



Bosch launches its eCall solution in India

Company enables automobile manufacturers to deliver the eCall service in India

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- ▶ Indian eCall service available 24/7 and 365 days per year
- ▶ An individual solution with highest availability for a challenging environment
- ▶ Bosch has built up an extensive partner network plus two data and operations centers

Frankfurt am Main / Bangalore, India – The eCall solution is an emergency call system for cars, which enables a faster emergency response in case of accidents and other emergencies. It thus helps save lives. Bosch already delivers this service for car manufacturer Daimler in more than 50 countries and in 18 languages, and is now expanding its services to the rest of the world. Effective October, Bosch started providing the eCall service in India. With more than 1.3 billion inhabitants, India is the second most populated and, in terms of geographic size, the seventh-largest country in the world. Consequently, delivering a country-wide service 24/7 and 365 days per year is a challenge that requires a comprehensive solution.

“We needed to create a solution wherein car drivers from all over India can have an audio connection in an emergency and can receive fast help through the fire brigade, police and ambulance service,” says Stefan Gross, Head of Mobility Services at Bosch Service Solutions, based in Frankfurt/Main, Germany. To ensure these standards, Bosch has established itself as one of the first third-party provider for eCall services in India.

Solutions for a challenging environment

The eCall service covers 27 states and 5 union territories in India and is provided in two languages, Hindi and English. To achieve this, Bosch Service Solutions has created a partner network of relevant PSAP (Public Safety Answering Points) contacts, which enables access to over 13,500 verified hospitals and police

stations. Furthermore Bosch has set up two completely new and dedicated data and operations centers in Bangalore and Coimbatore in 2019.

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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 Bosch division develops integrated and innovative service solutions in the areas of Mobility, Monitoring, and Customer Experience. Around 9,500 associates at 25 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.

The Bosch Group is a leading global supplier of technology and services. It employs roughly 410,000 associates worldwide (as of December 31, 2018). The company generated sales of 78.5 billion euros in 2018. 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 460 subsidiary and regional companies in over 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 nearly 130 locations across the globe, Bosch employs some 68,700 associates in research and development.

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