

- [01] Bosch grows with connected energy and building solutions**
- [02] More safety, more energy efficiency, more convenience: Bosch is investing in digital growth areas**
- [03] Bosch Service Solutions wins Technology Leadership Award**
- [04] Bosch explains five things that everyone should know about eCall**
- [05] ads-tec and Bosch strengthen their activities in the field of electric power storage systems and charging infrastructure**
- [06] Bosch Secure Truck Parking creates space for trucks**
- [07] Next-level control:**
- [08] Thinking beyond Clever: New Features and Benefits of the latest Bosch Smart Camera Software Update**
- [09] Clever Solutions for Individual Needs and Wishes:**
- [10] Bosch Thermotechnology on growth path**
- [11] Bosch steps up efficiency in breakdown service**
- [12] With Bosch Secure Truck Parking, reserve parking spaces on the Aral Uhrsleben service area**
- [13] Bosch is turning the car into a lifesaver**
- [14] Bosch adds intuitive interpreter desk to IP-based DICENTIS Conference System**

Robert Bosch GmbH
Postfach 10 60 50
70049 Stuttgart

Media und Public Relations
Leitung: Melita Delic
Presse-Forum:
www.bosch-presse.de



Bosch grows with connected energy and building solutions

December 07, 2018

PI 10823 bj/BT

The key to further growth: artificial intelligence

- ▶ Management board member Stefan Hartung: “Everyone is talking about AI. We’re putting it to use.”
- ▶ Bosch energy and building technology sales rise to 5.5 billion euros
- ▶ Bosch is expanding its involvement in software platforms

Stuttgart, Germany – Bosch is growing with connected energy and building solutions. Last year, the Energy and Building Technology business sector sold some 13 million web-enabled devices – everything from connected heating, cooling, and ventilation systems in office buildings, to smart home applications. “The internet of things is and will remain the key driver for our business,” said Dr. Stefan Hartung, the member of Bosch’s board of management responsible for energy and building technology, at a press conference. The company expects the sector’s sales to grow to 5.5 billion euros in 2018. That amounts to an increase of 2 percent, or 6 percent when adjusted for exchange-rate effects. He added that artificial intelligence (AI) will be the key to further advances on the internet of things as well as future growth: “With the help of AI, web-enabled products will become intelligent assistants.”

Smart and connected: greater safety, efficiency, and convenience

Where energy and building technology are concerned, connectivity and AI have the potential to boost security, efficiency, and convenience. To give one example: The Building Technologies division offers cameras that use smart image analysis to pinpoint fires. With a direct line of sight on potentially dangerous situations, these cameras spot flames and smoke in seconds – which is even faster than conventional smoke detectors. Smoke does not first need to reach the ceiling before the alarm is raised – and those few extra seconds can help limit the damage and perhaps even save lives.

“Everyone is talking about AI. Bosch is putting it to use,” Hartung said. “In ten years, every electronic Bosch product will either utilize AI itself or will have been

developed and manufactured with its help.” The company plans to invest accordingly, with around 300 million euros alone going to expand the Bosch Center for Artificial Intelligence (BCAI) by 2021. The BCAI currently employs 170 experts globally, and looking ahead, this is expected to rise to 400. They are currently working on some 80 development projects – from automated driving to applications in medicine and manufacturing. Many of these are being carried out in collaboration with academic partners, including the universities of Tübingen, Stuttgart, and Amsterdam.

Championing open platforms, partnerships, and interoperability

Bosch is also focusing on platforms and partnerships in its energy and building technology activities. “There are many devices and services from different manufacturers out there in the connected world,” explained Hartung. “We have to get these devices and services to interface. They have to understand one another and be interoperable in order to benefit people.” For this reason, the company set up Security and Safety Things GmbH (SAST) as a wholly owned Bosch subsidiary a few weeks ago. This startup is working on the world's first open IoT platform for security camera apps. SAST wants to deliver something unprecedented – an operating system that programs and controls apps for different types of security cameras. Updating cameras made by different manufacturers will require just one version rather than countless software variants. “SAST is striving to create nothing less than a global marketplace for security camera applications with this open, standardized operating system,” Hartung said.

Change in management

After five years as head of the Energy and Building Technology business sector, Hartung will hand over the reins to Dr. Christian Fischer on January 1, 2019. Before joining the Bosch board of management on October 1, 2018, Fischer was a senior partner at the management consultancy Roland Berger. He holds a doctorate in economics. “Bosch began exploring the opportunities offered by the internet of things ten years ago, which has given it a technological head start,” said Fischer at the press conference. “Bosch is extremely well positioned to take on the challenges of digital transformation. I’m looking forward to being a part of that.”

Photos and videos are available at www.bosch-press.com

Contact person for press inquiries:

Briela Jahn,
Phone: +49 +711 811-xxxx
Twitter: @brielajahn

The Bosch Group is a leading global supplier of technology and services. It employs roughly 402,000 associates worldwide (as of December 31, 2017). The company generated sales of 78.1 billion euros in 2017. Its operations are divided into four business sectors: Mobility Solutions, Industrial Technology, Consumer Goods, and Energy and Building Technology. As a leading IoT company, Bosch offers innovative solutions for smart homes, smart cities, connected mobility, and connected manufacturing. It uses its expertise in sensor technology, software, and services, as well as its own IoT cloud, to offer its customers connected, cross-domain solutions from a single source. The Bosch Group's strategic objective is to deliver innovations for a connected life. Bosch improves quality of life worldwide with products and services that are innovative and spark enthusiasm.

In short, Bosch creates technology that is "Invented for life." The Bosch Group comprises Robert Bosch GmbH and its roughly 440 subsidiary and regional companies in 60 countries. Including sales and service partners, Bosch's global manufacturing, engineering, and sales network covers nearly every country in the world. The basis for the company's future growth is its innovative strength. At 125 locations across the globe, Bosch employs some 64,500 associates in research and development.

The company was set up in Stuttgart in 1886 by Robert Bosch (1861-1942) as "Workshop for Precision Mechanics and Electrical Engineering." The special ownership structure of Robert Bosch GmbH guarantees the entrepreneurial freedom of the Bosch Group, making it possible for the company to plan over the long term and to undertake significant upfront investments in the safeguarding of its future. Ninety-two percent of the share capital of Robert Bosch GmbH is held by Robert Bosch Stiftung GmbH, a charitable foundation. The majority of voting rights are held by Robert Bosch Industrietreuhand KG, an industrial trust. The entrepreneurial ownership functions are carried out by the trust. The remaining shares are held by the Bosch family and by Robert Bosch GmbH.

Additional information is available online at www.bosch.com, www.iot.bosch.com, www.bosch-presse.de, www.twitter.com/BoschPresse.

**More safety, more energy efficiency, more convenience:
Bosch is investing in digital growth areas**

Presentation by Dr. Stefan Hartung,
member of the board of management of Robert Bosch GmbH,
at the press briefing for the
Bosch Energy and Building Technology business sector
on December 7, 2018.

Check against delivery.

Robert Bosch GmbH
Postfach 10 60 50
70049 Stuttgart

Corporate Communications
and Brand Management
E-mail:
dirk.haushalter@bosch.com
Phone: +49 711 811-38195

Senior Vice President:
Dr. Christoph Zemelka
www.bosch-press.com

Ladies and gentlemen:

Welcome to our press briefing, whether you're here in person at Schillerhöhe or joining us by webcast. To those of you here in person, I would like to say welcome to our newly refurbished building. As you made your way to this auditorium, you may have noticed how it is above all the work environment itself that we have modernized, with a focus on collaborative work methods.

And whether making your way here today or to your office every day, you may also have passed by a solution or two from the Bosch business sector organizing today's event. Did you notice? Probably not. That's because energy and building technology is often behind the scenes; our solutions do not always immediately leap to the eye. But even with invisible solutions, we are helping to make people's everyday lives safer, more secure, more efficient, and more comfortable. That's what we want to talk about today, with a focus on three issues:

- **User experience** – involving customers early on in the development of products and services;
- **Connectivity and artificial intelligence** – applying sensors, software, and self-learning systems to make solutions smart; and

- **Partnerships, platforms, and interoperability** – opening up various providers' systems so they can work with each other.

These are crucial topics for us at Bosch as we systematically drive forward the internet of things, or IoT for short. And they are crucial not at some point in the distant future, but here and now. More than ever, we firmly believe that the IoT will fundamentally improve people's everyday lives. Smart energy and building technology enhances convenience and security, saves energy, reduces operating costs, and is good for the environment. Specifically, we offer products and services for efficiently generating, metering, managing, storing, and securing energy. I'm talking about connected heating, cooling, and ventilation systems in office buildings, about smart home applications for private homes, and of course about energy storage in industry.

What role do user experience, artificial intelligence, software platforms, and interoperability play in all this? They are decisive in leveraging the opportunities of the IoT.

But before we go into more detail about solutions and services in energy and building technology, I would like to take a moment to briefly review current trends, the market environment, and business developments over the past year.

Growth by saving – the market potential of efficient solutions

Experts predict that by 2050, there will be more than six billion people living in urban areas worldwide – twice as many as there are now, or 70 percent of the global population. Cities already account for some 75 percent of power consumption, with 40 percent going to buildings alone. By 2035, global energy consumption will have increased by a total of 30 percent, once again driving up CO₂ emissions. In light of these trends, smart – meaning connected – solutions for more efficient energy use are key to climate action. After all, they not only provide a pleasant indoor climate simply and automatically – they also reduce energy consumption and costs, and consequently also CO₂ emissions. Digitalizing buildings, then, has an ecological impact as well – and it is clearly becoming more popular. Experts predict that some 230 million homes worldwide – roughly 15 percent of all homes – will be intelligently connected by 2020. The research organization Gartner estimates that the global market for the internet of things will grow by 35 percent each year until 2020, reaching a value of 250 billion U.S. dollars. We at Bosch want to tap into this market potential, too. In 2017, Bosch sold 38 million web-enabled products. The Energy and Building Technology business sector shared in that as well, selling more than 13 million web-enabled devices, among them security cameras and heating systems.

The sector is growing – moderately so, but growing all the same. This year, its sales will rise from 5.4 to 5.5 billion euros, or by 2 percent.

The reported sales figure has above all been affected by the weakness of the U.S. dollar and the Turkish lira. If we adjust for such exchange-rate effects, we arrive at a growth figure of 6 percent. The number of associates in Energy and Building Technology will (likely) have grown from some 31,700 to 32,400 over the course of the year.

Ladies and gentlemen, the internet of things is and will remain the main driver of our business beyond the current year. Its growth is skyrocketing. Market researchers expect there to be more than 14 billion connected things around the world next year. By 2021, the figure will be 25 billion. This is not a case of connectivity for its own sake, but instead about using connected solutions to make people's everyday lives better. What are we at Bosch doing to achieve this goal?

Knowing what the customer wants – user experience

First off: products and services have to make sense from a technological perspective. But that's not enough: they also have to be fun to use! Our customers want products that are simple and intuitive to operate and that solve problems. In short, we have to know what users want and need – if possible, even before they themselves know or consciously formulate it.

To do this, we have to systematically get closer to our users, their needs, and their expectations. And this is precisely what we're doing at Bosch with our user experience approach. Over the past six years, we've trained more than 13,000 associates in this approach. It has four key phases: observing users, analyzing the observations, rapid prototyping, and user tests. We repeat these phases until we are satisfied with the result and the product. As you can see, we involve our customers in the development of products and services right from the beginning. And we adapt function and design to the insights we gain in the process. This doesn't stop with the market launch: the product stays in the focus of our user experience team, even when it is in the hands of the user.

Let me give you an example. We already considered input from potential users when developing our **360° indoor camera**. But following the product launch of this security camera in mid-2017, our product engineers stayed in regular contact with our customers, evaluating 1,000 feedback reports and talking with many of the users. As a result, more than 20 new functions have been added since the market launch, including camera control with Alexa, detection of suspicious noises, and options for panning and zooming live video instead of just passively watching what happens at home. The expanded functions of the 360°

indoor camera demonstrate how we in effect turn users into developers, learning from them and their experiences.

The same approach informs our **DICENTIS conference system** for interpreters. Imagine EU representatives meeting for a European digital summit – politicians who have to reach joint decisions, despite speaking 24 different languages. They need interpreters who can concentrate fully on correctly translating what is being said, instead of worrying about technical problems. That is why we collaborated with them to develop a lectern that expands our DICENTIS system. We showed interpreters drawings, wooden models, and prototypes, and then improved the arrangement of the controls on the basis of their feedback. The lectern can be operated intuitively, so even interpreters with visual impairment can use it. In addition, we made installation easier: interpreters can store their settings in the system and call them up using a personal NFC (near-field communication) card. They simply hold their card in front of the lectern, and all individual configurations are immediately available. This is our conception of the user experience: focusing on people and their specific needs.

Connectivity and artificial intelligence go hand in hand

Making life easier for people, relieving them of routine tasks, and freeing up time for creative work or for recreation – all these are equally

what artificial intelligence, or AI, seeks to achieve. The whole world is talking about it – Bosch is making it happen. With the help of AI, machines can learn how to be smart and to anticipate; for example, by recognizing spoken language and images. This requires data evaluation and the connectivity of as many things as possible. Products first have to have connectivity before we can use AI to turn them into smart assistants. At all times, the aim is to make people’s everyday lives better.

Even now, the number of road deaths has fallen, factory downtimes have decreased, life-threatening diseases can be detected more quickly and accurately, and machines are using less energy – and life in our homes is getting easier. These positive developments are attributable to an increase in technical assistants: in traffic, in manufacturing, but also in the home. This trend is set to continue with connected sensors, software, and services – and of course also with AI. In ten years, all Bosch products will either utilize AI themselves or will have been developed and produced using AI.

Our spending also attests to our confidence in this approach. By 2021, the **Bosch Center for Artificial Intelligence**, or BCAI for short, will have spent some 300 million euros on AI research and development. We founded the BCAI in 2017, and it already has 170 experts around

the world – a figure we expect to climb to at least 400. They are currently working on some 80 development projects ranging from automated driving to applications in healthcare and manufacturing. Bosch has support here from its academic partners, the universities of Tübingen, Stuttgart, and Amsterdam. Right now I would like to provide you with some examples of services and systems from Energy and Building Technology – solutions that are connected via the internet of things and are moving in the direction of AI.

Today, more than 15 percent of interactions with **Bosch Service Solutions** customers are data-based. In other words, we're speaking about direct communication between things and machines with no human involvement. By 2021, we aim to increase this share of interactions facilitated by the internet of things to some 30 percent, and to as much as roughly 50 percent by 2025. Our Service Solutions division has also already piloted the use of AI. Specifically, we have used bots in customer communication, also known as **technical dialog systems**, which understand text input or even spoken language. They draw on background databases to find the right answer to each question. This process is more than a pure "if A, then B" logic based on predefined keywords. AI enables chatbots to determine the context and thus to properly classify misspelled or mispronounced words or those with multiple meanings. With this context-sensitive capability, bots can also

assume “concierge functions,” with which they can direct customers automatically to the appropriate contact person. Their software responds to customer behavior – this point alone makes bot solutions superior to pure search functions.

Nonetheless, this automated approach is especially well suited for answering simple and frequently asked questions, such as those about delivery times or tourist destinations. This frees up customer advisors so they can devote more time to complex or sensitive problems. We firmly believe that people will remain irreplaceable in service solutions. Take for example a serious road accident: in situations like this, a human voice is absolutely vital, in the truest sense of the word. Bosch will continue to rely on this element wherever empathy is required – for instance, in the eCall emergency call service, where specially qualified experts will be free to focus on exerting a calming influence on those involved in an accident. In the future, AI will be able to lend a hand as well. The analysis of sensor data, whether from tires, car seats, belt tensioners, or even external weather services, will deliver further key insights into the accident. It is conceivable that AI will provide emergency services with important initial information – not just about snow or black ice at the scene, but also about the probable severity of the injuries. Quick and comprehensive information can save lives.

Our **monitoring services** also improve safety and, more than ever, they are doing so over the internet of things. For example, we are connecting crucial areas and infrastructure in buildings. In Germany alone, some 40,000 elevators are connected to the Bosch Service Solutions control center. Such connectivity makes it possible to quickly free any people trapped inside one of them in an emergency.

In the logistics sector as well, we are employing sensor-based services. The demand for web-based monitoring services is continually rising – on the road, on water, and in the air. They help keep track of the condition and location of urgent deliveries of plasma, rare vaccines, easily perishable foods, or expensive smartphones. If a condition or location deviates from the norm, the control center is automatically notified right away. This benefits people by increasing security and convenience – and reducing waste.

Critical situations that could literally flare up call for **video-based fire detection** systems from Bosch Building Technologies. We plan to further expand this business area, which is one where we have high expectations of artificial intelligence. Special AI-based Aviotec cameras use intelligent image analysis to detect fires. Cameras pointed directly at potential problem spots detect flames or smoke within seconds. This is even faster than conventional smoke detector systems, in which the smoke has to first reach the detectors. If a fire starts on the floor of a

hall with high ceilings, it can take minutes before the smoke reaches the actual detector. In contrast, the new intelligent cameras can detect smoke and flames right at the source – this resulting head start is decisive in limiting damage and perhaps even saving lives.

Beyond safety, our **smart home solutions** also help ensure the desired interior climate, comfort, and energy efficiency. This business is constantly growing. According to a study by Arthur D. Little and eco, the German market alone will be worth 4.3 billion euros by 2022, which means average annual growth of 26.4 percent. By way of comparison, the figure was just 1.3 billion euros in 2017. Connected solutions are becoming more and more popular in Germany's private homes, which the industry association Bitkom attributes in no small part to the spread of digital voice assistants. Straightforward voice control helps allay people's concerns about the technology. This year, Bosch integrated Alexa into its smart home system. This is AI based on connectivity and intelligent speech recognition. A security system that uses facial recognition to deactivate itself when an authorized user enters, or a window that closes itself based on a forecast of bad weather – this is what we see as the future of the smart home. To turn such ideas for homes into business opportunities, we need to spark occupants' enthusiasm for them.

One way in which we do so is with our **scenario manager**, one of the highlights at the IFA in Berlin this year. This is an app that lets users control all devices connected with the Bosch smart home system. It allows residents to quickly and conveniently take care of everyday tasks, such as turning off lights, heating, and electrical appliances when leaving the house. They can select one of the preset scenarios or program their own. Two of the preset scenarios are “Leaving the house” and “Coming home.” Another is the “Good morning” scenario: running it raises the window blinds, turns on the hall light, and signals the heating system to adjust to the desired temperature in the bathroom. Meanwhile, in the kitchen, the kettle can start boiling water for a morning cup of tea thanks to its plug adapter. What enables the scenario manager to handle all this is the connectivity of as many devices as possible.

In the future, AI will take on a larger role in smart homes as well. The home will learn from specific behavior patterns of its occupants and be able to adjust itself to best meet their needs. Algorithms will detect if something does not fit an established pattern – such as a smart heating valve that registers unusually high energy consumption in the middle of the night. The valve reports the unusual event not only to the user, but to the heating system as well – which can then turn itself off to avoid water damage, sparing the customer high costs. We firmly believe that the benefits of AI will be so obvious that this will win over other home-

owners to the smart-home idea. That is precisely why we are already working on artificial intelligence in the home, collaborating with partners inside and outside of Bosch.

Helping devices understand each other – platforms and interoperability

Ladies and gentlemen, “together” is the keyword for a further strategic aspect that is important to us at Bosch: partnerships, platforms, and interoperability. The connected world is one in which many devices and services are in use, made by different manufacturers. We have to find a way to get these devices and services to become friends. They have to understand each other and be interoperable if they are to generate benefits for people.

In that vein, today I'd like to tell you about the latest addition to our IoT ecosystem, the startup [SAST](#). SAST stands for Security and Safety Things GmbH. Established just a few weeks ago in Munich, the company is still small, but it has big plans. The startup is a wholly owned Bosch subsidiary, currently with 80 associates, that aims to shake up the market with software for security cameras. Its objective is to develop the world's first open IoT platform for security camera applications. The new app store should be online by mid-2019.

Security cameras have become indispensable in areas with large crowds of people. They improve the safety of train stations, airports, stores, and office buildings. Cameras have also long served to help detect dangers early by supporting the analysis of movement patterns – another area where AI was put to use early on. Still, there’s one challenge: as their software gets older, the cameras are getting “dumber.” Even when new software is released, it is often incompatible with their specific hardware. Security cameras would thus be capable of much more if we regularly updated them with compatible software packages.

And this is where the new startup comes in. SAST provides the first operating system that can be used for programming and controlling different security cameras. That means no more multiple update versions for multiple software programs – one is enough. With this open and standardized operating system, SAST has achieved nothing less than the creation of a global marketplace for security camera applications. For new cameras, this means old software out, new software in: remotely, with no further adjustments, with no great fuss, and whenever necessary – throughout the camera’s service life.

The new solution is being launched in a market that has been steadily expanding for years. In Germany alone, according to BHE, customers spent more than half a billion euros on security video technology in 2017, a 7 percent increase over the previous year. Manufacturers will

deliver some 130 million security cameras around the world in 2018; compare that to 2006, when it was just 10 million (source: IHS Markit). It is for this growing market that we are creating the first uniform software development platform, which is sure to deliver benefits for all stakeholders.

Ladies and gentlemen, this news about our SAST project brings me to my closing remarks. It is an especially clear example of our strategy of investing in digital growth areas, and encouraging the emergence of new platforms in the process.

Finally, I'd like to announce a changeover in the leadership of the Energy and Building Technology business sector. From January 1, I will be passing the baton to Dr. Christian Fischer, and it is to him that I would now like to hand over.



BOSCH

December 7, 2018
RF10829

**Digital transformation –
a new mountain to climb**

Dr. Christian Fischer,
member of the board of management of
Robert Bosch GmbH since October 2018,
speaking at the Energy and Building Technology
business sector press event,
on December 7, 2018

Check against delivery.

Robert Bosch GmbH
Postfach 10 60 50
70049 Stuttgart

Corporate Communications
and Brand Management
E-mail
vorname.nachname@bosch.com
Phone: +49 711 811-xxxx
Fax: +49 711 811-xxxx

Senior Vice President:
Dr. Christoph Zemelka
www.bosch-press.com

Thank you, Mr. Hartung...

... for your kind words of introduction. So, I'm the new guy here – so new, in fact, that it would be too early for me to make any definite, agenda-setting predictions about the future of the Bosch Energy and Building Technology business sector .

And as a native of the maritime city of Hamburg, I However, as someone with a passion for mountain hiking, I would also say that we're in the middle of digital transformation, a task that's like climbing a mountain for the first time. It demands that we seek out new and untested tracks and routes. This will call for a clear view, good equipment, a solid walk, and some bold moves last but not least, a strong support team. Having the right women and men in the team is essential.

Staying briefly with this image it certainly applies to the present situation. What Bosch brings along to an expedition like this is a deep and di-verse knowledge of the world of things. Bosch has a wide-ranging expertise that spans different domains and connects many different areas, such as cars with homes.

I am always amazed by this company's 130-year history of innovation. As a new member of the board of management, I hope to be able to help roll out new developments in the years to come. The vision we all follow is embedded in our strategic imperative "Invented for life."

Here, at Bosch Energy and Building Technology, this is a pledge that we are now starting to fulfill. Mr. Hartung has just described the products and solutions that will enable us to do this. As a believer in credible visions, I will continue to work very hard in this direction. Bosch was visionary enough to focus on digital transformation at a very early stage. . It is more than ten years ago since Bosch began exploring the opportunities, offered by the internet of things. And the benefits of this technological head start are starting to show:

- a host of connected products and devices
- our own IoT platform, and
- a range of applications in the field of artificial intelligence.

As Mr. Hartung has just explained, these applications are not just a vague possibility, but are emerging right now in the present. But none of this can be realized without skilled and motivated colleagues. That may sound like trite management-speak. But for me, as the new guy, it is reassuring to know that there are so many excellent people working together at Bosch Energy and Building Technology.

These are good conditions on which to build when I take over the helm from Mr. Hartung. I'm excited to have the opportunity to shape the future of a company as strong as Bosch. For me, there's no doubt that Bosch is extremely well positioned to take on the challenges of digital transformation. You may well know that I used to be head of a TecDAX company – and that I have also experience in the consulting business, from my time at Roland Berger. I know all too well how difficult restructuring can be. This is why I'm very much in favor of proactive transformation – and this is exactly what I see happening at Bosch.

We are now happy to answer your questions



Bosch Service Solutions wins Technology Leadership Award

Frost & Sullivan awards prize for Robotic Process Automation (RPA)

7th December 2018

PI 10830 SO Ha

- ▶ Prize recognizes company's pioneering role in the Customer Management Business Process Outsourcing (BPO) industry in Europe
- ▶ Exemplary best practices in automation processes
- ▶ Jury praises end-to-end implementation of global digitization

Frankfurt am Main – Well-known consultancy firm Frost & Sullivan has honored Bosch Service Solutions with the Technology Leadership Award for its exemplary best practices customer management BPO (Business Process Outsourcing) in Europe. In particular, Frost & Sullivan praised the use of the company's innovative Robotic Process Automation (RPA) solution and Artificial Intelligence (AI) in global automation. These are not only implemented at Bosch Service Solutions, but also form part of the company's strategy. As the Bosch division is optimizing its complex processes, there will be positive knock-on effects for customers such as increasing employee satisfaction. Two of Frost & Sullivan's evaluation criteria for the award were the extent to which the technology is used and the impact it has on the company's success.

Analyst Stephen Loynd of Frost & Sullivan noted that, "Bosch Service Solutions offers its customers concepts and methods that aim to improve the entire service chain, where automation is a key part of the solution. And instead of implementing these steps individually as necessary measures, Bosch integrates them on an end-to-end basis. The result is a set of rational solutions." In addition, Irfan Ali, Head of Robotic Process Automation at Bosch Service Solutions, commented on receiving the award: "We are thrilled to have won this prestigious award. We always consider automation with a view to the overall result. We take into account the goals and process value streams. Based on this, we redesign and revise the processes and create a comprehensive automation solution."

RPA – an important step toward digital transformation

The Technology Leadership award is a testament to the forward-looking and holistic approach adopted by Bosch Service Solutions in implementing automation steps in customer service and business processes. Bosch does not see automation as a threat to the business, but rather as the key to future competitiveness. The company division is not concerned with the use of technology as a means to replacing employees. Rather, the goal of automation is to create an ideal combination of human resources and technology. The aim is to enhance the customer experience, increase employee satisfaction, and help foster new business models. The use of RPA relieves employees from routine, error-prone tasks so that they can concentrate on more demanding ones.

Artificial intelligence improves service

Bosch Services Solutions also uses Artificial Intelligence (AI) applications such as pattern recognition and machine learning. These enable customer concerns to be identified during an interaction with the customer advisor, and can also be used to supply associates with unsolicited information relating to a consultation. In turn, this allows the associate to focus on the customer and to address his or her concerns in an empathic way. This leads to greater satisfaction on both sides.

The jury's verdict: the winner convinced us across the board

Technology leaders are companies that promote the development and successful introduction of high-tech solutions for key problems within the sector, thus actively shaping the future of the industry. The independent analysts at Frost & Sullivan evaluate candidates' solutions and take account of technological influences, as well as business impact. Criteria included commitment to innovation and creativity as well as operational efficiency customer acquisition and potential for growth. Other important criteria included the impact on associates and customers.

The prize will be awarded in London in spring 2019.

Press photo: #1715707

Press contact:

Regina Haberkorn

Phone +49 69 7562-1769

E-mail: Regina.Haberkorn@de.bosch.com

Bosch Service Solutions is a leading global supplier of Business Process Outsourcing for complex business processes and services. Using the latest technology and the Internet of Things, the division develops integrated and innovative service solutions in the areas of Mobility, Monitoring, and Customer Experience. Around 9,000 associates at 28 locations support national and international customers in more than 35 languages, primarily from the automotive, travel and logistics sectors as well as information and communication technology.

More information at www.boschservicesolutions.com

The Bosch Group is a leading global supplier of technology and services. It employs roughly 402,000 associates worldwide (as of December 31, 2017). The company generated sales of 78.1 billion euros in 2017. Its operations are divided into four business sectors: Mobility Solutions, Industrial Technology, Consumer Goods, and Energy and Building Technology. As a leading IoT company, Bosch offers innovative solutions for smart homes, smart cities, connected mobility, and connected manufacturing. It uses its expertise in sensor technology, software, and services, as well as its own IoT cloud, to offer its customers connected, cross-domain solutions from a single source. The Bosch Group's strategic objective is to deliver innovations for a connected life. Bosch improves quality of life worldwide with products and services that are innovative and spark enthusiasm. In short, Bosch creates technology that is "Invented for life." The Bosch Group comprises Robert Bosch GmbH and its roughly 440 subsidiary and regional companies in 60 countries. Including sales and service partners, Bosch's global manufacturing, engineering, and sales network covers nearly every country in the world. The basis for the company's future growth is its innovative strength. At 125 locations across the globe, Bosch employs some 64,500 associates in research and development.

Additional information is available online at www.bosch.com, www.iot.bosch.com, www.bosch-press.com, www.twitter.com/BoschPresse.

Bosch explains five things that everyone should know about eCall

05.12.2018

PI 10820 SO Ha

The eCall automatic emergency call system can save lives

- ▶ The eCall emergency call system is mandatory for all new vehicle models
- ▶ The system ensures that rescue operations can be initiated more quickly, thus reducing the number of road deaths
- ▶ Bosch explains five facts worth knowing about the legal position, scope and effectiveness of eCall

Frankfurt am Main - Under EU regulations, the eCall automatic emergency call system has been mandatory in newly registered vehicle models since March 31, 2018. The purpose of the automatically dispatched emergency call in the event of a traffic accident is as follows: rescue operations are initiated more quickly, reducing the number of road deaths. eCall should save up to 2,500 road users' lives every year. "The basic principle behind eCall is quite simple, however a number of aspects require explanation," says Stefan Gross, Head of Mobility Services at Bosch Service Solutions GmbH. "The following five facts should help clarify the topic of eCall."

Fact 1: The EU regulation governs several eCall systems

Developed under the aegis of the EU, 112 eCall is only one of several systems legitimized by the relevant EU regulation. As well as the 112 eCall system, there are other systems from private providers, known as Third Party Service Provider (TPSP) eCall systems, like the one from Bosch. Automobile manufacturers can also install the TPSP system in the vehicle and the customer can decide which system to activate - 112 or the TPSP eCall. TPSP eCall systems generally offer added value. Just like 112 eCall, these capture the information from the minimum data record defined by law. This includes for example the time of the accident, the GPS coordinates of where the accident happened, vehicle registration, timestamp and eCall qualifier, in other words information indicating whether the eCall was triggered automatically or manually. In addition, TPSP eCalls can also transmit details such as the number of occupants in the vehicle.

Fact 2: The eCall emergency call system is not a data-hungry monster

The topic of data protection is a concern for many consumers and quite a few are worried that the eCall emergency call systems are a threat to their privacy. There is no basis for this worry. The eCall's SIM card is passive and is only activated in an emergency. The SIM card only dials into a mobile network in the event of an accident or manual operation of the eCall system. Here too, the EU regulation defines exactly which data may be transmitted to the service provider or the rescue coordination center. This includes the minimum data set and, in addition, only data such as vehicle type or number of occupants, i.e. information that is important when assessing the accident situation. It is not technically possible to use the eCall system to spy on motorists or even create movement profiles. Nevertheless, it is important to take the data protection concerns of car owners and drivers seriously and to provide them with detailed advance information about how eCall works.

Fact 3: eCall speeds up rescues

The fact that emergency calls in the Bosch eCall system are first received by a service center may result in a mistaken conclusion: it looks as if more time is needed in an emergency due to a longer rescue chain. However, as the most important thing in the event of an accident is accurate information about the casualties, the opposite is actually the case. eCall will transmit the details of the accident to the service center even before any first responders can make an emergency call. The service center immediately sends this information to the rescue center, which can then use the data to assess very accurately which and how many rescue workers are needed and where. This ensures that the right help can be provided quickly. There is another important advantage: car passengers, for example children, often press the eCall button even though there is no emergency. The service center prevents such false alarms from reaching the emergency response centers, acting as a filter. This allows rescue workers to focus on genuine accidents.

Fact 4: The eCall emergency call service works throughout Europe.

There is a common misconception that the eCall emergency call service only works within the national network. One of the precise objectives of the EU was to develop a single emergency call system that works across all member states. Anyone who is involved in a traffic accident abroad will also benefit from the Bosch eCall system. Bosch Service Solutions scores highly for its multilingual service centers: the victim of the accident will be addressed in the language stored in the vehicle telematics, usually his native language. At the same time, another service agent forwards the accident information in the local language to the local control center. Possible language barriers are eliminated, which is particularly beneficial in emotional crisis situations like accidents.

Fact 5: The emergency call system can be retrofitted

The EU regulations primarily relate to the use of eCall systems, which are permanently installed as a component in new vehicle models ex works, but also support the retrofitting of systems, enabling the eCall system to be used in as many vehicles as possible. That's because these systems are not just designed for brand new car models but can even be installed in used cars as well as new cars from older model series. In the meantime, Bosch has introduced retrofittable systems, such as an accident reporting jack for the 12-volt (cigarette lighter) socket with associated smartphone app. These retrofittable solutions can be used to offer an emergency call service that is just as reliable as a newly installed eCall system and that likewise only gathers accident-related data.

Summary

Although EU regulations make the eCall system mandatory for new car models, an automatic emergency call system is generally a useful technological support for any vehicle: in the event of a traffic accident, all those involved will benefit from faster, better prepared deployment of the rescue services. The topic of "connected cars" is currently more relevant than ever for many industries - as both a challenge and an opportunity.

Find out more about this in the free whitepaper entitled ["The Connected Car – Overview of Trends and Services"](#) (only in German available).

Press photos: #1713750, #1715704

Further information is available in the free whitepaper: [The Connected Car – Overview of Trends and Services](#) (only in German available).

Contact for readers:

Regina Haberkorn

Phone +49 69 7562-1769

E-mail: Regina.Haberkorn@de.bosch.com

Press contact:

Möller Horcher Public Relations GmbH

Marco Hübner

Phone +49 69-809096-53

[E-mail: marco.huebner@moeller-horcher.de](mailto:marco.huebner@moeller-horcher.de)

Bosch Service Solutions is a leading global supplier of Business Process Outsourcing for complex business processes and services. Using the latest technology and the Internet of Things, the division develops integrated and innovative service solutions in the areas of Mobility, Monitoring, and Customer Experience. Around 9,000 associates at 28 locations

support national and international customers in more than 35 languages, primarily from the automotive, travel and logistics sectors as well as information and communication technology.

More information at www.boschservicesolutions.com

The Bosch Group is a leading global supplier of technology and services. It employs roughly 402,000 associates worldwide (as of December 31, 2017). The company generated sales of 78.1 billion euros in 2017. Its operations are divided into four business sectors: Mobility Solutions, Industrial Technology, Consumer Goods, and Energy and Building Technology. As a leading IoT company, Bosch offers innovative solutions for smart homes, smart cities, connected mobility, and connected manufacturing. It uses its expertise in sensor technology, software, and services, as well as its own IoT cloud, to offer its customers connected, cross-domain solutions from a single source. The Bosch Group's strategic objective is to deliver innovations for a connected life. Bosch improves quality of life worldwide with products and services that are innovative and spark enthusiasm. In short, Bosch creates technology that is "Invented for life." The Bosch Group comprises Robert Bosch GmbH and its roughly 440 subsidiary and regional companies in 60 countries. Including sales and service partners, Bosch's global manufacturing, engineering, and sales network covers nearly every country in the world. The basis for the company's future growth is its innovative strength. At 125 locations across the globe, Bosch employs some 64,500 associates in research and development.

Additional information is available online at www.bosch.com, www.iot.bosch.com, www.bosch-press.com, www.twitter.com/BoschPresse.



ads-tec and Bosch strengthen their activities in the field of electric power storage systems and charging infrastructure

16 October 2018

PI 10782

Bosch acquires interest in ads-tec Energy

- ▶ “Our investment in ads-tec Energy is the perfect strategic fit for our forward-looking positioning as a digital climate and energy company,” said Uwe Glock, Chairman of Bosch Thermotechnology
- ▶ “By joining forces with Bosch, ads-tec will be able to push ahead with the successful development of decentralised, digital energy systems more effectively and on a much larger scale,” says Thomas Speidel, CEO of ads-tec

Nürtingen/Wetzlar - Bosch and ads-tec will pool their activities in the market for electric storage systems and their management. For this purpose, Bosch Thermotechnology will acquire a 39% stake in ads-tec Energy GmbH, a wholly-owned subsidiary of ads-tec Group, Nürtingen. The corresponding agreement was signed in Wernau on 12 October 2018. The transaction is subject to the approval of the anti-trust authorities. The parties agreed not to disclose the financial details of the agreement.

“In cooperation with ads-tec Energy, we can offer comprehensive systems for local energy management in buildings and housing estates, thus making an important contribution to the energy transition. Our investment in ads-tec is the perfect strategic fit for our forward-looking positioning as a digital climate and energy company,” said Uwe Glock, Chairman of the Board of Management of Bosch Thermotechnik GmbH. “We are looking forward to cooperating with Bosch Thermotechnology and to the new possibilities this cooperation will open up. Decentralised, digital electric energy systems will be developed out of a niche to become a regular feature of our everyday life. Renewable energy, electromobility and the increasingly important role played by electric energy in the heat sector are growth drivers for new products and solutions. We ideally complement each other and will mutually add value to our activities,” added Thomas Speidel, CEO of ads-tec and President of Bundesverband für Energiespeicher (BVES - Federal Energy Storage Association).

Glock and Speidel see great potential for local electric energy management in cities and housing estates. Intelligent sector coupling is key to meeting the demands people make on the energy supply in their neighbourhoods. For companies operating in this sector it is important to position themselves as strong suppliers of integrated systems solutions and services.

Sector coupling means that different forms of energy such as electricity, gas as well as heat and cold are connected and transformed using heat pumps, cogeneration units, fuel cells, photovoltaic systems and, going forward, increasingly also electromobility. A growing number of such products and solutions are developed also for private households, industrial enterprises, energy suppliers and infrastructure operators, with digitisation and intelligent management playing a critical role. In this context, the Internet of Things also becomes the Internet of Local Energy Supply.

Press photo (source: ads-tec)

- #1486995 – Battery storage systems



Contact persons for press inquiries:

Bosch

Silke Bartels

Phone: +49 6441 418-1711

silke.bartels@de.bosch.com

ads-tec

Eva-Maria Speidel

Phone: +49 7022 2522-1101

EM.Speidel@ads-tec.de

Bosch Thermotechnology is a leading European manufacturer of energy-efficient heating products and hot water solutions. In fiscal 2017, the company generated sales of about 3.4 billion euros (67 percent outside Germany) and employed approx. 14,400 people. Bosch Thermotechnology has strong international and regional brands and manufactures a diversified product range in Europe, America and Asia.

Additional information is available online at www.bosch-thermotechnik.de

The Bosch Group is a leading global supplier of technology and services. It employs roughly 402,000 associates worldwide (as of December 31, 2017). The company generated sales of 78.1 billion euros in 2017. Its operations are divided into four business sectors: Mobility Solutions, Industrial Technology, Consumer Goods, and Energy and Building Technology. As a leading IoT company, Bosch offers innovative solutions for smart homes, smart cities, connected mobility, and connected manufacturing. It uses its expertise in sensor technology, software, and services, as well as its own IoT cloud, to offer its customers connected, cross-domain solutions from a single source. The Bosch Group's strategic objective is to create solutions for a connected life. Bosch improves quality of life worldwide with products and services that are innovative and spark enthusiasm. In short, Bosch creates technology that is "Invented for life." The Bosch Group comprises Robert Bosch GmbH and its roughly 440 subsidiaries and regional companies in some 60 countries. Including sales and service partners, Bosch's global manufacturing, engineering, and sales network covers nearly every country in the world. The basis for the company's future growth is its innovative strength. At 125 locations across the globe, Bosch employs some 64,500 associates in research and development.

Additional information is available online at www.bosch.com, www.iot.bosch.com, www.bosch-presse.de, www.twitter.com/BoschPresse.

ADS-TEC Group is a family business in the second generation whose two subsidiaries operate in the Industrial IT and Energy segments. The Industrial IT Division develops and supplies industrial computer and IT systems used in sectors such as automation, logistics, medical, automotive and mechanical engineering. These include security solutions like firewalls or industrial infrastructure components. A cloud solution enables secure networking, decentralised management and the provision of services relating to all aspects of Industry 4.0. ADS-TEC's Energy Division develops and supplies intelligent battery storage and energy management systems. ADS-TEC Energy products and solutions are available for private homes, commercial and industrial operations as well as for energy infrastructures including self-sufficient energy supplies. The product portfolio also includes storage-based fast-charging systems for electric cars, which offer a high charging performance and short charging times where only limited grid power is available. Besides its headquarters in Nürtingen, ADS-TEC also maintains a production facility in Dresden. All of the group's products are developed and manufactured inhouse in Germany.

For more information, visit www.ads-tec.de

Bosch Secure Truck Parking creates space for trucks

New parking facilities in the Port of Hamburg

September 19, 2018

Frankfurt am Main, September 19, 2018 – In future, it will be possible to reserve around 50 truck parking spaces at the 'Cruise Center Steinwerder' cruise terminal by using the Bosch Secure Truck Parking platform. The parking spaces will be available to truckers on 250 days of the year, when there are no cruise ship dockings. In this way, Bosch is improving the difficult parking situation in the port area in cooperation with Cruise Gate Hamburg and Logistik-Initiative Hamburg.

The solution is intended to increase the efficiency of port logistics by connecting the Bosch platform to the slot booking procedure of the Hamburg container terminal. In future, instead of clogging up the streets, trucks that are waiting for customs clearance at the terminals can park at Cruise Gate. In this way, the parking facilities available in the port will be increased in an intelligent way.

The parking area is access-restricted and video-monitored and provides drivers with an impressive panorama of the Port of Hamburg. Sanitary facilities are also available.

Intelligent use of existing parking spaces

Bosch Secure Truck Parking at the 'Cruise Center Steinwerder' cruise terminal relieves traffic on Hafenstraße and preserves resources. Jan-Philipp Weers, Head of Bosch Secure Truck Parking, commented: "Together with Cruise Gate Hamburg and Logistik-Initiative Hamburg, we are creating the conditions for economical and environmentally-friendly parking management to work. The existing parking space is used efficiently. The parking space search is no longer necessary due to the Internet reservation. This reduces emissions, prevents random parking and makes truckers' lives less stressful. We are very proud to be making an important contribution to road safety here in Hamburg."

Sacha Rougier, Managing Director of Cruise Gate Hamburg, describes the new service as follows: "Cruise Gate Hamburg is continuously searching for solutions to optimally utilize the parking spaces, also on days when no cruise ships are docked. We are delighted that we have found a partner in Bosch Secure Truck Parking with which we can improve the difficult parking situation for truckers in the port area and surrounding truck stops. The fact that you can reliably make a booking and the high standard of security are a big plus for truck drivers."

Hans Stapelfeldt, ITS network manager at Logistik-Initiative Hamburg, also believes that the future collaboration will be of great benefit: "I am delighted that no green areas have to be sealed over to create new parking facilities – existing areas, which otherwise remain unused on days when there are no cruise ship dockings, are being used in an intelligent way."

Smarter parking: faster, easier and secure

Around 14,000 more parking spaces are needed for trucks in Germany. The shortage often has far-reaching consequences: accidents, increased fuel consumption and cargo theft. To make truck parking faster, easier and secure, Bosch provides a service that allows truckers to reserve parking spaces at truck stops and company premises throughout Europe. The principle: Bosch records the occupancy of parking spaces in real time. Forwarding companies and truck drivers can reserve parking spaces along their route in advance or when on the road using a free online portal or via an app.

Contact:

Bosch Service Solutions GmbH
Regina Haberkorn
P.O. Box 19 02 43
D-60089 Frankfurt
Tel.: +49 69 7562-1769
Fax: +49 69 9540-291757
regina.haberkorn@de.bosch.com
www.boschservicesolutions.de



August 29th, 2018

PI 9985 HOME AF

Next-level control: Bosch Smart Home presents its Twist

- ▶ **Convenient:** Control over all important functions with a single device
- ▶ **Flexible:** Wireless wall bracket for easy access and great portability
- ▶ **Intuitive:** Simple, icon-based menu
- ▶ **Efficient:** Energy-saving display with high contrast for good readability and long battery life

Stuttgart/Berlin. Bosch Smart Home opens a new chapter in the convenient control of Smart Home systems: the Twist universal remote control. The unit allows you to control all important devices, functions and scenarios that are normally managed in the Bosch Smart Home app – without the need for a smartphone. From your alarm system to your bathroom lamps and bedroom heating down to the “coming home” scenario, the Bosch Smart Home Twist gives you convenient control over your entire system.

A flexible smart-home remote control with a twist

Bosch understands that you might not always have your smartphone or tablet at hand in your home. This is why it has developed Twist, a flexible remote control that allows your entire family to use the Bosch Smart Home system. Thanks to the magnetic wall bracket, you can use your Twist as a fixed control element or a portable device. Simply fix the wireless bracket to your wall and attach and detach your Twist as you please. The device has a clear, uncomplicated design and can be used by any resident in any part of your house.

When attached to the wall bracket, the Twist comes with an extra “twist”: instead of using the four buttons, you can operate the remote control intuitively by twisting it gently to the left or right. You can also define a custom movement pattern that deactivates your Bosch Smart Home alarm system. When a member of your family comes home, they can simply activate the pattern – for example, two twists to the left and one to the right – to deactivate the alarm system quickly and safely.

What about the design? Thought through down to the last detail.

A minimalist design with maximal function: the clear, sophisticated appearance of the Twist brings a visual highlight to your wall or coffee table. Equipped with an e-paper display, the sleek remote control blends neatly into any living environment. Its menu, too,

is kept minimalistic: all functions can be controlled intuitively via icons by using the four buttons or the twisting motions. In addition, the e-paper display offers optimum readability through high contrast and is also energy-saving, so that a long battery life of up to 2 years is ensured.

The clear and tidy e-paper display and the symbol-based menu make the operation of your Bosch Smart Home system simple and straightforward for any family member – from the youngest to the oldest. The device displays status information about all current settings, so you can always keep an eye on what's what.

Availability

Available since June 2018 in Germany, Austria, France and Great Britain

Recommended retail price (including 19% VAT)

Bosch Smart Home Twist remote control € 149.95

Contact:

Robert Bosch Smart Home GmbH

Andrea Fluhr

Phone: +49 711 811-12894

Andrea.Fluhr@de.bosch.com

Contact person for press inquiries:

häberlein & mauerer

Julia Zimmermann

Phone: +49 30 726 208-364

Julia.Zimmermann@haebmau.de

Robert Bosch Smart Home GmbH was incorporated as a fully owned subsidiary of Robert Bosch GmbH. Headquartered in Stuttgart-Vaihingen, the company offers complete, intelligent consumer solutions for networked homes.

Bosch Smart Home simplifies home life by controlling routine tasks in the background. It offers greater comfort, security and energy efficiency.

Find out more at www.bosch-smarthome.com.

The Bosch Group is a leading global supplier of technology and services. It employs roughly 402,000 associates worldwide (as of December 31, 2017). The company generated sales of 78.1 billion euros in 2017. Its operations are divided into four business sectors: Mobility Solutions, Industrial Technology, Consumer Goods, and Energy and Building Technology. As a leading IoT company, Bosch offers innovative solutions for smart homes, smart cities, connected mobility, and connected manufacturing. It uses its expertise in sensor technology, software, and services, as well as its own IoT cloud, to offer its customers connected, cross-domain solutions from a single source. The Bosch Group's strategic objective is to deliver innovations for a connected life. Bosch improves quality of life worldwide with products and services that are innovative and spark enthusiasm. In short, Bosch creates technology that is "Invented for life." The Bosch Group comprises Robert Bosch GmbH and its roughly 440 subsidiary and regional companies in 60 countries. Including sales and service partners, Bosch's global manufacturing, engineering, and sales network covers nearly every country in the world. The basis for the company's future growth is its innovative strength. At 125 locations across the globe, Bosch employs some 64,500 associates in research and development.

To learn more, please visit www.bosch.com, iot.bosch.com, www.bosch-presse.de, twitter.com/BoschPresse.



August 29, 2018

PI 10748 HOME AF

Thinking beyond Clever: New Features and Benefits of the latest Bosch Smart Camera Software Update

Innovative solutions for improved ease of use and faster responses to emergencies – wherever, whenever.

- ▶ Better overview and faster access: video events and the camera's main functions can be accessed directly on smartphone home screens through widgets
- ▶ More security: Triggering of video recordings not only with movement, but now also with sound
- ▶ More ease of use: precise date and time display in video clips and additional setting options, among other features

Stuttgart/Berlin. The same device, with new features: thanks to the newest software updates for the Bosch Smart Camera, users benefit from several improved functions. Included are customers' ideas that were transformed into clever solutions. The numerous features make operation easier and provide for an even greater sense of security. And the best: all new features are included in the free software update and are quickly installed.

Access information and features even more quickly – thanks to widgets

With two practical widgets, for both iOS and Android, the most important functions are directly accessible from smartphone home screens. With the "Camera" widget, users can easily control main functions without having to start the app. Thus, the camera lights on the Eyes Outdoor Camera, for example, can be turned on and off, or the 360° Indoor Camera's privacy mode can be activated. This saves time and clicks during daily, monitoring routine.

Another widget now enables direct reactions to events, because sometimes seconds make all the difference in an emergency. At a glance, users see what has happened thanks to the video preview. They receive additional important information, such as how or when the alarm was set off.

This update also includes improved push notifications with direct links for taking further action. Be it direct access to a live video or the latest event: whenever quick reactions are called for, users can act more purposefully.

More security – thanks to audio detection

The newest Bosch Smart Camera release now watches and listens even more closely. Starting now, video recordings can be triggered not only by movement, but also by sound. Thanks to the simple threshold setting, users can adjust the camera's audio sensitivity according to their wishes. For example, pet owners can have a notice sent to them if they want, whenever their dog barks at home. What is also new is that the Eyes Outdoor Camera can record video clips with audio, for additional, valuable information on events.

Many more optimisations – thanks to user feedback

Based on experiences and inspiration from customers, additional new features were integrated into this software update and existing functions were optimised. For example more refined levels of sensitivity can now be selected for motion detection. Thus, users can set the sensitivity of the camera according to their environment, and in doing so initiate more appropriate video recordings. Furthermore, video clips and livestreams also display the date and time. This is perfect for using them as evidence – in the case of a burglary, for example. Additionally, many more details were integrated in order to improve the camera's operation and setting options.

Clever cameras: as a single solution, with Alexa or in the Smart Home System

Already since the beginning of 2018, the 360° Indoor Camera and the Eyes Outdoor Camera can be controlled via Alexa, Amazon's voice service. The outdoor camera's light can be turned on or off with a voice command, or the indoor camera's retractable lense extends according to your instructions. And when the doorbell rings, residents need only say, "Alexa, show the outdoor camera" – and the entrance appears as a live video on Echo Show, Echo Spot or on the television, with Fire TV.

The cameras can also be directly integrated into the Bosch Smart Home System. Consequently, they can be controlled not only with the app, but also with the Twist remote control, Universal Switch and scenarios. In the "leaving home" scenario, for example, the cameras are activated along with the alarm system. Working together, these form a strong team. If the alarm is triggered by a suspected fire or burglary, it is possible to check what is happening in the house using the cameras. Conversely, the "coming home" scenario ensures that the indoor cameras automatically switch to privacy mode. Users can define appropriate camera scenarios for any situation, according to their own wishes.

Recommended retail price (including 19% VAT):

Eyes Outdoor Camera: €349.95

360° Indoor Camera: €249.95

Software update free of charge for all new and already-purchased cameras

Reader contact:

Robert Bosch Smart Home GmbH
Andrea Fluhr
Tel.: +49 711 811-12894
E-mail: Andrea.Fluhr@de.bosch.com

Press contact:

häberlein & mauerer
Julia Zimmermann
Telephone: +49 30 726 208-364
E-Mail:
Julia.Zimmermann@haebmau.de

Robert Bosch Smart Home GmbH was incorporated as a fully owned subsidiary of Robert Bosch GmbH. Headquartered in Stuttgart-Vaihingen, the company offers complete, intelligent consumer solutions for networked homes.

Bosch Smart Home simplifies home life by controlling routine tasks in the background. It offers greater comfort, security and energy efficiency.

Find out more at www.bosch-smarthome.com.

The Bosch Group is a leading global supplier of technology and services. It employs roughly 402,000 associates worldwide (as of December 31, 2017). The company generated sales of 78.1 billion euros in 2017. Its operations are divided into four business sectors: Mobility Solutions, Industrial Technology, Consumer Goods, and Energy and Building Technology. As a leading IoT company, Bosch offers innovative solutions for smart homes, smart cities, connected mobility, and connected manufacturing. It uses its expertise in sensor technology, software, and services, as well as its own IoT cloud, to offer its customers connected, cross-domain solutions from a single source. The Bosch Group's strategic objective is to deliver innovations for a connected life. Bosch improves quality of life worldwide with products and services that are innovative and spark enthusiasm. In short, Bosch creates technology that is "Invented for life." The Bosch Group comprises Robert Bosch GmbH and its roughly 440 subsidiary and regional companies in 60 countries. Including sales and service partners, Bosch's global manufacturing, engineering, and sales network covers nearly every country in the world. The basis for the company's future growth is its innovative strength. At 125 locations across the globe, Bosch employs some 64,500 associates in research and development.

To learn more, please visit www.bosch.com, iot.bosch.com, www.bosch-presse.de, twitter.com/BoschPresse.



Clever Solutions for Individual Needs and Wishes: The Consistent Development of Bosch Smart Home Products and Feature Updates

January 07, 2019
PI 10747 HOME AF

- ▶ Bosch Smart Home AIR – the mobile well-being sensor: for a healthy indoor climate with optimal air and a sense of well-being throughout the entire home.
- ▶ Free feature update for the outstanding cameras. Via the integrated motion sensor and noise detection, other devices and functions in the Bosch Smart Home System can be automatically activated.
- ▶ Clever developments in the Bosch Smart Home System now enable even more refined settings and automations for radiator thermostats, alarm system and the motion light.
- ▶ Smart scenario manager with more individual automations: makes it possible to flexibly use complex, connected functions – perfectly adjustable to personal needs.
- ▶ Competent installation service: with the new cooperation partner Mila, setting up Bosch Smart Home solutions is even simpler.

Las Vegas/Stuttgart. Everyday life, redefined. Enjoy life to the fullest, while still being able to individually control everything at home. Thanks to smart technology – clever, simple and convenient. Because Bosch Smart Home represents much more than just controlling lamps and shutters: these days, you can select from a range of 15 products and countless free features, with diverse possibilities for applications in the most important areas of everyday life. From an individually configurable alarm system and smart indoor climate solutions to intuitive control elements. This year too, Bosch Smart Home is introducing many innovative products and software updates to the market in order to make the lives of their users simpler and individually adjusted to their wishes. Bosch Smart Home provides its users with a real sense of well-being and security, takes over everyday processes as desired and is easier to control than ever before. Users and their comfort take centre stage.

Bosch Smart Home AIR: The Mobile Well-Being Sensor

Innovative living comfort: AIR provides a healthy indoor climate and optimal air throughout the entire home. It regularly measures air quality, temperature and humidity, as well as brightness and noise level – and displays these results directly on the device or in the Bosch AIR app (available for iOS and Android). Users can therefore keep tabs on everything. Parents in particular provide optimal conditions for themselves and for their children with AIR, for healthier sleep, better concentration and improved wellness.

Small, light, battery-operated and therefore flexible for use throughout the entire house or even on the go. Thanks to self-explanatory icons and an LED light ring, the mobile well-being sensor also functions without the app. The detected data for humidity, air quality and temperature are displayed on the device in traffic-light colours. Its outstanding design earned the product the IF Design Award and the Red Dot Design Award.

Via Bluetooth, the sensor can be connected to the Bosch AIR app. There, users find details concerning the measured ambient levels over time. With this monitoring, the “vital signs” of living space are always in sight, like they are on a fitness tracker. Residents can therefore recognise negative tendencies in indoor climate early on – such as the threat of mould due to high humidity – and can actively prevent expensive renovation costs. Additionally, AIR supports the reduction of energy consumption with recommendations for more efficient ventilation. This pays off, particularly in the winter: up to half of heating energy is lost through ventilation. Therefore, the well-being sensor not only preserves health, but also the environment and your wallet.

Integrated into the Bosch Smart Home System, AIR opens up even more possibilities: through the connection to the Bosch Smart Home Controller, all measured values can be viewed even on the go. The Scenario Manager offers additional advantages for a variety of new application options: for example, if air humidity levels exceed or fall below the defined target value, a humidifier or dehumidifier can be automatically activated with the Bosch Smart Home Plug.

In short: the Bosch Smart Home AIR is the small, clever helper for a greater sense of well-being at home. This device allows its users to breathe easier, and increases health and wellness with an improved indoor climate and better air quality.

Bosch Smart Home Cameras Cleverly Developed Further

Regular software updates for the Bosch Smart Cameras make operation easier and provide for even more security. And the best: all innovations are free and can be installed in no time at all. The most important functions can be accessed via widgets (available for iOS and Android) directly from smartphone home screens. This ensures a better overview and quicker access to video events and the camera's main functions. Included are also push notifications with direct links to

further actions. Whether directly starting a live video or calling up the latest event – whenever quick reactions are called for, users can act with a sense of purpose.

Cleverly developed further: video recordings can be triggered not only by motions, but also by sound. The cameras' noise sensitivity is adjustable. For example, pet owners can have a notification sent to them if they want, whenever their dog barks at home. Furthermore, the Eyes Outdoor Camera can record video clips with audio, thus delivering additional, valuable information on events.

Based on experiences and inspiration from customers, additional new features are constantly being integrated and existing functions optimised with software updates. As of recently, more refined levels of sensitivity can be selected for motion detection. Furthermore, video clips and live streams also display the date and time. Perfect for using them as evidence – for example, in the case of burglary.

Intelligent Cameras: As a Single Solution, with Alexa or in the Smart Home System

Already since the beginning of 2018, the 360° Indoor Camera and the Eyes Outdoor Camera have been operable via Alexa, the Amazon voice service. With a voice command, camera lights can be turned on or a live video can show who is at the door, and the Indoor Camera's privacy mode can be deactivated (on Echo Show, Echo Spot and on televisions with Fire TV).

The cameras can also be directly integrated into the Bosch Smart Home System and can be operated with the Twist remote control, the Universal Switch and scenarios, in addition to the app. In the “leaving home” scenario, for example, the cameras are activated along with the alarm system. Working together, these form a strong team. If the alarm is triggered by a suspected fire or burglary, it is possible to check what is happening in the house using the cameras. Conversely, the “coming home” scenario ensures that the indoor cameras automatically switch to privacy mode. Thus, users can define the appropriate camera scenario for any situation.

The Bosch Smart Cameras in the System: More Automation Possible

The integration of the 360° Indoor Camera and the Eyes Outdoor Camera into the Bosch Smart Home System is continuously being optimised. An update in March 2019 will make it possible to use the cameras more comprehensively in automations. Thus, both cameras can be defined as triggers for other devices and functions. For example, via the cameras' motion detectors, lights – such as the Philips Hue outdoor lights – can now be turned on automatically. The same principle also applies to the sound detection of both cameras. Conversely, the Eyes Outdoor Camera can now be triggered even better as an action through scenarios and automations. Thus, the light of the Outdoor Camera can be

automatically turned on or off at defined times of day, synchronised with other lights.

Developed Further with the System: That's How Smart Home Becomes Even Smarter

Bosch Smart Home pursues the goal of making smart technology as user-friendly as possible – perfectly adjusted to individual needs. In accordance with this vision, ever more innovative products and services are being connected with each other, optimised and expanded.

In the process, the highest requirements for data protection and the privacy of the user are of the utmost importance. This was reconfirmed by the independent Institute for IT-Security: in AV-Test certification this year, Bosch Smart Home was again awarded the best possible rating.

Individual operation: With the Press of a Button or Voice Command

Simple, intuitive, ingenious: the Bosch Smart Home System fulfils requests with the tap of a finger – and even with a shout. Users have the choice of controlling via app, Twist remote control, Universal Switch or voice control.

Twist is the clear and flexible Smart Home remote control. Whether it's lights in the bathroom, heaters in the bedroom or scenarios: everything that can be controlled using the Bosch Smart Home app can also be operated intuitively using the remote control – with the press of a button or a circular gesture.

The Universal Switch and the Universal Switch Flex are just as perfectly thought out. With these switches (available mounted or mobile), the Bosch Smart Home System can be comfortably controlled throughout the entire house. Via the Bosch Smart Home app, up to four functions and scenarios can be individually stored and called up.

What's more: besides the app, smartphone users can also create their ideal scenarios as widgets, and conveniently start these with the tap of a finger directly from the home screen of their smartphone or tablet.

If you happen to have your hands full, you can also control the entire Bosch Smart Home System with speech, using the Amazon voice service, Alexa. Thus, complex scenarios can be triggered with your voice alone.

Automation: Easily Automate Routine Activities

With the scenario manager, daily routines – such as turning off all of the lights – can be carried out with a click or completely automated. In the process, detailed settings are allowed for: with the further development of the “motion light” service, really all lights can be automatically controlled – even the lights in the storeroom. The lights turn off after one minute, if desired, in order to save energy.

The connected devices in the Bosch Smart Home System are true communication geniuses: concrete tasks can be automatically set into motion with cleverly linked

processes. The possibilities here are boundless. This allows for individual automations – as diverse and flexible as the everyday routine of the user. The activation of concrete functions can be linked to conditions: to weekdays, time periods or the status of door/window contact, for example. Users can be notified if it is past 10 p.m. and the garage door is still open. Or, it is possible to establish different daily routines for waking up or going to sleep for weekdays and on the weekend. Thus, ideal scenarios can be ideally customised for specific conditions: light, heating, electronic devices, shutters or the alarm system are turned on or off as desired. It is even possible to have scenarios activate at dawn or dusk, according to the day.

Scenarios such as “leaving home” or “good morning” are already predefined. These can easily be added and manually activated. Either the tap of a finger on the Universal Switch, the corresponding app widget or the Bosch Smart Home app – or the Twist remote control – is all you need. The active triggering of scenarios is particularly practical for irregular but repeated activities.

More Security during Dark Times of Year

Always informed about what is happening: starting now, app users receive a push message as soon as the alarm system has been activated or deactivated. If their smartphone or tablet is not switched to mute, a distinctive audio signal sounds as a notification, which can be clearly differentiated from other push message sounds. The minimum delay of the alarm system has been lowered from 10 seconds to 1 second, because sometimes every second counts. That means: the alarm system is already in the set state as desired after one second; that is to say, it sounds the alarm almost immediately when a sensor has been triggered. Thus, intruders do not have a chance to turn off the system in time.

Even the status of the alarm system (activated/deactivated) can now be used as a condition for automations. If the alarm system is linked to a lamp, for example, then it is clear at a glance: If the light is on, the alarm system is set. Light off? System off!

HomeConnect: Integration of Household Devices

The Bosch Smart Home family has gained an addition: an increasing number of Bosch and Siemens HomeConnect products are being integrated into the system, step by step. That delivers even more convenience and saves time – when the devices are flexibly integrated in automations via the scenario manager, for example. Thus, the coffee machine becomes a component of the “good morning” scenario, if desired. Or the washing machine makes the Philips Hue lights light up red when the wash cycle is finished and the machine can be emptied out. Already intelligently connected, today: All HomeConnect washing machines, dryers, dishwashers and coffee machines from Bosch and Siemens.

Bosch Smart Home Installation Service in Cooperation with Mila

Maximum convenience in setting up Bosch Smart Home solutions: for anyone who wants it even easier, the new Bosch partner Mila supports users with an individual installation service directly at home. Depending upon requirements, Mila sends out certified individuals or professional service providers – flexibly, and at a fair price. Within 24 hours of your request, a Mila installer from your area contacts you. Each service providers is vetted by Mila and evaluated by customers. Thus, optimal service quality is achieved.

The Mila installers orient themselves around the date requested by the customer: weekdays, on the weekend or even evenings. The installation is carried out quickly and competently – and customers can enjoy all of the benefits of Bosch Smart Home immediately and comfortably. Simply book online at www.bosch.mila.com.

Seamless Cooperation with Smart Home System

For Bosch Smart Home, users and their needs take centre stage. Therefore, individual solutions are developed for more pleasant, healthy and safe everyday life. But that is just the beginning: the goal is the perfect collaboration of all the components in a connected house.

Be it a heater thermostat, a smart plug, light or shutter control, a smoke detector, a motion detector or even starter kits for security and indoor climate: for the entire home, Bosch Smart Home combines innovative solutions that are cleverly connected to each other. For example, the door/window contact from the indoor climate starter kit and the smoke detector are also part of the alarm system. If the door/window contact reports the opening of a window while in absence mode – that is to say, a burglary – this triggers the smoke detector alarm. The motion detector can also be used on the one hand as a part of the alarm system, and on the other hand for light control. These are only two examples of how different elements of the Bosch Smart Home System grow together. The centrepiece in the process is the Smart Home Controller, which connects all of the components in the house with each other, into a comprehensive Smart Home System.

As each home is unique, Bosch Smart Home can be applied individually. For example, temperature settings for the radiator thermostat can be even more precisely adjusted to the conditions of rooms. Sometimes, rooms do not have a uniform temperature, despite multiple radiators – such as in the case of heat building up behind furniture. Via the Smart Home app, under “Manage – Devices”, each radiator thermostat can be individually programmed in order to counteract such variations.

The Twinguard smoke alarm combines even more functions into one device: it also measures air quality and warns you when humidity is too high, among other things. Thus, both security and health are simultaneously supported.

Thanks to radio technology, Bosch Smart Home can easily be installed by anyone, wirelessly and with step-by-step instructions. For anyone who wants to have things even easier, there is assistance at your request, through the installation service from the Bosch Smart Home cooperation partner, Mila. The control functions just as intuitively as the installation: simply with an app for your smartphone or tablet, the Universal Switch, the Twist remote control or entirely automatically, with individually-defined scenarios and automations.

The entire Smart Home portfolio is continuously being developed and refined by Bosch. This also includes free software updates, by means of which all solutions stay up-to-date – and even continue to learn.

Availability and Recommended Prices

Availability

- ▶ Bosch Smart Home AIR: Summer 2019
- ▶ Software update for cameras: already available as a free update
- ▶ Software update for the Bosch Smart Home System: already partly available since the beginning of December, or available as of March 2019
- ▶ Installation service in cooperation with Mila: available in Germany since September 2018. Book online directly with Mila at www.bosch.mila.com

Recommended Retail Price (incl. 19% VAT)

Bosch Smart Home AIR Mobile Well-being Sensor: €99.95

Bosch Smart Home Twist Remote Control: €149.95

Bosch Smart Home 360° Indoor Camera: €249.95

Bosch Smart Home Eyes Outdoor Camera: €349.95

Bosch Smart Home Universal Switch: €49.95

Bosch Smart Home Universal Switch Flex: €59.95

Bosch Smart Home Radiator Thermostat: 59.95 €

Installation service in cooperation with Mila: Starting at €39.00, depending upon scope of service

Reader Contact:

Robert Bosch Smart Home GmbH

Andrea Fluhr

phone: +49 711 811-12894

E-Mail: Andrea.Fluhr@de.bosch.com

Press Contact:

haebmau

Kommunikationsagentur

Julia Zimmermann

Telefon: +49 30 726 208-364

E-Mail:

Julia.Zimmermann@haebmau.de

Robert Bosch Smart Home GmbH was incorporated as a fully owned subsidiary of Robert Bosch GmbH. Headquartered in Stuttgart-Vaihingen, the company offers complete, intelligent consumer solutions for networked homes.

Bosch Smart Home simplifies home life by controlling routine tasks in the background. It offers greater comfort, security and energy efficiency.

Find out more at www.bosch-smarthome.com.

The Bosch Group is a leading global supplier of technology and services. It employs roughly 402,000 associates worldwide (as of December 31, 2017). The company generated sales of 78.1 billion euros in 2017. Its operations are divided into four business sectors: Mobility Solutions, Industrial Technology, Consumer Goods, and Energy and Building Technology. As a leading IoT company, Bosch offers innovative solutions for smart homes, smart cities, connected mobility, and connected manufacturing. It uses its expertise in sensor technology, software, and services, as well as its own IoT cloud, to offer its customers connected, cross-domain solutions from a single source. The Bosch Group's strategic objective is to deliver innovations for a connected life. Bosch improves quality of life worldwide with products and services that are innovative and spark enthusiasm. In short, Bosch creates technology that is "Invented for life." The Bosch Group comprises Robert Bosch GmbH and its roughly 440 subsidiary and regional companies in 60 countries. Including sales and service partners, Bosch's global manufacturing, engineering, and sales network covers nearly every country in the world. The basis for the company's future growth is its innovative strength. At 125 locations across the globe, Bosch employs some 64,500 associates in research and development. To learn more, please visit www.bosch.com, iot.bosch.com, www.bosch-presse.de, twitter.com/BoschPresse.



Bosch Thermotechnology on growth path

Sales revenues up six percent in H1 2018

July 10, 2018
PI 10680

- ▶ Record revenues of EUR 3.4 billion in fiscal year 2017
- ▶ Smart Heating: more than 415,000 connectable devices sold
- ▶ Uwe Glock, Managing Director of Bosch Thermotechnology: “Our innovative products for decarbonisation, digitisation and decentralisation put us in a good position for the energy transition”

Wetzlar – In 2017, Bosch Thermotechnology achieved revenue growth of four percent in nominal terms and six percent in exchange rate adjusted terms, pushing up total revenues to a record level of EUR 3.4 billion. Bosch Thermotechnology continued to grow also in the first half of 2018, when sales revenues were up on the prior year period by three and six percent in nominal and exchange rate adjusted terms, respectively. “In spite of the difficult environment, Bosch Thermotechnology delivered an excellent performance in the past 18 months,” said Uwe Glock, President of Bosch Thermotechnology. “Raw material and transport costs have increased noticeably and we had to cope with adverse exchange rate effects. Although the currency depreciation, especially of the Turkish lira and the pound sterling, cost us a double-digit million amount, we were able to generate the highest revenues in the history of our company in 2017,” said Glock.

In product terms, growth was driven primarily by heat pumps and wall-hung devices; in market terms, the rise in revenues is primarily the result of strong sales in Europe. Bosch Thermotechnology recorded a sharp increase in revenues primarily in Germany, the main market, and in Turkey as well as in nearly all Central and Eastern European markets. In spite of Brexit and its adverse currency effects, Bosch Thermotechnology grew strongly in the important UK market, where revenues climbed eight percent in local currency in the first half of 2018. “Our high and continuous investments in the expansion of innovative future technologies are clearly paying off. In 2017, our R&D budget amounted to EUR 172 million, which was more than twice as much as ten years ago,” said Glock. More than 415,000 connectable products sold to date make Bosch Thermotechnology the leading provider of smart heating solutions for

greatly enhanced comfort, energy efficiency, operational safety and service quality. The all-new product generation launched in 2015 under the name of “DNA”, which has caused quite a stir in the industry, has been very well accepted by the market. The devices are characterised by connectability, a modular structure, easy servicing and a distinctive design. The series is meanwhile available in some 30 countries worldwide. “It has strengthened our position as the world market leader for residential buildings and set new standards for the heating technology industry,” Glock emphasised.

Well positioned for the three mega trends in times of the energy transition

Over the past ten years, Bosch Thermotechnology has evolved from a product supplier to an international supplier of complete systems in the HVAC (Heating, Ventilation, Air-Conditioning) market. “On the way to the thermotechnology of the future, Bosch Thermotechnology will continue to rely on the three business segments ‘heating systems and energy management for residential buildings’, ‘domestic hot water heating’ and ‘commercial and industrial heating and air-conditioning systems’.” “In the times of the energy transition, it is our objective to become a digital climate and energy company including service operations and we aim for revenue growth of at least five percent per year,” Uwe Glock said to explain the ambitious objectives the company has set itself for the future. In the long term, the three mega-trend “Ds” of the heating technology industry – decarbonisation, digitisation and decentralisation (increased local electricity generation) – will be the biggest challenges to make Bosch Thermotechnology fit and sound for the future. “It is therefore important to understand that now is the time to push ahead with the expansion of electric systems such as heat pumps in combination with controlled room ventilation or electric hot water solutions. Other items that rank high on our agenda for the coming years include complete system solutions for new residential buildings, the project business in the commercial and industrial segment and the entry into new business areas such as air purification”, said Uwe Glock. Already today, Bosch Thermotechnology has a large number of products in its portfolio which innovatively implement the three mega trends mentioned above for heating contractors and customers.

Stationary battery storage systems make electricity supply more flexible

The market for stationary high-performance battery storage systems continues to grow dynamically as efficient battery systems stabilise renewable energy sources and compensate for the time lag between power generation and power demand. Bosch Thermotechnology offers electricity storage systems in output ranges for smaller industrial businesses up to power plants. The Bosch battery storage systems feature a sophisticated cooling system which causes low operating costs and prevents premature ageing of the batteries. An example of such a large storage system can be found on the Bosch Thermotechnology site in

Wernau. The 12-metre-long container is equipped with 432 battery modules which can supply forty households of four with an annual power consumption of 3,500 kWh each with electricity for one week. The system is connected to the public power grid and is charged and discharged in line with supply and demand in the electricity market. “We are convinced that our battery storage systems will become economically viable, as they are more efficient and faster than other solutions,” said Uwe Glock.

Smart connection with the decentralised energy manager from Bosch

Presented at the SHK trade fair in Essen in March, the new energy manager from Bosch assists smart-home residents in becoming energy-independent. More and more homeowners choose a solution comprising a heat pump and a photovoltaic system. The energy manager software intelligently combines the two units, thus facilitating the use of internally generated energy and efficient heat generation. The energy manager is integrated into the Bosch Smart Home – the app allows users to keep all data under control and to easily integrate their household appliances. Smart-home residents stand to save up to 80 percent of their electricity costs thanks to efficient digital control and renewable solar energy in combination with a battery storage system.

Digital service tools assist heating contractors

“Digital solutions are the key to success when it comes to shaping the future of the heating industry. In the foreseeable future, we will generate a large part of our revenues with connected solutions. We aim to be a strong partner to heating contractors to support them on their way into the connected world, so that they can focus on their core business and offer end customers the best possible service,” said Uwe Glock. In April 2018, the company launched a new digital solution in the form of the EasyContact app, which allows heating contractors to directly contact the Bosch Thermotechnology experts via phone. After only three clicks, they will quickly and easily be put through to the desired department. More functions will be added in the course of the year. It will be possible for the heating contractor, for instance, to use the app to send error reports directly to Customer Service, so that the technical consultant can come up with a solution even more quickly than before. EasyContact is integrated into the digital EasyService Toolbox, which means that all digital tools relating to the servicing and commissioning of the heating systems are combined in a single app. The benefits: better control, less time input, greater customer satisfaction.

Press photos (source: Bosch)

- Bosch press photo 1374297: Uwe Glock, President of the Board of Management of Bosch Thermotechnik GmbH
- Bosch press photo 1374298: Stationary battery storage systems are key to a successful energy transition
- Bosch press photo 1374299: The energy manager allows smart-home residents to cut their electricity bills significantly and to increase the comfort of their homes
- Bosch press photo 1374300: Digital service tools from Bosch such as the EasyContact app assist heating contractors in offering their customers the best possible service

Contact person for press inquiries:

Silke Bartels

Phone: +49 6441 418-1711; e-mail: silke.bartels@de.bosch.com

Bosch Thermotechnology is a leading European manufacturer of energy-efficient heating products and hot water solutions. In fiscal 2017, the company generated sales of about 3.4 billion euros (67 percent outside Germany) and employed approx. 14,400 people. Bosch Thermotechnology has strong international and regional brands and manufactures a diversified product range in Europe, America and Asia.

Additional information is available online at www.bosch-thermotechnik.de

The Bosch Group is a leading global supplier of technology and services. It employs roughly 402,000 associates worldwide (as of December 31, 2017). The company generated sales of 78.1 billion euros in 2017. Its operations are divided into four business sectors: Mobility Solutions, Industrial Technology, Consumer Goods, and Energy and Building Technology. As a leading IoT company, Bosch offers innovative solutions for smart homes, smart cities, connected mobility, and connected industry. It uses its expertise in sensor technology, software, and services, as well as its own IoT cloud, to offer its customers connected, cross-domain solutions from a single source. The Bosch Group's strategic objective is to create solutions for a connected life, and to improve quality of life worldwide with products and services that are innovative and spark enthusiasm. In short, Bosch creates technology that is "Invented for life." The Bosch Group comprises Robert Bosch GmbH and its roughly 440 subsidiaries and regional companies in some 60 countries. Including sales and service partners, Bosch's global manufacturing, engineering, and sales network covers nearly every country in the world. The basis for the company's future growth is its innovative strength. At 125 locations across the globe, Bosch employs 64,500 associates in research and development.

Additional information is available online at www.bosch.com, www.iot.bosch.com, www.bosch-presse.de, www.twitter.com/BoschPresse



Bosch steps up efficiency in breakdown service

Quick and uncomplicated assistance on the road

4. June 2018

- ▶ On average two-hour time saving compared to the usual breakdown services
- ▶ Better transparency and service thanks to digitalized processes
- ▶ Cooperation with the MySchleppApp startup from Cologne

Frankfurt/Main, June 4, 2018 – No matter whether you are driving on vacation in a rental car, on the road in your personal or company vehicle or using a car-sharing service: if you break down or get into an accident, you need quick assistance. Starting now, Bosch is offering an especially quick and efficient breakdown service. In emergencies, drivers can quickly call for assistance by phone or app. Thanks to digitalized and automated processes, it takes on average just 35 minutes for the roadside assistance to arrive. That saves

an average of two hours waiting time compared to manually dispatched breakdown services. In addition to the shorter waiting times, the driver benefits from greater transparency of the call status. The Bosch staff or the virtual map in the app provide information in real time on where the service vehicle is and when it will reach the breakdown location. If the driver needs additional support, in addition to roadside assistance, Bosch can also help. "We can combine our various services for mobility across the board. For example, we can supplement the breakdown service with our Concierge Service. In this case, we will also look after logistical details, such as arranging a replacement vehicle or a hotel room", says Stefan Gross, Mobility Services Manager at Bosch Service Solutions in Frankfurt.

Partnership with MySchleppApp

For the implementation, Bosch has enlisted the services of the MySchleppApp startup venture founded in 2016. The company has placed its infrastructure, including more than 800 partners and its mobility technology, at the disposal of Bosch. MySchleppApp founder and Chief Executive, Santosh Satschdeva, remarked: "We are delighted to support Bosch with our network and technology. Customers will benefit from yet another innovative

mobility solution that makes their lives easier".

Individual solutions through the Bosch Service Center

Inquiries go directly to the Bosch Service Center and are handled by specially trained staff. These service experts set up the appropriate solution for the situation with the aid of the close-knit partner network with more than 6,200 service vehicles

– everything from simple assistance to get the car started through to the towing service and rescue following an accident.

Corporate customers benefit from uncomplicated breakdown service

The new service from Bosch has attracted interest not only from the automotive industry, but many other sectors. These include fleet managers, such as car-sharing providers or car rental companies and also insurance companies that often provide roadside assistance as an integral part of the contract. The breakdown service is now available in the Germany-Austria-Switzerland region and in the USA. Bosch Service Solutions aims to build a global partner network capable of serving the needs of international customers.

Bosch press contact

Regina Haberkorn

Tel. 069 7562 1769

E-mail: regina.haberkorn@de.bosch.com

www.boschservicesolutions.de

MySchleppApp press contact

Meike Neitz/Die Zukunftsmanufaktur

Tel. 0176 8002 8227

E-mail: m.neitz@diezukunftsmanufaktur.de

www.myschleppapp.de



With Bosch Secure Truck Parking, reserve parking spaces on the Aral Uhrsleben service area

Refund of parking fees possible

13. March 2018

Starting now, secure truck parking spaces on the Aral Uhrsleben service area can be reserved via the booking platform. By booking online, truck drivers not only save themselves the tedious search for a parking space, they are also guaranteed a parking space in the security area on arrival. A further advantage: Bosch automatically generates a collective invoice for the parking fees incurred. In order to be able to use the state de minimis subsidy, freight forwarders must submit a collective invoice for parking fees to the Federal Office for Goods Transport (BAG). They can then have up to 80% of the costs reimbursed.

High security in Uhrsleben

The security truck park at the Aral Uhrsleben service area on the A2 motorway has a total of 82 parking spaces. It is fenced in, video monitored around the clock and has a controlled entrance and exit.

Contact:

Bosch Service Solutions GmbH
Regina Haberkorn
P.O. Box 19 02 43
D-60089 Frankfurt
Tel.: +49 69 7562-1769
Fax: +49 69 9540-291757
Email: regina.haberkorn@de.bosch.com
www.boschservicesolutions.de



Bosch is turning the car into a lifesaver Beginning March 31, connected vehicles with eCall will automatically call for help in an accident

March 2018

PI 10601 BBM Fi/BT

- ▶ Thanks to the automatic eCall, emergency responders can arrive at the scene of an accident up to twice as fast
- ▶ eCall service from Bosch speaks 16 languages
- ▶ The telematics eCall plug is the retrofit eCall solution for all vehicles
- ▶ Bosch develops eCall for cars and motorcycles

Stuttgart, Germany – A milestone in road safety: on March 31, 2018, the automatic “emergency call” system – eCall, for short – will become mandatory in the European Union. This requirement means that a digital first responder who automatically calls for help in an accident will be riding along in the car, each and every time. “Connecting cars makes a great deal possible. Through the automatic eCall system, connected vehicles are now going to become lifesavers as well,” says Dr. Dirk Hoheisel, member of the board of management of Robert Bosch GmbH. All new passenger vehicle models that hit the EU market after March 31, 2018, will come with eCall as standard. These vehicles will feature a standardized eCall box that automatically alerts the local emergency services via the number 112, which is the same across Europe. As a result, lifesaving assistance will be able to arrive with greater speed and precision at the scene of an accident. The EU expects that eCall will save 2,500 lives each year and reduce the number of people who are seriously injured by 15 percent. The first automakers are already providing their customers with the digital lifesaver as part of the navigation system without being required to do so by law. Bosch offers an extensive eCall range featuring telematics solutions and services. Thanks to the telematic eCall plug, even older cars can benefit from the solution.

Rapid assistance as standard

Put on the high-visibility vest, set up the warning triangle, call for help – there are many things to think of in an emergency, and every second matters. However, many people fall into a state of shock following an accident. In an even more terrifying scenario, the people in a vehicle end up unconscious or trapped after

an accident, and are unable to call for help themselves. These are precisely the situations in which the automatic eCall system springs to action as an indispensable lifesaver. It knows exactly where the accident has occurred – regardless if it happens at night on a deserted road or on the freeway – and automatically sends that information to the rescue services. “eCall places the emergency call faster than a person could and initiates the lifesaving rescue chain,” Hoheisel says. An SOS button is also installed on the vehicle’s dash, which the vehicle’s occupants can use to manually place the emergency call. In both cases, an audio connection is first established between the vehicle and the local emergency services team to communicate further details about the accident. If the driver does not respond, emergency responders go directly to the scene of the accident. Thanks to precise information about the location based on GPS coordinates, the emergency responders even know in which direction of travel the accident occurred. This saves valuable time, as they do not first have to turn around at the next freeway junction to get to the scene of the accident. As a result, the automatic eCall enables emergency responders to arrive at the scene of the accident 40 percent faster in a city, while in rural areas, they can cut the usual response time in half.

A connectivity box that saves lives

The first automakers are already offering their customers eCall as part of a vehicle’s navigation or infotainment system for a number of years. In such a set-up, what is installed in the car is not a standard eCall box, but rather an additional control unit that a connected vehicle uses to communicate with the outside world. At Bosch, this control unit is called the connectivity control unit, or CCU. It is the heart of connected mobility and the communication hub for eCall and other functions and services. The CCU registers a crash when the car’s airbags or seat-belt pretensioners are triggered. It then alerts rescue services or the Bosch emergency call center within a matter of seconds. Thanks to the transmitted GPS position, emergency responders arrive with speed and precision at the scene of the accident. However, the CCU can do much more than that. It is connected with additional sensors in the vehicle and knows, for example, how many seat belts are in use – and therefore how many people are in the car. As a result, emergency responders not only arrive faster, but also better prepared at the scene of an accident, since the appropriate number of ambulances can be requested directly.

eCall also speaks French

Anyone who has had an accident while traveling internationally and had to explain the situation to the local emergency services team knows what an obstacle foreign languages can be. This is why the eCall service from Bosch speaks 16 languages fluently, among them French, Swedish, and Turkish. Unlike

standard eCall, which directly notifies the local emergency services via 112, Bosch eCall first alerts Bosch's own emergency call center, which is manned 24/7, 365 days a year. Based on the navigation system's language settings, the associates on the eCall team know which language the driver speaks, which enables them to quickly and directly inquire how the driver is doing and learn what has happened. This way, there are no communication problems, especially during a critical situation like an accident. The Bosch emergency team then coordinates all rescue operations with the local emergency services in the respective national language. These efforts make the local emergency responders' job easier, as they know exactly what has happened and how they can specifically help. If the driver does not respond to the call from the Bosch emergency call center, associates alert emergency responders immediately. The service is not limited to Europe, either. Bosch offers its eCall service in more than 50 countries worldwide, including in Japan, Brazil, and North America. A number of automakers, such as Daimler AG, are already opting for Bosch's multilingual eCall service.

From cigarette lighter to lifesaver

The date of vehicle type approval determines whether a vehicle will come with the automatic eCall system as standard in the future. The eCall requirement applies to new vehicle models that go through the EU's approval process for the first time beginning March 31, 2018, before hitting the market. Vehicle models with an earlier type approval may continue to be manufactured and sold without eCall. "For Bosch, no car is too old to be a lifesaver, which is why we have developed an eCall retrofit solution in the form of the telematics eCall plug," Hoheisel says. The retrofit digital first responder for any car is simply inserted into a vehicle's 12-volt socket (cigarette lighter). No appointment at a garage is necessary. Thanks to an integrated acceleration sensor, it registers collisions and accident severity. It uses Bluetooth to send this information to the corresponding app on the driver's smartphone, which in turn alerts the service center of the vehicle insurers' accident switchboard. Even with the retrofit solution, an audio connection is first established with the driver. If the driver does not respond, emergency responders are immediately dispatched to the scene of the accident.

For motorcycles as well

Motorcyclists are among the road users most at risk: for riders, the risk of being killed in an accident is 18 times higher than for drivers. In light of this, Bosch is developing eCall not only for cars, but also for two-wheelers. A special CCU for motorcycles captures the bike's operating data, which it uses to detect accidents. Thanks to an integrated GPS module, the exact location of the accident is transmitted to the emergency services call center.

Press photo: #1351424, #1356639, #455974, #458510, #1356937

Further information: [Video about the eCall from Bosch](#)

Contact person for press inquiries:

Annett Fischer,

Phone: +49 711 811-6286

Mobility Solutions is the largest Bosch Group business sector. According to preliminary figures, its 2017 sales came to 47.4 billion euros, or 61 percent of total group sales. This makes the Bosch Group one of the leading automotive suppliers. The Mobility Solutions business sector pursues a vision of mobility that is accident-free, emissions-free, and stress-free, and combines the group's expertise in the domains of automation, electrification, and connectivity. For its customers, the outcome is integrated mobility solutions. The business sector's main areas of activity are injection technology and powertrain peripherals for internal-combustion engines, diverse solutions for powertrain electrification, vehicle safety systems, driver-assistance and automated functions, technology for user-friendly infotainment as well as vehicle-to-vehicle and vehicle-to-infrastructure communication, repair-shop concepts, and technology and services for the automotive aftermarket. Bosch is synonymous with important automotive innovations, such as electronic engine management, the ESP anti-skid system, and common-rail diesel technology.

The Bosch Group is a leading global supplier of technology and services. It employs roughly 400,500 associates worldwide (as of December 31, 2017). According to preliminary figures, the company generated sales of 78 billion euros in 2017. Its operations are divided into four business sectors: Mobility Solutions, Industrial Technology, Consumer Goods, and Energy and Building Technology. As a leading IoT company, Bosch offers innovative solutions for smart homes, smart cities, connected mobility, and connected industry. It uses its expertise in sensor technology, software, and services, as well as its own IoT cloud, to offer its customers connected, cross-domain solutions from a single source. The Bosch Group's strategic objective is to create solutions for a connected life, and to improve quality of life worldwide with products and services that are innovative and spark enthusiasm. In short, Bosch creates technology that is "Invented for life." The Bosch Group comprises Robert Bosch GmbH and its roughly 440 subsidiaries and regional companies in some 60 countries. Including sales and service partners, Bosch's global manufacturing, engineering, and sales network covers nearly every country in the world. The basis for the company's future growth is its innovative strength. At 125 locations across the globe, Bosch employs 62,500 associates in research and development.

Additional information is available online at www.bosch.com, iot.bosch.com, www.bosch-press.com, www.twitter.com/BoschPresse.



Speaking your language: **Bosch adds intuitive interpreter desk to IP-based DICENTIS Conference System**

February 2018
PI 10001 ST/COM

- ▶ Optimized for the real-life needs of interpreters
- ▶ Simplified, intuitive and ergonomic design
- ▶ Best-in-class user experience
- ▶ Up to 100 interpreted languages

Eindhoven/Grasbrunn – The requirements for interpreting have increased in recent years. Not only are more languages needed at international conferences, there is also a growing need for more installation and configuration flexibility in interpreting systems as well as excellent user experience. Answering these needs, Bosch has expanded the DICENTIS family with the DICENTIS Interpreter desk.

Speaking the language of the interpreter is what the DICENTIS Interpreter desk is designed to do. By observing and interviewing expert interpreters and technicians worldwide, the desk has been optimized for the real-life needs of interpreters.

The result: An interpreter desk that complies with the latest as well as future market requirements and provides the interpreter with maximum freedom to focus on the job through intuitive operation and best-in-class user experience. The installation and configuration of the system is quick and easy. The state-of-the-art IP technology provides the highest flexibility and enables smooth third-party integration into a future-proof solution.

The ergonomic design with tactile buttons and knobs provides optimal control and facilitates operation without even looking at the interpreter desk. This way, the interpreter can better observe non-verbal communication of the speakers to ensure the best interpretation possible.

The DICENTIS interpreter desk was also specifically tested and optimized for visually impaired interpreters.

The unique design of the DICENTIS Interpreter desk has logically separated the incoming and outgoing languages in two vertically aligned columns supported by a high-contrast screen for quick comprehension and intuitive operation. Three assignable buttons provide the interpreter with short-key functions for quick access to supporting functions such as “video select”. The HDMI output enables an external video screen to be added, so the interpreter can see the participant speaking or the participant’s presentation.

The DICENTIS Interpreter desk is part of the DICENTIS Conference System, which supports up to 100 interpreted languages. The conference system uses internationally recognized encryption standards for all audio and data. It offers the best protection against eavesdropping, unauthorized access and data tampering. High-quality, real-time audio and control is ensured by OMNEO* IP technology, which also allows for easy system integration with third-party solutions. OMNEO also enables the use of existing network infrastructure.

The DICENTIS Interpreter desk is fully compatible with the DICENTIS platform and complies with the simultaneous interpreting equipment standard ISO 20109. It enables the creation of passive overflow rooms adjacent to the main meeting room in case there are more participants than can be accommodated at the main meeting location.

Using the DICENTIS Meeting application, all languages and interpreter desks can be remotely configured and managed.

The DICENTIS Interpreter desk is available worldwide from June 2018 onwards.

***About OMNEO**

OMNEO is an architectural approach to connecting devices, which need to exchange information such as audio content or device control. Built upon multiple technologies, including IP and open public standards, OMNEO supports the technologies of today - such as Audinate’s Dante - while adopting the standards of tomorrow. OMNEO offers a professional-grade media networking solution that provides interoperability, unique features for easier installation, better performance, and greater scalability than any other IP offering on the market.

Press photo: #1293007, #1293008, #1316325

Contact person for press inquiries:

Erika Görge

Phone: +49 89 6290-1647

E-mail: erika.goerge@de.bosch.com

The Bosch division Security Systems is a leading global supplier of security, safety, and communications products and systems. In selected countries Bosch offers solutions and services for building security, energy efficiency and building automation. About 9,000 associates generated sales of roughly 1.8 billion euros in 2016. Protecting lives, buildings and assets is the major aim. The product portfolio includes video surveillance, intrusion detection, fire detection and voice evacuation systems as well as access control and management systems. Professional audio and conference systems for communication of voice, sound and music complete the range. Bosch Security Systems develops and manufactures in its own plants in Europe, Americas and Asia.

Additional information is available online at www.boschsecurity.com

The Bosch Group is a leading global supplier of technology and services. It employs roughly 400,500 associates worldwide (as of December 31, 2017). According to preliminary figures, the company generated sales of 78 billion euros in 2017. Its operations are divided into four business sectors: Mobility Solutions, Industrial Technology, Consumer Goods, and Energy and Building Technology. As a leading IoT company, Bosch offers innovative solutions for smart homes, smart cities, connected mobility, and connected industry. It uses its expertise in sensor technology, software, and services, as well as its own IoT cloud, to offer its customers connected, cross-domain solutions from a single source. The Bosch Group's strategic objective is to create solutions for a connected life, and to improve quality of life worldwide with products and services that are innovative and spark enthusiasm. In short, Bosch creates technology that is "Invented for life." The Bosch Group comprises Robert Bosch GmbH and its roughly 450 subsidiaries and regional companies in some 60 countries. Including sales and service partners, Bosch's global manufacturing, engineering, and sales network covers nearly every country in the world. The basis for the company's future growth is its innovative strength. At 125 locations across the globe, Bosch employs 62,500 associates in research and development.

Additional information is available online at www.bosch.com, www.iot.bosch.com, www.bosch-press.com, www.twitter.com/BoschPresse.

Bildtext | Caption

DICENTIS iDesk ergänzt DICENTIS IP-Konferenzsystem von Bosch

Bei der Entwicklung des DICENTIS Dolmetscherpults stand die Praxistauglichkeit für Dolmetscher im Vordergrund.

Bosch adds intuitive interpreter desk to IP-based DICENTIS Conference System

Speaking the language of the interpreter is what the DICENTIS Interpreter desk is designed to do.



BOSCH

Pressebild Nr.
Press Photo No.
#1293007

zu Presse-Information
See Press Release
PI 10001

Nachdruck für redaktionelle
Zwecke honorarfrei mit Vermerk
„Foto: Bosch“

Reproduction for press purposes
free of charge with credit
“Picture: Bosch”

Alle Bosch-Pressebilder finden
Sie unter www.bosch-presse.de

You can find all Bosch press
photos at www.bosch-press.com

www.bosch.com



Bildtext | Caption



Das DICENTIS IP-Konferenzsystem von Bosch

Das DICENTIS Dolmetscherpult ist kompatibel mit der DICENTIS Plattform und entspricht dem ISO-Standard 20109 für Simultandolmetscheranlagen.

The IP-based DICENTIS Conference System from Bosch

The DICENTIS Interpreter desk is fully compatible with the DICENTIS platform and complies with the simultaneous interpreting equipment standard ISO 20109.

Pressebild Nr.
Press Photo No.
#1293008

zu Presse-Information
See Press Release
PI 10001

Nachdruck für redaktionelle
Zwecke honorarfrei mit Vermerk
„Foto: Bosch“

Reproduction for press purposes
free of charge with credit
“Picture: Bosch”

Alle Bosch-Pressebilder finden
Sie unter www.bosch-presse.de

You can find all Bosch press
photos at www.bosch-press.com

www.bosch.com



Bildtext | Caption



Das DICENTIS IP-Konferenzsystem von Bosch mit herausragendem Design

Das ergonomische Design mit berührungsempfindlichen Tasten und Reglern ermöglicht intuitive Kontrolle, Dolmetscher brauchen bei der Bedienung nicht auf die Bedienfelder schauen.

The IP-based DICENTIS Conference System designed from Bosch

The ergonomic design with tactile buttons and knobs provides optimal control and facilitates operation without even looking at the interpreter desk.

Pressebild Nr.
Press Photo No.
#1316325

zu Presse-Information
See Press Release
PI 10001

Nachdruck für redaktionelle
Zwecke honorarfrei mit Vermerk
„Foto: Bosch“

Reproduction for press purposes
free of charge with credit
“Picture: Bosch”

Alle Bosch-Pressebilder finden
Sie unter www.bosch-presse.de

You can find all Bosch press
photos at www.bosch-press.com

www.bosch.com

