ATBAS announces the launch of a new product generation with ATBAS Agent

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Web-based application for faster access to information and more efficient service processes in the dealership

- ATBAS Agent replaces the previous KSC and brings additional, practical functions
- New generation of web-based software products
- Seamless expansion of the existing product portfolio
- Cross-client, intelligent search for more efficiency in customer contact
- Sales start on September 1, 2025

Dresden, August 18, 2025 – With ATBAS Agent, the Dresden-based software company ATBAS presents its first product of the next generation of web-based applications for the automotive aftersales sector. The fully web-based application replaces the previous ATBAS KSC and offers new functions for faster, more transparent and more effective customer contact.

Every minute counts in everyday life at the dealership – customers expect quick answers, precise information and a smooth process. Valuable time is often lost because information has to be searched for in different systems or coordinated between several locations. ATBAS Agent was developed to meet precisely this challenge: a digital guide with which service employees have all relevant data immediately at hand and the focus remains on customer contact.

More overview, fewer clicks

The application bundles an intelligent, cross-client search with real-time access to customer and business transactions. It simplifies switching between different clients, connects locations with each other and integrates seamlessly into existing systems such as ATBAS NET and ATBAS DEPOT. Whether on the PC in the office or mobile in the workshop – ATBAS Agent is always available in the browser, without installation.

ATBAS Agent is specially tailored to the needs of car dealership groups that want to standardize and speed up their service processes. Service employees, service advisors, teams in telephone switchboards and customer contact centers, workshop dispatchers or insurance and warranty case handlers can find all the information they need to process customer inquiries efficiently and professionally in seconds.

Thanks to individually configurable views for different economic regions, both single and multi-company structures benefit from optimal adaptation to their organization.
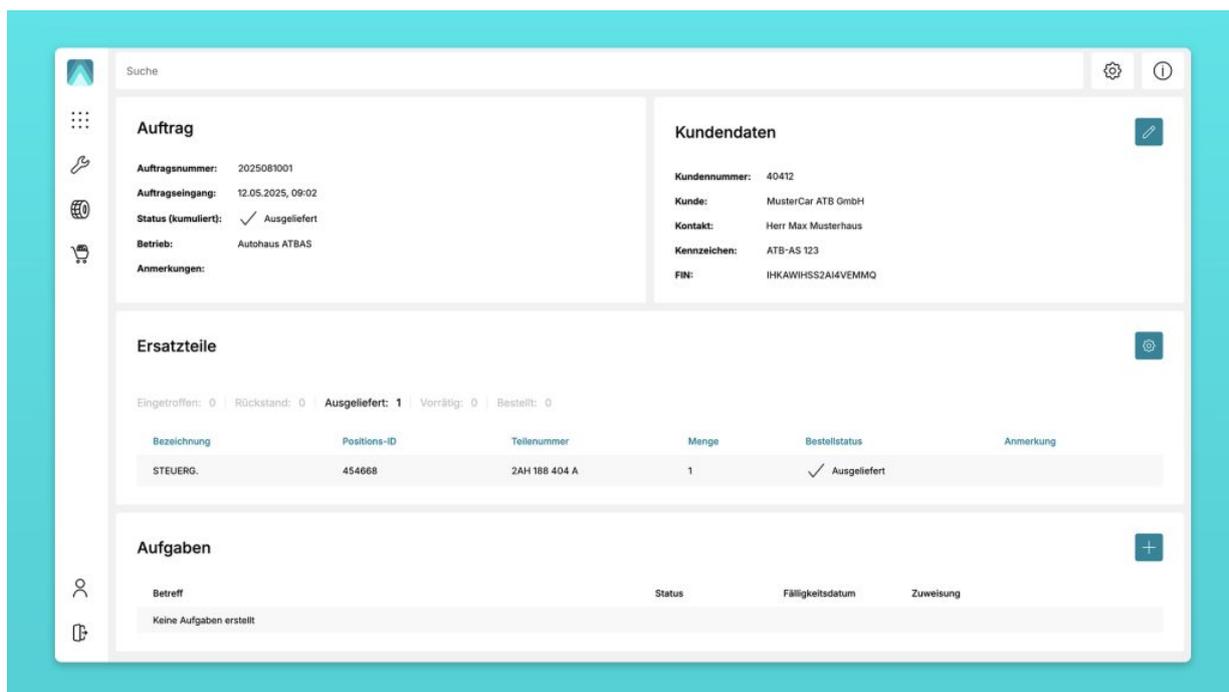
The intuitive, web-based user interface of ATBAS Agent provides quick access to all relevant customer and business processes – at any time and from anywhere

Successful pilot phase confirms the added value

During product development, ATBAS focuses consistently on the practical needs of car dealerships: the product is continuously optimized in close cooperation with pilot users in order to achieve maximum benefit in day-to-day car dealership operations.

"Our pilot users report that they can find information much faster, handle service processes more efficiently and thus noticeably increase customer satisfaction. The consistent use in the browser is perceived as particularly intuitive, and the fast, uncomplicated access to all relevant data is one of the most frequently cited benefits," says Kevin Lehmann, Product Manager for ATBAS Agent.

Kevin Lehmann, Product Owner, manages the customer-centric, practical product development of ATBAS Agent in close

cooperation with pilot customers

Milestone for ATBAS: Web-based product world

The application can be used immediately in all common browsers without initial installation and seamlessly complements the existing ATBAS NET and ATBAS Depot systems – as do the mobile extensions "MDE" and "MWE", with which ATBAS has already brought central functions to mobile devices and significantly expanded their practical use in car dealerships.

"With ATBAS Agent, we are opening a new chapter in the development of our products. The future of our software is web-based – and ATBAS Agent is the first step towards a data-centric ecosystem of applications that users can seamlessly switch between," announces Sylvio Röthig, founder and shareholder of ATBAS. "ATBAS Agent is more than just a product launch: it is a clear signal of where we are heading – towards a platform that enables our dealerships to work in a networked, intuitive and future-proof way. This step will permanently change the way car dealerships manage their processes," Röthig continues.

Harmonious, gradual transition planned

ATBAS is already working on transferring existing solutions as well as new functions and modules into a fully networked web ecosystem. The Dresden-based software company attaches particular importance to a harmonious transition without a hard system change. This means that users not only benefit from new technologies, but also from the certainty of finding familiar elements and functions again.

ATBAS Agent is scheduled to go on sale on September 1, 2025.

The product logo with signpost symbolism stands for orientation, clarity and efficiency in digital customer communication

Go to the ATBAS Agent product page now

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About ATBAS
ATBAS GmbH, based in Dresden, has been a leading provider of practical software solutions for the automotive aftersales sector for almost 25 years. From the dealership for the dealership, ATBAS develops digital applications that simplify, accelerate and make processes more transparent – from parts logistics and wheel storage to web-based applications such

as ATBAS Agent. More than 1,500 car dealerships in Germany rely on the combination of innovative technology, in-depth industry knowledge and partnership-based service. The portfolio includes ATBAS NET, ATBAS DEPOT, the mobile app extensions "MDE" and "MWE" as well as interfaces to a large number of established and innovative providers in automotive aftersales and supplementary process analysis and consulting services. The vision: to bring joy to the logistics processes of the automotive aftersales world – through solutions that increase the efficiency of dealership employees and inspire customers.

Further information at atbas.de