

Bosch steps up efficiency in breakdown service

Quick and uncomplicated assistance on the road

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- ▶ On average two-hour time saving compared to the usual breakdown services
- ▶ Better transparency and service thanks to digitalized processes
- ▶ Cooperation with the MySchleppApp startup from Cologne

Frankfurt/Main, June 4, 2018 – No matter whether you are driving on vacation in a rental car, on the road in your personal or company vehicle or using a car-sharing service: if you break down or get into an accident, you need quick assistance. Starting now, Bosch is offering an especially quick and efficient breakdown service. In emergencies, drivers can quickly call for assistance by phone or app. Thanks to digitalized and automated processes, it takes on average just 35 minutes for the roadside assistance to arrive. That saves

an average of two hours waiting time compared to manually dispatched breakdown services. In addition to the shorter waiting times, the driver benefits from greater transparency of the call status. The Bosch staff or the virtual map in the app provide information in real time on where the service vehicle is and when it will reach the breakdown location. If the driver needs additional support, in addition to roadside assistance, Bosch can also help. "We can combine our various services for mobility across the board. For example, we can supplement the breakdown service with our Concierge Service. In this case, we will also look after logistical details, such as arranging a replacement vehicle or a hotel room", says Stefan Gross, Mobility Services Manager at Bosch Service Solutions in Frankfurt.

Partnership with MySchleppApp

For the implementation, Bosch has enlisted the services of the MySchleppApp startup venture founded in 2016. The company has placed its infrastructure, including more than 800 partners and its mobility technology, at the disposal of Bosch. MySchleppApp founder and Chief Executive, Santosh Satschdeva, remarked: "We are delighted to support Bosch with our network and technology. Customers will benefit from yet another innovative

mobility solution that makes their lives easier".

Individual solutions through the Bosch Service Center

Inquiries go directly to the Bosch Service Center and are handled by specially trained staff. These service experts set up the appropriate solution for the situation with the aid of the close-knit partner network with more than 6,200 service vehicles

– everything from simple assistance to get the car started through to the towing service and rescue following an accident.

Corporate customers benefit from uncomplicated breakdown service

The new service from Bosch has attracted interest not only from the automotive industry, but many other sectors. These include fleet managers, such as car-sharing providers or car rental companies and also insurance companies that often provide roadside assistance as an integral part of the contract. The breakdown service is now available in the Germany-Austria-Switzerland region and in the USA. Bosch Service Solutions aims to build a global partner network capable of serving the needs of international customers.

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