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100 years of expertise in emergency calls at Bosch Service Solutions

Experience in emergency call handling since 1920

Frankfurt am Main – Bosch Service Solutions, a leading provider of emergency call services in the mobility, industrial and security sectors, can look back on one hundred years of experience in handling emergency calls. This can be traced back to the company's earliest roots, the founding of Hanseatische Notruf AG on November 24, 1920 in Hamburg. This company developed the first alarm systems and set up an emergency call center for the local police. This expertise was acquired by Bosch in the 1980s. These days Bosch Service Solutions offers services such as the emergency call for vehicles, known as eCall, an elevator emergency call service and monitoring services for protecting industrial plants, security technology and personnel. Services such as eCall are now available worldwide in over 20 languages and more than 50 countries.

Pioneers in alarm management

Hanseatische Notruf AG was taken over in 1935 by Telefonbau und Normalzeit GmbH (later Telenorma) based in Frankfurt am Main. Between 1981 and 1987, Bosch gradually acquired a majority stake in Telenorma, thus expanding its expertise in communications and security technology. At the same time, the company expanded its service business: in 1985, Bosch set up the first two monitoring centers in Cologne and Frankfurt. In the company's founding year, around 25 associates were employed around the clock. In addition to carrying out operations in the monitoring center, they also performed tasks such as processing fault notifications and managing service technicians. They received alarm messages from stationary objects, for example from buildings, elevators or industrial plants, and forwarded them to the police and relevant assistance services. In 1989, Bosch brought together its Public Communication Technology, Private Communication Technology and Mobile Communication businesses to form the new “Bosch Telecom” division, which also includes Telenorma.

Bosch Communication Center is born

In 1997, with the establishment of the Magdeburg site, the service division was renamed as the Bosch Communication Center. In 2004, clearing house functions were integrated in the security control center. This means that alarms were now sent directly to the police or fire department with the help of the security data centers in Frankfurt. If the fire, robbery and burglary alarms could not be passed through to the police or fire department automatically, the monitoring center team would take over processing. From 2001 onward sites were added in France, Spain, Romania and the Netherlands, as Bosch expanded its international emergency call handling. 2016: Bosch Service Solutions became an independent service division within "Bosch Service Solutions".

A success story – in emergency call processing too

"We are not only proud of our long-standing tradition in emergency call management, but also of our overall history of growth. The job that Hanseatische Notruf AG did a hundred years ago is essentially the same job we are doing today in our monitoring and mobility services: establishing and maintaining an infrastructure to provide assistance to people as quickly as possible in an emergency," said Henning von Boxberg, Chairman of the Board of Management of Bosch Service Solutions. "In addition, we have also established numerous other services since the 1990s that use modern technology to focus on customer needs. The fact that we now employ around 10,000 associates in 26 service centers, working in over 40 languages, handling not only emergency calls around the globe, but also many other services is certainly something that the business founders would never have dreamed of."

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***Bosch Service Solutions** is a leading global supplier of Business Process Outsourcing for complex business processes and services. Using the latest technology and the Internet of Things, the Bosch division develops integrated and innovative service solutions in the areas of Mobility, Monitoring, and Customer Experience. Around 10,000 associates at 26 locations support national and international customers in around 40 languages, primarily from the automotive, travel and logistics sectors as well as information and communication technology.*

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