



# Break free from the past.

Step into the future of fire systems with  
Remote Services from Bosch.



## Intelligent solutions from Bosch

True connectivity means not just gathering information, but delivering it where and when it makes a difference. Bosch integrated security systems enable intelligence at every level of your infrastructure—in the device, through the data transmission, and within the management software—so you can turn smart connections into faster reactions.



# **BOSCH**

Invented for life

## What are today's biggest challenges?

System Integrators today manage numerous fire systems across various locations, with the average System Integrator overseeing 88 systems.\* However, they're tied to an outdated way of managing and accessing these systems. It's clear that System Integrators need innovative technology to provide customers with seamless support and enhanced performance.

## As a System Integrator, you face two major challenges.

Click each to explore.

### Transparency

**You have no information transparency with the fire systems.**

- ▶ You cannot be sure that every installed system is working fault-free.
- ▶ If there is a fault, there is no direct way to discover its cause.
- ▶ It's time-consuming and frustrating to solve problems via phone.

### Travel

**As a consequence, travel is consuming valuable time and resources.**

- ▶ You must travel for configuration, maintenance and repairs.
- ▶ Response efforts often require 2 visits:
  1. Evaluate the problem and determine the hardware needed.
  2. Return with the correct hardware and make repairs.
- ▶ Yet, the problem can often be solved in minutes with the press of a button.

## Challenges at a glance

**88** systems  
per System Integrator

Numerous  
**locations**

Limited  
**transparency**

Increased  
**travel**

### Connections

"Impossible connecting with the remote fire panel via the Internet."

### Hardware

"Only after we arrive on site can we evaluate the hardware needed to repair the system."

### Time to respond

"[The biggest pain is] the time to respond to a user request."

### Remote access

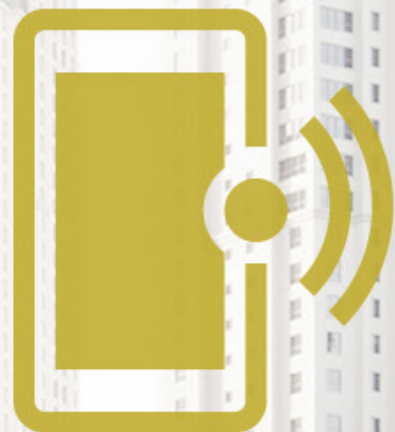
"The biggest problem is that we cannot remotely access the system."

### Traveling

"Small faults that are solved in a matter of minutes require traveling to the site."



**Overcome today's  
challenges** and enter  
a new era of performance.





## Break free with Remote Services.

In our everyday mission to empower customers with innovative services for increased efficiency and profitability, Bosch has created Remote Services.

Remote Services is the combination of three revolutionary solutions.



**Remote  
Connect**



**Remote  
Maintenance**



**Remote  
Alert**

### 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 spend

## Remote Connect: the foundation of Remote Services.

Integrating Remote Connect is the first step in revolutionizing your fire systems service, paving the way for Remote Maintenance and Remote Alert.

### What is Remote Connect?

Remote Connect is a secure remote internet connection that enhances your operations, giving you remote display and remote access capabilities when it comes to your fire systems. It's also optimized for seamless integration into the RPS.

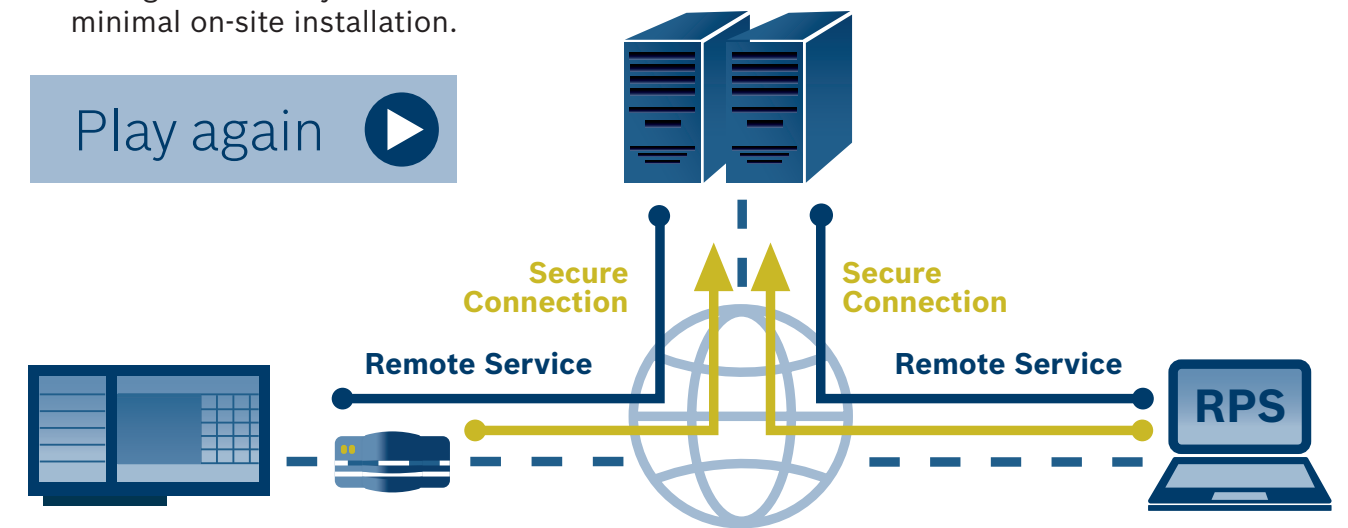
### Get a secure remote connection for:

- Installation
- Configuration
- Service
- Maintenance

### Get up and running in three simple steps.

1. Plug your internet connection and fire panel into the gateway.
2. Enter your ID and code into fire panel to complete setup.
3. Configure remotely after minimal on-site installation.

Play again 



## Setup made easy



Install in  
**less than 30 minutes.**

**No special IT knowledge**  
required.



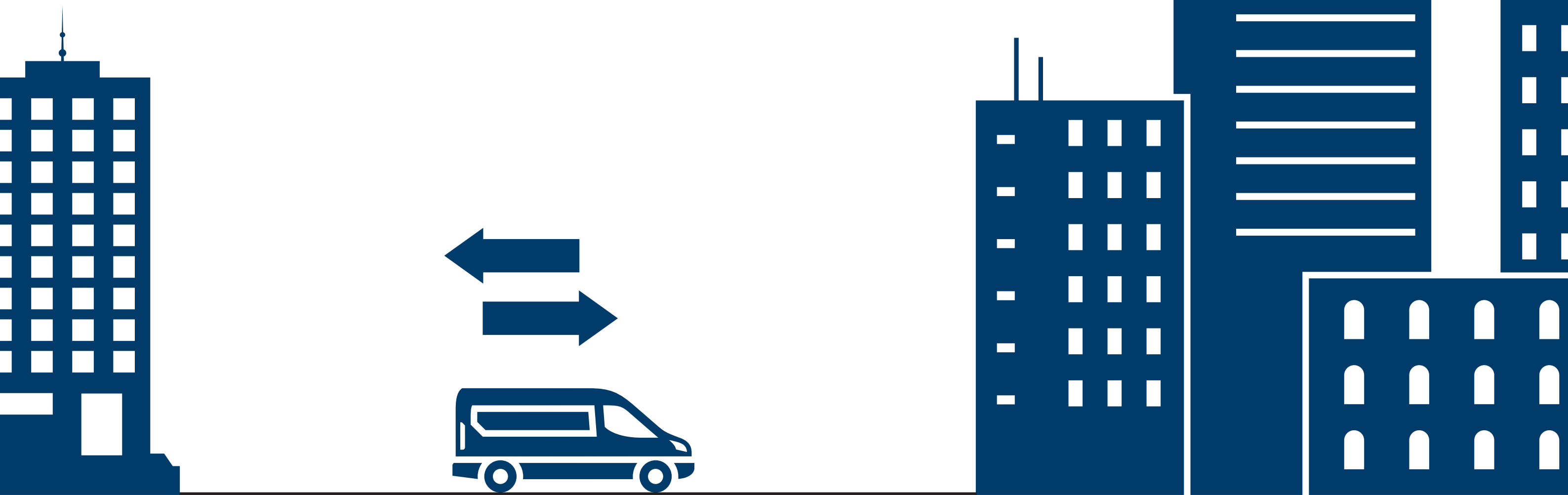
See how Remote Services

can enhance your daily operations.  
Click below to explore.

Before

After

Before Remote Connect, you wasted valuable time and resources travelling to and from fire systems, while having limited transparency and information.



## See how Remote Services

can enhance your daily operations.  
Click below to explore.

Before



After



With Remote Connect, you have both secure remote display and remote access – reducing travel time and giving you the information and control you need.

### Integrate Remote Connect and get:

- ▶ Configuration from anywhere
- ▶ 24/7 access and availability
- ▶ Quick reaction time for increased customer satisfaction
- ▶ Preventive maintenance and monitoring of detectors
- ▶ Reduced maintenance and travelling costs



## The Bosch difference.

Only Remote Connect from Bosch delivers best-in-class technology and unparalleled service.

- ▶ No IT expertise required
- ▶ Remote configuration, not just remote display
- ▶ Full RPS functionality with advanced security
- ▶ Software updates via IP



### Remote Connect

Get a secure internet connection for remote configuration, display and access.

## Building on the foundation of Remote Connect.

After integrating Remote Connect, you can take advantage of the upcoming Remote Maintenance and Remote Alert. Combined, these three revolutionary solutions will enable ultimate fire system service for you and your customers.



### Remote Maintenance

Get live fire system data, charts and data analysis tools for preventative maintenance.



### Remote Alert

Receive immediate SMS and email notifications directly from the panel and set customized alerts.

## Connect and experience the benefits



With **24/7 access** and availability,



**2 out of 3 cases** can be solved remotely,

resulting in

**200-300 EUR**

savings for mid-size systems\* and **400-600 EUR** for large systems.\*

\*Savings per year, per system, Source



## **Break free** from the past and step into the future of fire system.

Integrate Remote Services from Bosch and get more efficiency with three cutting-edge solutions.

Experience more connectivity, nonstop availability, worldwide access and complete business continuity.

Please contact your local sales representative for more information.