
Managing Director, Softing Automotive  
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**Dr. Walter Lehle,**  
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**Getac** is a pioneer for the rugged mobile computing solutions since 1989. Getac offers extensive products including fully and semi rugged Notebooks, Tablet, Handhelds. Getac is a globally reliable and customer-oriented partner in automotive sector, bringing outstanding solutions for applications such as garage diagnostic centers and vehicle service workshops.

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IFS Informationstechnik München

**Software free from defects** – IFS offers flexible diagnostics solutions for the automotive and automation industry. Automobile manufacturers employ Serviceplattform Taurus® for diagnostics and repair of complex ECU networks worldwide. Authoring tool Auriga and vehicle emulation Virgo allow them to provide software free from defects, based on GRAFCET (DIN EN 60848).

**IFS München**

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IT-Designers GmbH is based in Esslingen, Germany and offers engineering services and tools for the automotive industry. IT-Designers will show the latest version of its Tetradis tool-chain. Tetradis allows for time-saving and goal-oriented trouble-shooting in vehicles.

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KPIT Infosystems GmbH

As an expert for vehicle diagnostics, we provide our customers from the automotive industry with a wide variety of services at highest level. Consulting, prototyping, engineering and testing are integral parts of our service. Our modern and standard-based tool set for vehicle diagnostics, the VisualODX, completes our profile.

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**The Softing Group**, based in Haar near Munich, is a reliable system partner to vehicle manufacturers, system and ECU suppliers and provides powerful tools and solutions for more than 30 years. Softing is the specialist for ECU diagnostics and measurement and test in the vehicle. Long-term customers of Softing include all leading automobile manufacturers. Softing is one of the top suppliers with around 80,000 installations in the growth market for test and diagnostic systems in vehicle electronics.

**Softing Automotive Electronics GmbH**

Richard-Reitzner-Allee 6, 85540 Haar, Germany  
[www.softing.com](http://www.softing.com)



**Vector Informatik** is the leading producer of software tools and components for networking in electronic systems based on CAN, LIN, MOST, FlexRay and also Ethernet. Concerted diagnostic tools increase efficiency and improve simultaneously the quality in the development process. The tool support ranges from the specification of diagnostic data, and ECU auto code generation up to diagnostic testing. Open interfaces and standards such as DoIP, WWH-OBD, ODX and UDS are supported perfectly.

**Vector Informatik GmbH**

Ingersheimer Strasse 24, 70499 Stuttgart, Germany  
[www.vector.com](http://www.vector.com)





[Code -Nummer]

10<sup>th</sup> International CTI Conference

# Automotive Diagnostic Systems

The first European meeting point for the industry

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Yes, I want to register for:

	Date	Early Bird-Price up to 1 February 2013	2 February – 15 March 2013	Regular price from 16 March 2013	Code
<input type="checkbox"/> 10th CTI Conference Automotive Diagnostic Systems	15 and 16 April 2013	€ 1,699,-*	€ 1,999,-*	€ 2,149,-*	P2300297M012

[A substitute may attend in your place at no additional cost. The fee covers full conference documentation.] \* plus VAT per person

Save up  
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### Conditions of participation

The attendance fee (plus VAT) per person, which includes conference documentation, lunches, tea/coffee and evening dinner, is payable on receipt of the invoice. Once your registration has been received you will be sent a confirmation slip. Registrations can be cancelled (in writing please) free of charge up to 14 days before the event. When a cancellation is made within 14 days of the conference date, half the participation fee will be reimbursed. In the event of cancellation on the day of the conference, or failure to attend, the full fee will be payable. The registered delegate may of course send a substitute at no additional cost. The organisers reserve the right to amend the programme of events if necessary.

### Data protection

CTI is a division of EUROFORUM Deutschland SE. We use the data collected in connection with your order and use of our services and products within the applicable legal limits for the purpose of performing our services, and to provide you with information by post and e-mail about further offers by us, companies of our Group or co-operation partners, which are similar to the services of which you availed yourself previously. If, during the use of the data, it is transmitted to countries lacking an adequate level of data protection, we will create sufficient guarantees to protect the data. Furthermore, we will use your data if you have given us your consent to do so. You may object to the use of your data for advertising purposes or to being contacted by email or fax at any time by contacting EUROFORUM Deutschland SE, Postfach 11 12 34, 40512 Düsseldorf, Germany. Our customer services (Phone: +49 (0)211.9686-33 33) shall be pleased to accept requests for changes.

### Conference Venue and Accommodation

**15 and 16 April 2013, DORMERO Hotel Stuttgart**  
Plieninger Strasse 100, 70567 Stuttgart, Germany  
Phone: +49 (0)711.721-0

In the conference hotel, there is a limited allocation of rooms available at a reduced price. Please arrange the room reservation directly with the hotel quoting the reference "CTI conference".

Payment by credit card is of course possible!  
Just register and you will receive a link with all the relevant reservation data. Use the link and make your credit card payment in an easy and secure way.

## Registration and information

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