



Expanding and improving the service portfolio **Bosch plans Global Service Solutions division** Enhancing process quality and efficiency

July 30, 2015

PI 9009 RB Ne/KB

- ▶ Provider for global service solutions
- ▶ Comprehensive approach for shared services
- ▶ Less red tape, better service quality

Effective January 1, 2016, Bosch plans to set up a new division, Bosch Global Service Solutions (SO). It will bring together all the internal and external services offered by the company. As well as continuing successful services such as eCall, customer support, and business process outsourcing, SO will also become the comprehensive Bosch-internal provider of shared service functions relating to administration and sales. The division will emerge from the Service Solutions business unit, which is run by Bosch Sicherheitssysteme GmbH and headquartered in Frankfurt. At a later date, it is to be carved out as an independent legal entity. This organizational change will not affect associates' terms of employment. "In light of rapidly changing markets, and especially of the accelerated technological change brought about by the internet of things, Bosch will further expand its services portfolio," says Dr. Stefan Hartung, the member of the Bosch board of management. The Service Solutions business unit has developed very well in recent years, posting continuous double-digit growth. Worldwide, it creates some 500 new jobs each year. In total, the unit currently employs some 5,000 associates.

Focus of the internal and external portfolio

Internally, the company hopes this move will help it continuously improve its processes. The global shared services that already exist at Bosch, or are planned for the future, are to be brought together and given a common standard basis. Bosch has already launched a raft of individual shared-service initiatives in areas such as accounting and HR management. The creation of a new division will give rise to new potential for improving service quality and efficiency, as well as for reducing red tape.

At the same time, the new division's task will be to further expand its portfolio of services for external customers. Apart from various shared-service solutions for transport and buildings, the focus will also be on customer communication and customer support. Here, the company can combine its technical expertise with the proven capability of an experienced control center operator and communication service provider. In the field of transport, for example, Bosch offers the automatic eCall emergency service in ten languages for leading automakers in 27 European countries. Also in the transport sector, it offers CCTV-monitored truck parking spaces at rest areas that can be booked in advance. For buildings, Bosch already offers cloud-based video surveillance that can be connected to a control center that intervenes in response to certain events. Solutions in the area of customer communication and support include the monitoring and smart evaluation of social media platforms, which gives companies effective support with their marketing and sales activities.

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The Bosch Group is a leading global supplier of technology and services. It employs roughly 360,000 associates worldwide (as per April 1, 2015). The company generated sales of 49 billion euros in 2014. Its operations are divided into four business sectors: Mobility Solutions, Industrial Technology, Consumer Goods, and Energy and Building Technology. The Bosch Group comprises Robert Bosch GmbH and its roughly 440 subsidiary and regional companies in some 60 countries. Including its sales and service partners, Bosch is represented in roughly 150 countries. This worldwide development, manufacturing, and sales network is the foundation for further growth. In 2014, Bosch applied for some 4,600 patents worldwide. 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 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 up-front 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.bosch-press.com, <http://twitter.com/BoschPresse>

*The sales figure disclosed for 2014 does not include the former joint ventures BSH Bosch und Siemens Hausgeräte GmbH (now BSH Hausgeräte GmbH) and ZF Lenksysteme GmbH (now Robert Bosch Automotive Steering GmbH), which have since been taken over completely.