



Access & Intrusion - Service and Support Index

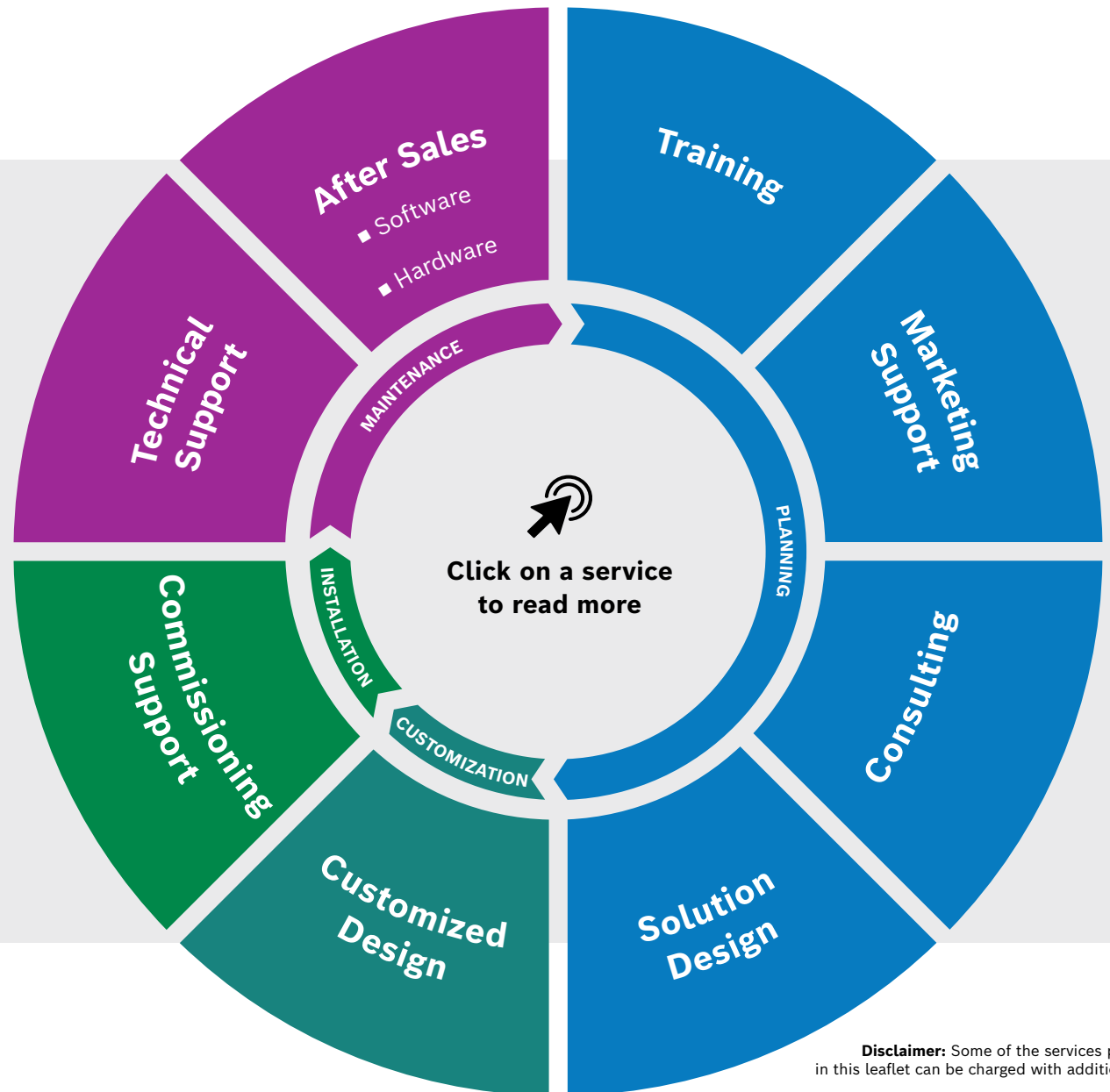


Bosch delivers the most flexible and reliable access control and intrusion alarm solutions. We can support your business during all phases of a project; planning, customization, installation and maintenance.

We offer application advice and specialized technical support. Our international network of integration and product experts is available for all your questions and challenges.

Learn more about our services and support in this interactive flyer.

boschsecurity.com/accessintrusion






Disclaimer: Some of the services presented in this leaflet can be charged with additional fees.

Access & Intrusion - Service and Support Training



The Bosch Building Technologies Academy is available 24/7 for you and your team to learn all about our solutions and to obtain the appropriate product certifications. Whether you are more sales or technically oriented, we have training sessions to suit your needs. Just create an account and register.

- Free of charge online courses 
- Virtual or face-to-face classroom courses (2 levels of expertise) to obtain product certifications 
- How-to-videos 




Access & Intrusion - Service and Support

Marketing Support



We offer extensive marketing support in the form of promotional materials that can be used on your marketing channels to promote our products and solutions and to strengthen the business together.

- Flyers and brochures
- Reference presentation 
- Giveaways
- Fairs and events support
- Jointly organized marketing activities

Subscribe now to our newsletters 



Access & Intrusion - Service and Support Consulting



In the tender design phase, we help you discover the best possible solutions for your project.

- Advise on concept design
- Inform about latest technologies
- How to choose the right products
- Assessment of practical feasibility of project
- Standardized designs



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Solution Design



Our team of experts will help design the perfect solution. We ensure a detailed, deep understanding of your needs and project requirements.

- Product calculation
- Project planning support
- Review specifications and drawings
- Provide schematics and connection drawings
- Detailed A&E (Architects and Engineers) specifications



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Customized Design



We can help reviewing possible integration options with our existing and with new partners. We can combine our technologies and our extensive global expertise to advise on tailored solutions that answer to your specific needs.

- Inform about current integrated solutions
- Advise on optimal product mix
- Project customization



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Commissioning Support



We can support and advise on installation, configuration and commissioning topics.

- Provide installation and configuration manuals for both hardware and software
- Deliver security hardening and migration guides
- Advise on integration with third parties
- Guide installation and configuration of products



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Technical Support



Our team of experts provide registered system integrators with the necessary support to ensure a smooth operation of the installed solution. A valid Service Maintenance Agreement (SMA) is required in order to be able to use our technical support. The SMA can be purchased together with our software.

- Dedicated team of technical support specialists
- Identify cause of product issues
- Provide solution or work-around for product issues



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After Sales - Software



Our product offering includes optional software maintenance agreements (SMA) in order to ensure that your software is always up-to-date with the latest features and security upgrades.

- Clear pricing structure
- Choose up to 5-year SMA with yearly extensions
- Upgrade to latest software version without additional costs within the SMA period
- Predictable operating, maintenance and expansion costs



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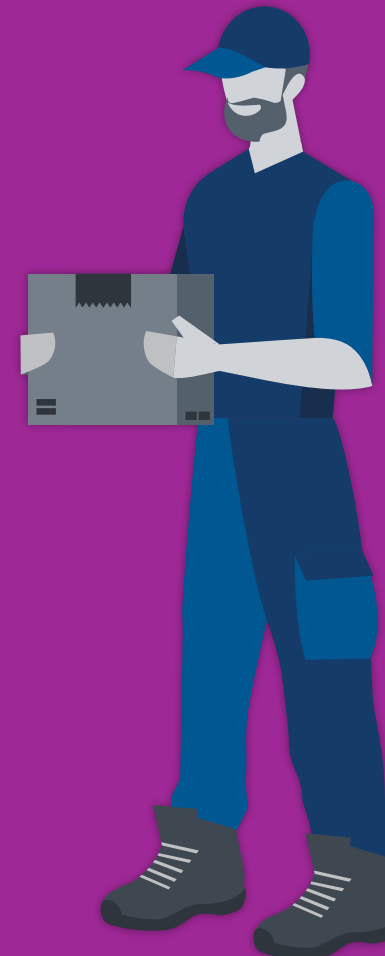
After Sales - Hardware



Our product policy, repair maintenance agreement (RMA), ensures that your hardware is fully functional.

- Standard 3-year warranty, up until 5-8 years of warranty for motion detectors
- 90-day warranty upon repair
- Free of charge shipping and transportation
- Advanced product exchange*

* The advanced exchange is available for most of our products during the warranty period. In order to minimize system downtimes, a new or refurbished product is sent out immediately when you submit a request to us. Therefore, you can directly fix the problem on-site to ensure that the system is running as soon as possible.



Access & Intrusion - Service and Support

Contact us



Sales

- Access Control Systems
- Intrusion Alarm Systems



Tech support

- Reach local tech support



Training

- Contact our training team



Marketing

- Contact our marketing team

