

Bosch Service Solutions receives SSON Award Prize honors global IT service platform

- ▶ Award in the "Best Process Improvement and Innovation" category
- ▶ IT platform DAVE digitizes services for the entire Bosch Group
- ▶ Modern omnichannel approach integrates all contact options

Frankfurt am Main, 18. December 2018 – Bosch Service Solutions wins the award presented by the world's largest Shared Services & Outsourcing Excellence Network (SSON) in the "Best Process Improvement and Innovation" category. Each year, the award honors outstanding shared services, i.e. services that are bundled and centrally handled within a company. The prize was awarded to the IT services platform DAVE developed by Bosch Service Solutions. The program follows the modern omnichannel approach, bringing together all contact options open to customers and associates, ranging from phone calls to queries using chatbots. It digitizes and thus enhances customer services for the entire Bosch Group.

"The Bosch Service Center, which runs on the platform, handles around one million inquiries per year in 26 languages for more than 80 countries and regions," explains Jan Gabriel, Director of Global Shared Services at Bosch Service Solutions. The award-winning service platform thus offers individual solutions to the complex requirements of the global Bosch Group and its various business units. "This illustrates what a major task the development of the platform was. We are extremely pleased that this intensive effort has been rewarded with the SSON Award 2018."

The Shared Services & Outsourcing Excellence Network (SSON) jury commented: "We were particularly impressed that DAVE can be used for both internal and external inquiries - regardless of whether it is a customer request or an associate with a query for the accounts department."

Smart, seamless connections around the globe

The DAVE digital omnichannel platform addresses the evolving needs of consumers to connect with product and service providers anytime and across all channels: today's customers want to be able to make contact in all manner of ways - whether via social media channel, e-mail, chatbot or telephone - and expect to receive a response quickly. The platform seamlessly documents inquiries across all channels and is available to Service Center associates around the world. In addition, simple routine tasks can be automated - calls to a hotline are pre-sorted using speech recognition, or simple issues can be dealt with around the clock using chatbots. This leads to faster, smoother processes and a high level of customer and employee satisfaction.

Contact:

Bosch Service Solutions GmbH

Talitha Strickler

P.O.Box 19 02 43

D-60089 Frankfurt, Germany

Tel.: +49 69 7562-1681

Fax: +49 69 9540-291757

Talitha.Strickler@de.bosch.com

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 9,000 associates at 28 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.

More information at www.boschservicesolutions.com