



BOSCH

Invented for life

BOOST Expert Services

BOOST on-site and remote services

Bosch as a reliable partner empowers you to offer superior on-site and remote services to your customers to minimize downtimes, commissioning and maintenance costs.

You need a fast and professional service solution on-site?

Bosch technical specialists have an extensive expertise in commissioning integrated solutions based on the latest technologies, as well as in trouble shooting and repair of installations operating for years.

Bosch is active in more than 60 locations in Europe, the U.S. and Asia Pacific, and more than 100,000 customers worldwide benefit from our experts' knowledge.

The BOOST Expert Services provide customized service offerings after a project specific analysis and are available for the Bosch Security and Safety Systems product portfolio.



BOOST on-site

With BOOST Expert Services, you can count on our expertise for Commissioning, Trouble Shooting, and Repair for Bosch products or solutions wherever needed.

Bosch technical specialists with expert knowledge are available either remote or at your customer installation site, at predictable costs and at a flexible schedule, to minimize delays and downtimes.

We support you to provide or restore full functionality of your customer's security and safety solution.

We enable you to rent an expert

Get expert knowledge and experience on demand to help your staff to commission a project, trouble shoot a malfunction, or repair products according to the scope and functionality agreed.

We provide additional peace of mind for you and your customers

Ensure smooth, cost and time efficient project implementation and failure resolution thanks to knowledge and experience of a trained expert.

We empower you to benefit from latest technologies

Back up your experts with technical specialists well educated on the latest products and technologies.

We increase your flexibility by backing up your own resources

Avoid technical issues and unplanned delays during commissioning and failure resolution by making use of proficient Bosch experts.

Your Benefits

- ▶ Customized Expert Services for remote or on-site commissioning, remote or on-site trouble shooting, and on-site repair
- ▶ Predictive costs at fixed hourly/ daily rates
- ▶ Reduced impact during operation
- ▶ Minimized system downtimes
- ▶ Operator Instruction when needed

Commissioning Support

We help to avoid situations jeopardizing the relationship between you and your customers.

- ▶ On-site or remote guidance by Bosch technical specialists
- ▶ Advice on how to configure and install Bosch product(s) and solution(s)
- ▶ Advice on how to program Bosch product(s) and solution(s)
- ▶ Advice on how to test a system in an efficient way
- ▶ Data and access security for remote commissioning service: Encrypted connection, explicit acknowledgement by customer



We support you when commissioning

solutions: from single product to multi domain solutions across all industries, serving standard projects as well as complex projects. By providing remote and / or on-site commissioning support, we ensure smooth, cost and time efficient project implementation on your side.

We complement and back up your local competence with proficient Bosch expertise to avoid costly delays and technical issues.

Bosch on-site and remote Expert Services will support you in project situations, where you

are facing challenges in detailed technical knowledge, time constraints and in availability of technical resources.

We empower you to tender and realize a Safety and Security solution even you might have already planned your resources to work on a different topic or at another location or some knowledge/expertise is just missing.

Our technical specialists can provide advice for the, configuration programming testing of an installation.

Trouble Shooting Support

We help to identify and resolve incidents in a fast way.



- ▶ On-site or remote trouble shooting by Bosch technical specialists
- ▶ Advice on how to troubleshoot and test a system in an efficient way
- ▶ Advice on how to configure and install Bosch product(s) and solution(s)
- ▶ Advice on how to program Bosch product(s) and solution(s)
- ▶ Advice on how to extend existing systems, e.g. with new products and solution(s)

We help you managing your customers'

incidents: Failure analysis and problem resolution for single product to multi domain solutions in standard installations as well as in complex environments. By providing remote or on-site trouble shooting support, we complement and back up your local technical support team with proficient Bosch expertise to ensure minimized risks, low unplanned downtimes, reduced cost and effort and fast restoration of functionality.

Bosch on-site and remote Expert Services will support you in situations, where a customer is asking you to:

- Extend or to upgrade an existing solution and you are facing limitations, technical-wise or time-wise.

- Regain system access in case password is not available.

In case of a reported malfunction, we enable you to resolve the issue fast by remote trouble shooting and providing a solution proposal. In situations with restricted remote access or in complex installations we help you to solve the issue on-site.

We empower you to provide professional technical support to your customers in case of product or system malfunction even you might have already planned your resources to be working on a different topic or at another location or some knowledge/expertise is just missing.

On-site Repair

We repair products on-site to ensure minimized downtime.

- ▶ Technical specialists with dedicated know how of the failed product
- ▶ Provisioning of required tools and replacement parts
- ▶ On-site exchange of defective components
- ▶ Restoring functionality of the defective product



We support you with an on-site repair offering in case of hardware malfunctions.

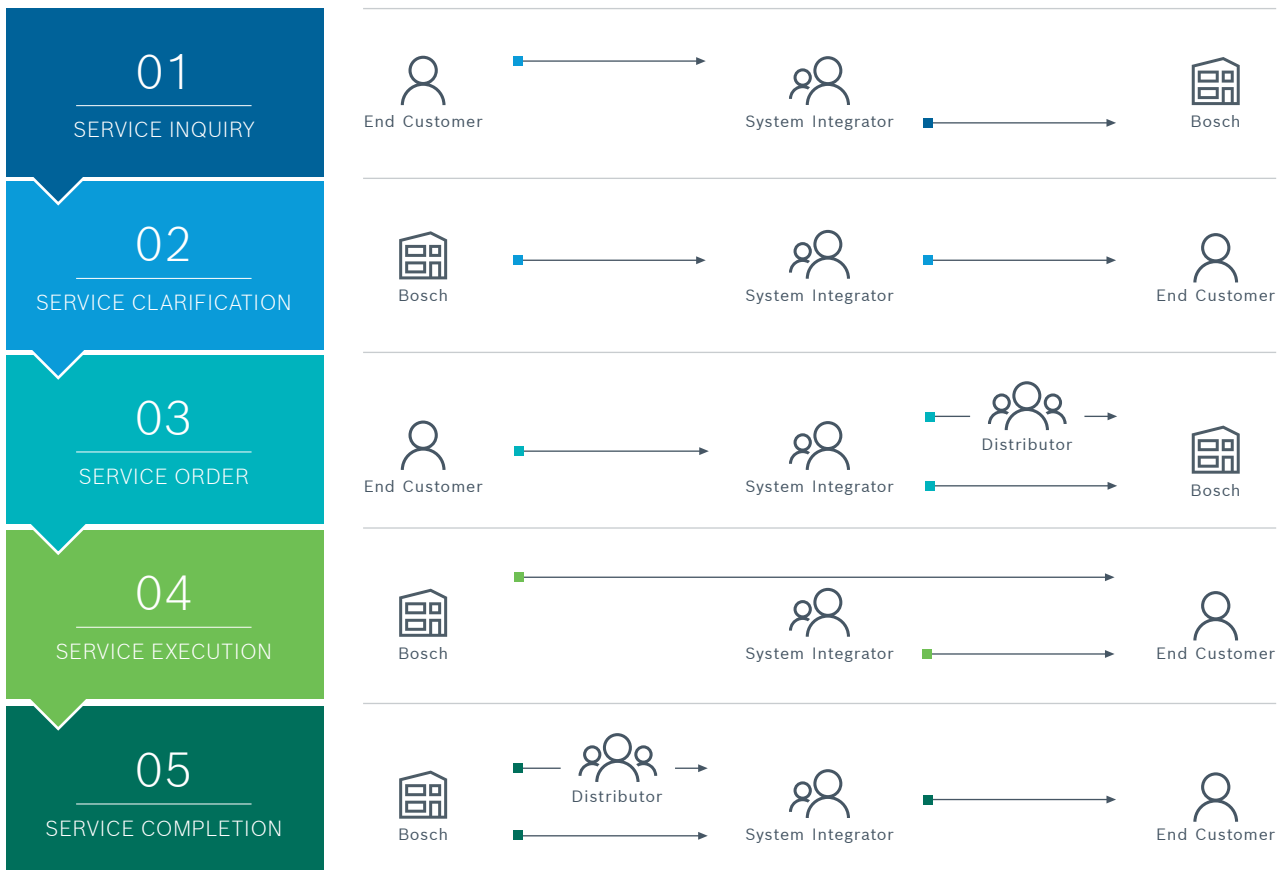
By providing on-site repair we ensure fast reaction times as well as cost and time efficient need to uninstall and ship the failed products to a repair center.

It should never happen, but it does in real life: Products are malfunctioning in critical situations, even multiple products can fail at the same time due to overvoltage, stroke of lightning, flood or storm. Instead of sending the defect products one after the other or in a bunch we offer you a cost effective way to solve the issues on-site.

We empower you to provide on-site repair by professionals to your customers in case of product or system malfunction even you might not have own resources available, or the right knowledge/expertise is just missing.

We help to avoid situations where due to a hardware malfunction your customer would not be able to deliver the services he is supposed to provide, e.g. uninterrupted Video Surveillance in gaming environments or airports.

Your easy way to get the BOOST on-site and remote services for your products or solutions wherever needed.



01 SERVICE INQUIRY

- ▶ End customer contacts System Integrator (SI) for on-site services
- ▶ SI contacts Bosch and requests on-site services

02 SERVICE CLARIFICATION

- ▶ Bosch contacts the SI for service order clarification, e.g. problem description, appointment, access details, scope of work.
- ▶ SI clarifies details with the end customer.

03 SERVICE ORDER

- ▶ The end customer orders BOOST on-site or remote service at a SI.

- ▶ SI with a Bosch account orders the service at Bosch, otherwise at a Bosch product Distributor (DI).

04 SERVICE EXECUTION

- ▶ Bosch technician executes the service on-site or remote.
- ▶ In case of on-site service the SI is involved.

05 SERVICE COMPLETION

- ▶ Bosch technician writes an execution report and sends it to the service purchaser.
- ▶ SI or DI forward the report to the end customer.

Bosch Security and Safety Systems

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