BOSCH
Invented for life

BOOST Services & Bosch Trainings
Catalogue

Bosch Trainings

Expert Services & Engineered Solutions

Business Intelligence Services

Product Customization

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BOOST Your Services!

BOOST Your Business

Bosch offers a broad variety of professional Services around our products and integrated solutions.

▶ Our **BOOST Services** offering caters to any kind of project, ranging from standard to highly complex applications in any kind of industry.

▶ Our **BOOST Services** can be customized to your specific project and application needs.

▶ Our **BOOST Services** are available to support your business on-site or remotely.

▶ Our **BOOST Services** support your projects throughout the entire lifecycle: starting with the end-users challenge, making the right product choices, support design and customization, integrating third party products, help during installation and commissioning to assure a smooth handover into operations.

▶ Our Business Intelligence Services help our end-users to optimize their business on a daily basis.
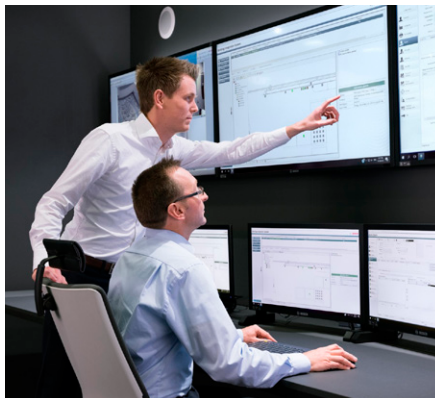
Adding **Value** to your **Business** is our **Mission!**

BOOST Services & Bosch Trainings offering

Prices see Ordering Details.

BOOST Services along the Project Journey	Products	End-user Challenge	Solution Design	Customized Design	Installation	Commissioning	Operation
Bosch Trainings	**Predefined Product Trainings - LMS¹**						
			Customized Trainings for Bosch Video Management System (BVMS) & Building Integration System (BIS)				
Expert Services & Engineered Solutions	**Warranty Extension**						
		Design Support				**Commissioning Support**	
			Application Development				
			Advanced Scripting & Interface Tools				
		Proof of Concept (PoC) and Product - Factory Acceptance Test (FAT)				**Site Acceptance Test(SAT)**	
				Technical Support/ Trouble Shooting/ Remote Support			
		Project Management Support					
Business Intelligence Services			**In-Store Analytics**			**In-Store Analytics**	
							Remote Services Fire
Product Customization	**Custom Colored Loudspeakers, Conference Microphones and Conference Devices**						
	Rack Building Service						

1: **L**earning **M**anagement **S**ystem

1. Bosch Trainings

1.1 Pre-defined Product Bosch Trainings

Description:
Training is an essential part of our total approach to customer support and satisfaction. Depending on your needs, the Bosch Security & Safety Academy offers classroom trainings as well as online tutorials and webinars. No matter what training you choose, you can always rely on high quality and professional guidance.

▶ **Our offer includes commercial and technical trainings across business domains, namely Video, Intrusion, Access Control, Management Systems, Fire and Communication Systems (Conference & Discussion, Public Address, Electro-Voice & Dynacord Professional Systems & Portable Sound, RTS Intercom, Telex Dispatch and Telex Aviation).**
▶ **Our training curriculum differentiates different proficiency levels: Professional, Expert and Master. Students obtain competencies to support their customers most efficiently.**

    Professional level: Online training on basic product features and system architecture.
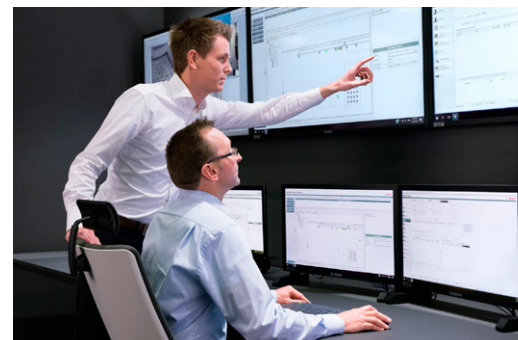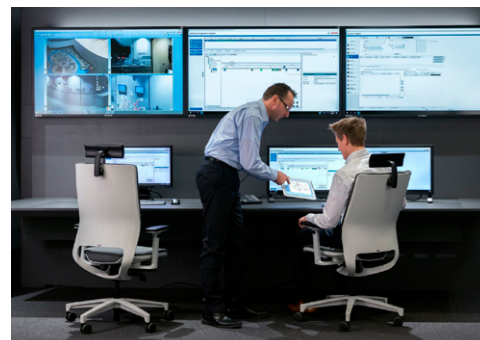
    Expert level: Training on basic system design / configuration for lower complexity systems.

    Master level: Training on advanced system configuration/integrated systems and in troubleshooting.

▶ **Our comprehensive training catalogue displays all information on class room training provided at central locations in Eindhoven, The Netherlands and Grasbrunn, Germany as well as trainings offerings in your local country.**

▶ **Registration**
For registration please go to the Bosch Security & Safety Academy website:
https://academy.globalteach.com/ST/Catalog.aspx
or contact us at:
training.emea@de.bosch.com

1. Bosch Trainings

1.2 Customized Trainings for Bosch Video Management System (BVMS) and Building Integration System (BIS)

Description:
Extensive project specific education on Bosch Video Management System (BVMS) and Building Integration System (BIS), before and after commissioning, with a specific focus on customer's individual project and application. Offering includes:

▶ **System overview, supported by slides and life system**
▶ **Tutorial software installation**
▶ **Tutorial user interface customization**
▶ **Alarm handling customization**
▶ **Connection of subsystems (e.g fire panel)**
▶ **Tutorial Software modules/ features**
▶ **Hardware control**
▶ **Explanation of customized interfaces**
▶ **Migration scenarios of Bosch Software**

Deliverables
▶ As per mutually agreed scope, specifically tailored to project requirements, set-up challenges, as well as user needs.

Prerequisites
▶ Customer ordered *Design Support for Complex Projects* for underlying project.
▶ System design description of concerning project to be delivered upfront.
▶ Certified Expert for subsystems (e.g. fire panel) in use.

Benefits
▶ **Get exactly what you need.** Project, application & target/ user group specific training, tailored to individual needs and project set-up.

Bosch
Trainings

2. Expert Services & Engineered Solutions

Expert Services

Our Expert Services maximize the benefit of **all Bosch Security and Safety products** that you install. They can be ordered as additional support at any time. With the expert services, you can increase the value you get from **each product and installation individually**. Trained and experienced technical experts support you (and your customers) to configure, program, test and commission the products to achieve the specified functionality of the products and the highest performance of the system.

Engineered Solutions

Our Engineered Solutions tackle the challenges of complex projects such as airports, train stations, stadiums or large commercial buildings. The technical experts and project managers of the Engineered Solutions team support you (and your customers) through all project phases – from planning, to design and installation to commissioning and hand over. When realizing a project with us, you order the complete package consisting of hardware, software and services right from the beginning – your insurance of peace of mind for the whole project.

2.1 Warranty Extension

Description:
Beyond our regular 3-year warranty, we offer an extension of our warranty on all purchased products up to 2 years, making maintenance costs more transparent and predictable. Maximize your investment value.

▶ **We grant warranty of 3 years for most electronic hardware products, except accessories.**
▶ **Extended warranty of one or more years can be ordered at the time of product purchase or within the running warranty period.**

Deliverables
▶ Warranty extension certificate.

Prerequisites
▶ Warranty Extension granted for Bosch products only.

Benefits
▶ **Peace of Mind.** Maximize the predictability of maintenance costs.
▶ **Maximum Protection.** Warranty is provided by Bosch as financially stable and reliable manufacturer to end-users, independent of legal warranty claims against the vendor of the product and of non-contractual claims.
▶ Industry Leading Warranty Periods.
▶ Warranty extensions beyond 3 years.

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2. Expert Services & Engineered Solutions

2.2 Design Support [1]

Description:
- ▶ Early stage project support.
- ▶ Development & verification of a solution concept based on customer requirements to ensure technical feasibility, evaluation of integrated system and set up of system description based on operational requirements.
- ▶ Assistance in defining the pre-installation in terms of required third party hardware equipment and software tools.
- ▶ Generation of work breakdown structure identifying necessary development and/ or support activities, performed by the application development.
- ▶ Estimation of related effort and time for project execution.
- ▶ Definition of system specification sheet based on project requirements.

Benefits
- ▶ Early stage: Assure technical feasibility.
- ▶ Provide recommendation of products.
- ▶ Clear scope definition.
- ▶ Early knowledge of project risks and challenges.

Deliverables
- ▶ Upon mutually agreed scope: technical design overview, textural description of project scope and function of integrated products and subsystems, schematics, and interfaces and estimation of effort and time.

Prerequisites
- ▶ Service is part of complete Engineered Solution Package, including System Design.
- ▶ Project description & requirements (e.g. via RFP, RFI).

1: Travel restrictions for certain countries may apply.

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2. Expert Services & Engineered Solutions

2.3 Application Development

Description:
Development of project & customer specific software features deployable in Bosch Video Management System (BVMS) and Building Integration System (BIS).

Benefits
- ▶ Enable extended functionality for customer specific applications & needs.
- ▶ Customization as differentiator for winning projects.

Deliverables
- ▶ Software feature for specific project related function as per defined scope.

Prerequisites
- ▶ Service is part of complete Engineered Solution Package, including System Design.
- ▶ Project description & requirements (e.g. via RFP, RFI).
- ▶ Filled "Feature Buy Request Form" and pre-alignment on scope, time and budget.

2. Expert Services & Engineered Solutions

2.4 Advanced Scripting & Interface Tools

Description:
- ▶ **Advanced customization of user interfaces based on specific and individual customer requirements for Building Integration System (BIS) and Bosch Video Management System (BVMS) software packages.**
- ▶ **Provision of missing functionality based on exsisting software platforms.**
- ▶ **Provision of advance functionality within the user interfaces by subscription control (e.g. customized solution for special functionalities).**
- ▶ **Assistance of integration of third party system.**

Deliverables
- ▶ As per required functionality: exe file, separate software tool or kit.
- ▶ Detailed description of the scripting tool explaining the set up, system requirements and possible side effects.

Prerequisites
- ▶ Service is part of complete Engineered Solution Package, including System Design.
- ▶ Pre-aligned scope of requested system functionalities.

Benefits
- ▶ More functionality, optimized system usage.
- ▶ Enable extended functionality for customer specific applications & needs.

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2. Expert Services & Engineered Solutions

2.5 Proof of Concept (PoC) & Product-Factory Acceptance Test (FAT) [1]

Description:
Proof of Concept (PoC) and Product Factory Acceptance Test (FAT) take place within the EMEA region and include:

- ▶ **Temporary pre-installation and configuration of the full or agreed subset of final installation of specified products as stand-alone set-up.**
- ▶ **Installation & configuration of FAT system platform and environment, incl. specified hardware platform and software modules/ features.**
- ▶ **Definition and creation of test protocols, based on customer specific operation scenarios and test cases.**
- ▶ **Execution of test cases and comment on behavior results.**
- ▶ **Compliance confirmation as feedback.**
- ▶ **Documentation of test results.**

Deliverables
- ▶ Expert assistance per mutually defined scope, especially pre-aligned use cases.
- ▶ Result of Product Factory Acceptance Test and Proof of Concept are documented and distributed.

Prerequisites
- ▶ Service is part of complete Engineered Solution Package, including System Design.
- ▶ Pre-aligned scope of the FAT, time schedule and location, especially end customer approved FAT use case documents; to be prepared by the Bosch partner (System Integrator).
- ▶ All products for the FAT preparation and the actual Product-FAT must be provided by the Bosch partner.

1: Travel restrictions for certain countries may apply.

Benefits
- ▶ Ensure efficient and cost effective commissioning.
- ▶ Early detection of project risks and set up of counter measures.
- ▶ Common agreement und understanding of the system functionalities before onsite system deployment.

2. Expert Services & Engineered Solutions

2.6 Site Acceptance Test (SAT) [1]

Description:

On-site or remote support for end-user Site Acceptance Test include:

▶ **Assisting the System Integrator to execute the SAT test cases as part of the handover procedure.**
▶ **SAT performed for the entire project concept or an agreed subset of the same.**
▶ **Definition of the SAT test cases based on tender requirements.**
▶ **Assisting the System Integrator to realize the SAT specific documents.**
▶ **Practical demonstration of pre-aligned SAT test cases.**

Benefits
▶ Avoid unnecessary project delays, by having expert assistance during critical project handover to end customer.

Deliverables
▶ Expert assistance per mutually defined scope, especially pre-aligned SAT use cases.
▶ Result of SAT are documented and distributed.

Prerequisites
▶ Service is part of complete Engineered Solution Package, including System Design.
▶ Pre-aligned scope of SAT, especially end customer approved SAT-use-case-document; to be prepared by the Bosch partner System Integrator.
▶ All products for the SAT-preparation and the actual SAT must be provided by the Bosch partner (System Integrator).

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2. Expert Services & Engineered Solutions

2.7 Technical Support [1]

Description:
On-site or remote technical support includes:

▶ **Adjustment of solution concept with customer representatives.**
▶ **Test of functionality based on customer requirements.**
▶ **Knowledge transfer to local installers/ representatives.**
▶ **Contact for upcoming technical questions.**
▶ **Assisting the System Integrator to integrate third party systems into Bosch Software.**

Benefits
▶ Smooth interaction with customer.
▶ Identify potential customer issues early and provide speedy response and support to minimize system downtime.

Deliverables
▶ As per mutually defined scope.

Prerequisites
▶ Service is part of complete Engineered Solution Package, including System Design.
▶ Presence of Bosch partner (System Integrator).
▶ Scope to be agreed upon functionalities.

2. Expert Services & Engineered Solutions

2.8 Trouble Shooting [1]

Description:
▶ Service is subject to an immediate problem or urgency within a project and performed on-site or remote.
▶ Depending on issue and not directly solvable topic by phone or mail, an internal ticket system is used to address issues to the appropriate responsible expert inside Bosch Building Technologies, tracked and communicated to the partner.

Benefits
▶ Minimum operational downtime.
▶ Speedy system recovery.
▶ Professional support 24/7.

Deliverables
▶ Expert assistance per mutually defined scope.
▶ The individual support is tracked and documented via email or similar tools depending on available infrastructure.

Prerequisites
▶ Service is part of complete Engineered Solution Package, including System Design.
▶ Detailed description of issue and target functionality, incl. status information (firmware version, hardware platform, software version, used hardware for PC related products) and issue handling history.
▶ In case of software related support, the remote system must be reachable via TeamViewer session or similar tool to ensure most efficient corrective actions.

1: Travel restrictions for certain countries may apply.

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2. Expert Services & Engineered Solutions

2.9 Remote Support

Description:
▶ Remote services ensures the availability of a Bosch expert for upcoming technical questions.
▶ Depending on issue and not directly solvable topic by phone or mail, an internal ticket system is used to address issues to the appropriate responsible expert inside Bosch Building Technologies, tracked and communicated to the partner.

Benefits
▶ Minimum operational downtime.
▶ Speedy system recovery.
▶ Professional support 24/7.

Deliverables
▶ Expert assistance per mutually defined scope. The individual support is tracked and documented via email or similar tools depending on available infrastructure.

Prerequisites
▶ Service is part of complete Engineered Solution Package, including System Design.
▶ Detailed description of issue, incl. status information (firmware version, hardware platform, software version, used hardware for PC related products) and issue handling history.
▶ In case of software related support, the remote system is preferably reachable via TeamViewer session or similar to get a better understanding of the system status and ensure efficient execution.

2. Expert Services & Engineered Solutions

2.10 Project Management Support [1]

Description:
▶ **Professional Project Management, from project start until handover to end customer.**
▶ **Responsibilities of project manager include:**
  - **Ensuring project goals of Bosch partner are met.**
  - **Serving as key interface to customer.**
  - **Creating and coordinating project schedule, interfacing with customer and 3rd parties as far as part of Bosch scope.**
  - **Planning, monitoring, controlling and reporting within project.**

Deliverables
▶ Project management support as per defined scope, timeline and budget.

Prerequisites
▶ Service is part of complete Engineered Solution Package, including System Design.
▶ Project description & requirements (e.g. via RFP, RFI).
▶ Pre-alignment on scope, time, price, interfaces and responsibilities.
  ▶ Scope of interface with third party products and respective functionalities must be agreed upfront.

Benefits
▶ Enable smooth customer communication.
▶ Seamless integration of Bosch components with 3rd party components into customer context.
▶ Enable consistent, reliable communication with all partners and stakeholders during project implementation.

1: Travel restrictions for certain countries may apply.

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2. Expert Services & Engineered Solutions

2.11 Commissioning Support [1]

Description:
Support System Integrator to assure all components of a security & safety solution are properly designed, installed and tested, especially programming and configuration of all hardware and software components to ensure final system functionality.

Deliverables
▶ On-site or remote expert assistance for Bosch products per mutually defined scope, terms & conditions, for single and multi-domain projects incl. third party products.

Prerequisites
▶ System design, scope and responsibilities confirmed upfront.
▶ System design, configuration planning, and list of Bosch products must be provided by customer.
▶ Site access must be ensured by customer.
▶ Technical expert from System Integrator and contact person of end customer available.
▶ Presence of Bosch System Integration-partner.
▶ Fully installed hardware and subsystem set up, incl. panels, sensors, cameras, etc.
▶ Language availability upon request.

Benefits
▶ Smooth, cost and time efficient project implementation.
▶ Complement and back up local competence with proficient Bosch expertise.
▶ Avoid unplanned delays and technical issues.

1: Travel restrictions for certain countries may apply.

3. Business Intelligence Services

3.1 In-Store Analytics

In-Store Analytics is a Software as a Service Solution allowing the Retail Headquarter to collect customer traffic data from all stores. This data helps to measure and improve in-store customer engagement and service, directly relating to sales. As part of the solution, Bosch IP panoramic cameras are installed to provide high visibility of the retail floor. The cameras use on-board Intelligent Video Analytics to create position data of shoppers' movements. This data is sent directly to the Cloud where it is further processed without video streams ever leaving the retailer's premise, thus maintaining shopper's privacy. Actionable dashboards and performance metrics for both merchandisers and operations managers are provided through customized web interfaces.

Scalable, privacy protective data generation
▶ Anonymous position data.
▶ Scales across stores & store chains.

Advanced analytics in dedicated cloud
▶ Database per retail customer
▶ Ensured data reliability and 24/7 monitoring.

Actionable insights through secured web interface
▶ Operations module helps improve customer service.
▶ Merchandising module helps improve customer engagement.

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3. Business Intelligence Services

3.1.1 In-Store Analytics: Operations Module

Description:
▶ **Personalized customer service sets brick and mortar retailers apart from e-commerce. A present, well-versed employee can convert visitors into customers and increase customer loyalty. On the opposite, limited staff translates into long queues, abandoned purchases, and bad brand and customer service perception.**
▶ **The foundation of excellent store operations and services are reliable traffic and service metrics provided by In-Store Analytics. They allow operations managers to base staff schedules on robust traffic estimations and be ready to capitalize on peak times. In addition, they allow to identify and diagnose areas of bad customer service quickly.**

Deliverables
▶ One-time Setup: Planning and remote calibration service for each new store.
▶ Service/device/year: Yearly Operations Module License key: including one-year access to Operations Module dashboards, data monitoring and two-year data storage services.

Prerequisites
▶ Flexidome IP panoramic 7000 with IV plus SDVRM storage for data backup.

Tool: Store Traffic Meter
Deliverables:
▶ In- & Out Traffic data at 95% data accuracy.
Benefits:
▶ Identify busy times and add more staff to capitalize on high in-flows to increase sales conversion.
▶ Identify areas with low sales conversion that need re-training to improve customer service, sales conversion & loyalty.
USP's:
▶ Data accuracy monitored 24/7>Configurable for store/ floor/ individual entrances.

Tool: Queue Meter
Deliverables:
▶ Solid queue metrics.
Benefits:
▶ Monitor queues across all stores & quickly identify bad queues.
▶ Use detailed queue metrics for problem diagnose and advise store managers with actions to avoid line abandonments and increase sales conversion.
USP's:
▶ Detailed metrics beyond wait time
▶ Employees/customers crossing queue area but not waiting are filtered out for metric accuracy.

3. Business Intelligence Services

3.1.2 In-Store Analytics: Merchandising Module

Description:
- **Merchandising is a unique way for brick and mortar retailers to create product and brand experiences for all senses to set themselves apart from e-commerce. Sales of retail products often depend on how and where they are displayed in the store and at what point shoppers see the items on their journey through the retail floor.**
- **In-Store Analytics helps merchandisers replace gut-feel with data driven decisions. A dedicated toolset helps to monitor merchandising performance of store layouts, fixtures and product placements, uncover high and low performing concepts, inspire improvements and measure their impact real time.**

Deliverables
- One-time setup: Planning & remote calibration service for new store.
- Service/device/year: Yearly Merchandising Module License key including one-year access to Merchandising Dashboard, data monitoring and two year storage services

Prerequisites
- Flexidome IP panoramic 7000 with IV plus SDVRM storage for data backup.

Traffic Visualization
Deliverables:
- Area or store visualization of traffic and engagement.

Use-Case:
- Find "traffic magnets" that pull customers in.
- Identify layouts, that entice engagement in key areas.

USP's:
- Stitched, cross-camera visualizations on plan.
- Visualize areas comparatively.

Engagement Funnel
Deliverables:
- Engagement metrics for any floorplan-selected area.

Use-Case:
- Measure success of promotions/ product placements in engaging customers.

USP's:
- Capture metrics down to e.g. the side of a table.
- Raw, object-level data exports for detailed analysis.

Flow Analysis
Deliverables:
- Area or store visualization of flow directions

Use-Case:
- Optimize layout & visual triggers to ensure shoppers perceive key products in time.

USP's:
- Innovative & flexible analysis tool unique to our solution.

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3. Business Intelligence Services

3.2 Remote Services

- The Bosch Remote Portal makes remote connection to customer devices quick and easy. Installers can monitor supported devices and perform maintenance and configuration tasks remotely, supported by the cloud, saving time and money.
- The Remote Portal offers many more features and services that benefit installers or can be provided to customers as new offerings.
- The Remote Portal means state of the art connection security using strong encryption, e.g. 128-bit AES, and certificates. Connections from devices to cloud without exposure to the public internet. Certificates are used for browser and device connections to prevent fraudulent connections.
- The Cloud is continuously monitored and updated to maintain security of connected devices. Regular updates are automatically deployed and ready to use, bringing new device compatibility and additional services.

Easily connect devices to the Remote Portal without network changes at customer site.
- Registration support is built into the device and configuration software of compatible devices. No extra downloads required.
- Remote Portal connection requires no change to the network configuration on-site and eliminates need for third party dynamic DNS.
- Simply connect devices to the Remote Portal by registering them with your account. The connection is automatically secured by powerful encryption.

Troubleshoot, prepare for on-site visits or perform configuration updates at any time from your office.
- Devices connected to Remote Portal can be configured remotely using familiar software and device configuration pages as would be available on site.
- Plan your site visits in advance and improve your maintenance efficiency
- Confirm status of all devices from one central places.

Manage device access and services from the Remote Portal.
- Grant access for configuration to multiple users.
- Create credentials for end customers to connect to devices by mobile apps with dedicated accounts.
- Subscribe, configure and use services that improve your efficiency and give you new service opportunities not available before.

Remote Services enhances your business operations with improved all-around performance:
- *Access:* Remote access for programming and maintenance.
- *Planning:* Better planning for maintenance and upgrades.
- *Efficiency:* Optimized team efficiency and resource allocation.
- *Performance:* Innovative, high performance services to customers.
- *Savings:* Reduced costs and time.

3. Business Intelligence Services

3.2.1 Remote Services Fire

Description:

Remote Connect: Provides basic connectivity through the Bosch Cloud, which establishes a connection between the Fire Alarm System and the Remote Portal. Connection status of the Fire Alarm Systems is automatically monitored. Seamless integration in fire panel FSP-5000-RPS.

Remote Alert: Receive immediate SMS and email notifications and manage customized distribution of notifications to multiple different users and for different systems.

Remote Maintenance: Access live fire system data (e.g. detector pollution, working hours, temperature) to find error sources and investigate replacement efforts before reaching site. Conduct service calls single-handedly with Remote Portal "Walktest" Feature and prepare detailed maintenance documentation with one click. Store maintenance records automatically.

Deliverables
▶ One year license key

Prerequisites
▶ BOSCH Fire-panel (FPA 5000, FPA 1200).
▶ C1500: Secure Network Gateway.
▶ FPA connected to the internet.

Benefits
Integrate Remote Services and get:
▶ 24/7 access and availability.
▶ Quick reaction time for increased customer satisfaction.
▶ Preventive maintenance and monitoring of detectors.
▶ Reduced travelling costs.
▶ No IT expertise required.
▶ Full RPS functionality with advanced security.

4. Product Customization

4.1 Custom Colored Loudspeakers, Conference Microphones and Conference Devices

Description:
▶ **Customize coloring of existing loudspeakers.**
▶ **Customized length of conference microphones.**
▶ **Customization of conference & discussion products.**
▶ **Lead time on request, warranty period of 1 year.**

Deliverables
▶ Customized colored loudspeaker.
▶ Custom colored and custom length conference microphones
▶ Customized conference device in size and color to match existing furniture.

Prerequisites
▶ Specify loudspeaker type and quantities plus required RAL color coding.
▶ Specify required length, type and quantity of microphone (measured from the top of the microphone cap to the end of the microphone connector).
▶ Specify modification according to project requirements.

Benefits
▶ Get exactly what you need.
▶ Fulfill tender specification.
▶ Tailored products to meet individual projects' needs.

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4. Product Customization

4.2 Rack Build Services

Description:
▶ **Pre-configured, wired and tested PAVIRO standard rack solutions (6 or 18 zones sound).**
▶ **Pre-configured system for compliance with EN54-16.**
▶ **Charger and batteries included for compliance with EN54-4.**
▶ **Robust 24U cabinet and equipment.**

Deliverables
▶ High quality rack cabinet and wiring.
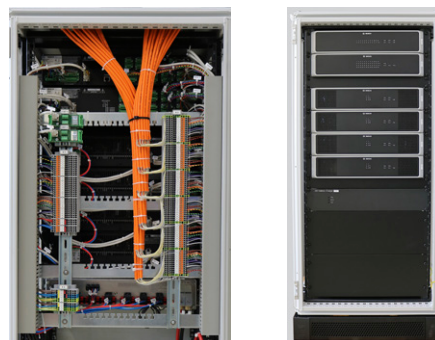▶ Mounted and wired in a rugged and IP30 rated enclosure according to EN54-16.

Prerequisites
▶ Specify required rack set up.

Benefits
▶ The PAVIRO RACKS are assembled in our factory with a high quality of wiring.
▶ They are configured and tested before shipment.
▶ Engineering and manufacturing service to build tailor made rack, saving you time and money and creating peace of mind.

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Notes

Notes

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