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## **Strengthening the service business** **Bosch opens new Service Center in Leipzig**

- ▶ Fourth Service Center in Germany
- ▶ Creation of around 200 jobs by 2016
- ▶ Sharp rise in demand for business services

Frankfurt am Main – In May 2016, Bosch will be opening a service center in Leipzig. In addition to the headquarters in Frankfurt am Main and the two branches in Magdeburg and Berlin, Leipzig will be the fourth German Bosch Service Solutions site, a global provider of Business Process Outsourcing. By the end of 2016, Bosch intends to create around 200 new jobs in Leipzig, and wants to further expand the site in the coming years.

“By opening the new Service Center, we are responding to the growing demand for business services within the German market,” says Robert Mulatz, Executive Vice President of Bosch Service Solutions. From Leipzig, Bosch offers services to customers involved in the automotive, travel and transportation sector, as well as information and communication technology. The range of services focuses on holistic solutions for mobility, as well as customer interaction and customer support. In the area of automotive, for example, Bosch provides the automatic emergency call service eCall for renowned automobile manufacturers for some 3 million vehicles worldwide and in 16 languages. Customer interaction solutions primarily include the monitoring and evaluation of social media platforms to assist companies with their marketing and sales activities.

“With the new site in Leipzig, we will further strengthen our excellent market position in Germany,” says Mulatz. With continued double-digit growth in recent years, Bosch Service Solutions has developed exceptionally well, creating some 500 new jobs worldwide each year. At present, some 6,000 associates at 23 locations around the world are offering services in more than 30 languages. Established in 1985 as a monitoring center offering communication services, today Bosch Service Solutions is a leading provider of business process

outsourcing for complex services. Since January 1, 2016 it is managed as a Bosch division.

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*Bosch Service Solutions is a leading international provider of Business Process Outsourcing for complex business processes and services, predominantly for customers from the automotive, travel and transportation as well as IT and communication technology sectors. In more than 30 languages and at 23 sites worldwide, Bosch Service Solutions develops and implements holistic and innovative service solutions for mobility, buildings and for customer interaction via all communication channels and phases of customer contact.*

Additional information is available online at [www.boschservicesolutions.com](http://www.boschservicesolutions.com)

*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](http://www.bosch.com), [www.bosch-press.com](http://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.