



Services that delight: Bosch Service Solutions celebrates 10 years in Berlin

Bosch Service Solutions GmbH has operated the Bosch Service Center in Berlin for 10 years and looks back at a highly successful story. In the context of this year's summer party, the site's anniversary was celebrated with the associates.

The Berlin-based associates of Bosch Service Solutions delight their customers with prompt expert assistance 365 days a year. In December 2007, the Bosch division headquartered in Frankfurt am Main expanded to the German capital and opened its third site in the country. Initially established with 80 associates and call-center services, today, some 600 associates provide services in the areas of mobility, monitoring and customer experience – predominantly for the automotive and travel industries.

Diversity at the Berlin site

People from more than 40 nations provide services in 16 languages at the Berlin site. "We promote cultural diversity. It is the prerequisite for our success," says Georg Wessels, who has overall responsibility for the regions Europe, Middle East and Africa at Bosch Service Solutions and is one of the "founding fathers" of the Service Center in Berlin. Qualified associates from around the globe live this cultural mix, from which the customers also benefit. "We are able to provide international services from a single location and even do so for a wide variety of services," explains Daniel Meyer, Head of Bosch Service Solutions Germany. The range of services at the Berlin site is also particularly diverse. It includes services such as the car concierge service. With this service, car drivers are connected to their personal assistant in the Service Center by phone at the press of a button. The concierge informs them about routes or diversions and, upon request, books a hotel room or a table at a restaurant. Since the end of 2013, the site has also been operating a dedicated monitoring center. ECalls, automatic emergency calls in the event of severe car accidents, as well as emergency calls from elevators are transmitted to here. Accompaniment and emergency services for mobile applications are also on offer. Women, for example, who are out on their own after nightfall can connect to the monitoring center staff via the "Vivatar" accompaniment and emergency app and be accompanied to their home over the phone.

About Bosch Service Solutions

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 business unit develops integrated and innovative service solutions in the areas of Mobility, Monitoring, and Customer Experience. Around 9,000 associates at 27 locations support national and international customers in more than 35 languages, primarily from the automotive, travel and logistics sectors as well as information and communication technology.

For further information on diversity at Bosch, please visit:

www.bosch.com/de/karriere/vielfalt/

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