

Security+ from Bosch Smart Home: 24/7 emergency assistance, even when you cannot be reached

New service for all-round security

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- ▶ The Security+ service is available as an add-on that expands the Bosch Smart Home system.
- ▶ Security+ offers a professional 24/7 emergency call centre with Bosch security experts.
- ▶ Users can activate emergency action plans to summon help faster in emergency situations.
- ▶ Cameras with audio analysis and cloud storage enable precise hazard detection and the backup of important recordings.

Stuttgart – Bosch Smart Home presents Security+, an innovative add-on service that significantly increases the level of security in its user's home. Whether in the event of a break-in, fire or water leak, a quick response is crucial to minimise damage. The award-winning Bosch Smart Home alarm system already offers reliable protection and notifies its users directly on their smartphones in the event of an alarm. But what if you are not available at that very moment? The new Security+ service augments the alarm system with a 24/7 emergency call centre that provides personal assistance in an emergency and reliably coordinates with emergency contacts, the fire brigade or the police. The Security+ service integrates seamlessly into the existing Bosch Smart Home system and expands its functionality with professional support and smart camera functions.

24/7 emergency assistance for all-round security

Security+ offers a professional 24/7 emergency call centre that can intervene immediately in the event of an alarm. If an alarm is displayed in the Bosch Smart Home app and the user does not respond, Security+ is automatically activated and the emergency call centre attempts to reach the person by telephone. If the individual cannot be reached, specified emergency contacts are contacted to assess the situation, if necessary, on site. If no further assistance is required, the alarm situation is

deactivated. Otherwise, the emergency call centre immediately coordinates further measures and minimises damage by notifying the police or fire brigade. Thanks to its direct connection to relevant emergency services, the emergency call centre can mobilise help immediately – because prompt intervention is crucial in the event of a break-in, fire or water leak.

Bespoke emergency plans for individualised protection

Another highlight of Security+ is the option of creating individualised emergency plans. Custom-tailored to meet the specific needs of the residents, these plans enable users to predefine their preferences for emergency contacts and alarm sequences. By contacting designated neighbours or people who have been entrusted with spare housekeys, Bosch security experts can assess emergency situations on site more quickly and accurately – and mobilise appropriate assistance. This ensures that precisely the right steps are taken in an emergency.

To guarantee the security and confidentiality of personal information, all data is encrypted and stored in Germany and in accordance with strict data protection regulations.

Advanced camera functions for optimal control

Security+ also includes additional camera features with intelligent audio analysis and extended cloud storage. Intelligent audio analysis enables indoor cameras to recognise specific sound patterns such as the noise of shattering glass or the sirens of smoke and carbon monoxide detectors. In the event of danger, an alarm is triggered immediately and the users or the emergency call centre are notified so they can respond quickly. The expanded cloud storage for smart cameras ensures that no important recordings are lost: this is particularly important for subsequent evaluation or for use as evidence. The storage of up to 400 video clips with individually selectable clip lengths for thirty days is particularly useful for evaluating all relevant event recordings in case of an alarm and, if necessary, for presenting them to the police or the user's insurance company.

Innovative services for more security, convenience and flexibility

Security+ expands the Bosch Smart Home system and offers its users maximum security, greater convenience and full flexibility. This service is part of a comprehensive portfolio of optional services that expand the functionality of the Bosch Smart Home system and thus ensure comprehensive security.

Security+ is now available in the Bosch Smart Home app for €29.99 per month (including VAT), or at a discounted annual subscription for €299.99 in the Bosch Smart Home App. To celebrate the launch of the new service, customers will receive the first three months free.*

*More information is available on the [website](#) or in the [Bosch Smart Home App](#).

Press photos and infocharts are available on the Bosch Media Service at www.bosch-press.com.

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The Bosch Group is a leading global supplier of technology and services. It employs roughly 417,900 associates worldwide (as of December 31, 2024). According to preliminary figures, the company generated sales of 90.5 billion euros in 2024. Its operations are divided into four business sectors: Mobility, Industrial Technology, Consumer Goods, and Energy and Building Technology. With its business activities, the company aims to use technology to help shape universal trends such as automation, electrification, digitalization, connectivity, and an orientation to sustainability. In this context, Bosch's broad diversification across regions and industries strengthens its innovativeness and robustness. Bosch uses its proven expertise in sensor technology, software, and services to offer customers cross-domain solutions from a single source. It also applies its expertise in connectivity and artificial intelligence in order to develop and manufacture user-friendly, sustainable products. With technology that is "Invented for life," Bosch wants to help improve quality of life and conserve natural resources. The Bosch Group comprises Robert Bosch GmbH and its roughly 470 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. Bosch's innovative strength is key to the company's further development. At 136 locations across the globe, Bosch employs some 86,900 associates in research and development, of which nearly 48,000 are software engineers.

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-four percent of the share capital of Robert Bosch GmbH is held by Robert Bosch Stiftung GmbH, a charitable foundation. The remaining shares are held by Robert Bosch GmbH and by a corporation owned by the Bosch family. The majority of voting rights are held by Robert Bosch Industrietreuhand KG. It is entrusted with the task of safeguarding the company's long-term existence and in particular its financial independence – in line with the mission handed down in the will of the company's founder, Robert Bosch.

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