



Bosch plans takeover of LAWA Solutions

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- ▶ Start-up develops and markets cloud-based software platforms in the automotive industry
- ▶ With the acquisition, Bosch offers a digital breakdown service
- ▶ Providers of breakdown services, recovery companies, workshops and car drivers benefit from seamless connection of all participants

Frankfurt am Main – Bosch Service Solutions, a leading solution provider in the area of Business Process Outsourcing, is planning the takeover of start-up LAWA Solutions based in Giessen. LAWA Solutions GmbH, which was founded in 2009, specializes in cloud-based software products in the automotive industry. The company's highly scalable solutions are used by automobile clubs, breakdown services, recovery companies and workshops, for example. "With the acquisition of LAWA Solutions, we are optimally expanding the product portfolio of Bosch Service Solutions in the area of networked products and services. LAWA Solutions has the necessary competence, experience and relevant technologies for successful cooperation", says Henning von Boxberg, Head of Bosch Service Solutions. The parties have agreed not to disclose the purchase price of the company with around ten associates. The transaction is subject to the approval of the antitrust authorities.

Smart and networked: how digital breakdown service works

Those who had a breakdown in the past often had to wait for hours and were badly informed during the waiting period. Those who have a breakdown today can use a smartphone to access digital services after calling the breakdown service and get more transparency about the status of the roadside assistance.

Bosch uses technology embedded in the vehicle as part of its service. When a driver reports a malfunction, he/she can send important data from the car simultaneously - such as location, vehicle type and error code. On this basis, the associated digital platform automatically connects to suitable breakdown service providers in the immediate vicinity. The orders are awarded to those partners who respond to the relevant request first and can send a service employee within

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minutes. At this point, the driver receives a notification on his/her smartphone and can track the arrival of the breakdown service digitally. "We ensure that everything runs smoothly in the background - the driver often doesn't even know that Bosch is behind the service. This means that everyone benefits from the offer: the providers of roadside assistance can access the software, the networking with the vehicle and the service centers, and thus improve customer satisfaction. In our view, this is a clear competitive advantage", explains Stefan Gross, Mobility Services Manager at Bosch Service Solutions. "The partnership is also a massive gain for LAWA Solutions' customers. In addition to the expanded Bosch service portfolio, data transfer directly from the vehicle in particular opens up completely new potential and consistently advances the digital networking of our software platforms," explains Thomas Lamprecht of LAWA Solutions.

LAWA Solutions digitalizes last process steps in the Bosch value chain

With the acquisition of LAWA Solutions, the last process steps in the value chain are digitalized. The start-up brings with it an independent, cloud-based end-to-end platform for recovery companies. From case acceptance to regulation: the necessary repair is digitally documented and can be invoiced to the breakdown service provider within a short time. A process that can normally take several weeks is therefore completed in just a few hours. The result: significantly more satisfied drivers, simpler processes and cost savings for roadside assistance providers. In addition, it simplifies and accelerates processing and provides more transparency for service technicians, insurance companies, automobile clubs, recovery companies and workshops. Combined with other services, such as the Concierge Service, the driver can also find a nearby hotel or rental car provider, for example, or bridge the time until the roadside assistant arrives with digital waiting time offers. This provides for all-round digital utilization of the service.

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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 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 410,000 associates worldwide (as of December 31, 2018). According to preliminary figures, the company generated sales from operations of 77.9 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 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 69,500 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.

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