



Certification according to European Standard EN 50518

Twice as safe because of geographic redundancy: The first network of monitoring centers for connections to authorities with two certified Bosch alarm receiving centers

One thing is certain: whoever is looking for help from the Bosch Service Solutions network of monitoring centers will also get it. As one of the first in Germany, the company has built a geo-redundant and thus duplicate and spatially separated infrastructure in Frankfurt for this purpose. This means that if one of the two alarm receiving centers fails, the second one steps in immediately in its place. The first point of contact for emergency messages to Bosch has already been certified since 2012 according to European Standard EN 50518 and VdS 3138. Now the second alarm receiving center within the network also has the EN 50518 Certificate from VdS. The renowned institution for corporate security thus confirms that systems and processes in both alarm receiving centers meet the most stringent technical demands. Karlheinz Fleckenstein, director of the network of monitoring centers at Bosch Service Solutions, states: "We are now meeting the high demands of insurance companies and public authorities for protection against dangers at both sites, which are spatially separated from each other." He adds: "We are very proud that our network of monitoring centers is one of the first that operates two EN 50518 certified computer centers." Both receiving centers can operate independently if the other one fails.

Messages from the alarm sensor are transmitted by the two alarm receiving centers to one of two Bosch monitoring centers in Magdeburg and Berlin – with a response time of milliseconds. The monitoring centers are authorized to immediately inform the fire department or police – or they optionally call in a partner company. All these intervention partners in turn respond as quickly as possible in order to provide the required assistance. The security centers in the network are staffed 365 days a year, 24 hours a day. For example, if persons are stuck in an elevator, the emergency call will reach specially trained associates. They not only immediately arrange for assistance, but also calm the persons trapped inside. The basis for the rapid deployment is a comprehensive network of intervention partners who respond immediately and reliably.

About the network of Bosch security monitoring centers

As a private provider, Bosch Service Solutions operates one of the largest networks of monitoring centers in Germany. The monitoring centers process up to 70 million alarms annually. More than 60,000 customers trust the service provider with over 110,000 connections – including more than 50,000 connected elevator emergency systems.

All around safety for all incidents

Bosch Service Solutions started more than 30 years ago as a monitoring center focusing on alarm messaging technology. Initially, the company supported primarily stationary objects such as buildings, elevators or industrial plants. Since then, the market has developed quite rapidly in the area of mobile connections. The applications in the monitoring centers range from the eCall-emergency call in a private automobile, which triggers an automatic emergency call in case of an accident, to the tracking and tracing of vehicles, freight and containers in logistics, to personal protection solutions.

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