



September 7,  
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## **The Bosch Service Center in Magdeburg has been providing reliable and rapid support for the past 20 years**

Available for its customers 24 hours a day and always ready with effective support: since 1997, the monitoring center of Bosch Service Solutions in Magdeburg has been offering affected persons reliable support in alarm and emergency situations. At its founding 20 years ago, the monitoring center was the second Bosch hub for emergency calls to Frankfurt am Main. At that time, there were still 90 associates; since then, the site has developed into one of the largest employers in the state capital of Saxony-Anhalt with around 1200 associates and a growing spectrum of service solutions. The company recently celebrated its anniversary with associates and their family members.

Today, specially trained teams provide services in the areas of mobility, monitoring and customer experience in twelve languages for customers from the most diverse industries. 24 hours a day, 365 days a year, they process inquiries and feedback from end customers by order, assist with technical questions, or take care of persons who are stuck in an elevator. Other applications include the location and tracking of vehicles, freight, and containers in the logistics area. In Magdeburg, 6,500 domestic and foreign alarm messages are processed daily, and of these, 1000 alarms alone are in the area of mobility services. With eCall, for example, Bosch offers a service that can save lives. In the event of a car accident, an emergency call is automatically or manually transmitted to the service center. The associate contacts the driver and coordinates the emergency services as needed.

### **Site with history and a future**

Georg Wessels is one of the founding fathers of the Magdeburg site. Nowadays, he has total responsibility at Bosch Service Solutions for the regions of Europa, the Middle East, and Africa. Georg Wessels proudly says: "I am very pleased that we have been able to successfully establish ourselves here and continually expand our services." On August 1, he transferred the technical and commercial responsibility for Germany to Daniel Meyer, who previously was responsible for these areas in North America. Upon transfer-

ring the responsibility, Wessels stated that Magdeburg is a cornerstone of the Bosch Service Solutions site group. The reason: "Our services focusing on the automobile, travel and logistics industries are especially forward-looking and require new digital solutions," Wessels says in listing the growth drivers. Wessel states that here the Internet of Things spurs on the possibilities of achieving even more safety and customer satisfaction.

### **Site advantage: high service quality**

Marén Schulz, site manager in Magdeburg since the beginning of the year, adds another factor that is crucial for the service center: "Our success is primarily due to the high service quality and highly motivated and customer-oriented associates. They cover the most varied range of topics and provide exemplary service for our customers: qualified, fast, and enthusiastic." The best proof of this: The service center in Magdeburg has already won numerous prizes, including the GIT Security Award 2014 and CCV Quality Award 2015.

### **Open Door Day**

On September 14, from 3:00 pm to 7 pm, interested visitors can have a look at the Bosch Service Center at Otto-von-Guericke-Straße 13, and take a peek behind the scenes. All residents of Magdeburg are cordially invited to the Open Door Day. Admission is free.

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