

Bosch Communication Center

Date: January 1, 2010



As an international service provider, Bosch Communication Center offers innovative solutions for Business Process Outsourcing.

By reorganizing or bundling of processes, BPO experts unlock significant potential to achieve synergies for customers from a wide range of industries.

A wholly owned subsidiary of the Bosch Group – Bosch Communication Center stands for high-quality standards, excellent service and highest security and data protection standards.

Locations

International communication center network with 16 sites in nine countries in Europe, Asia and South America

Head Office

Frankfurt/ Main, Germany

Employees

More than 4,000 employees worldwide

History

1985: Operator of monitoring centers in Germany

1993: Provider of communication services

2000: Internationalization

Today: International provider of Business Process Outsourcing services

Language Coverage

BPO services in more than 25 languages

Service Portfolio 24/7 coverage of entire process chains e. g.

- Service & information hotlines
- Technical support
- Field service management
- Feedback and complaint management
- Surveillance and securing of buildings and technical equipment
- Mobile security
- Video remote surveillance
- Order-to-cash services
- Purchase-to-pay services

Customer Portfolio Services for more than 1,000 customers

Transactions Across all communication channels

- Approx. 65 million transactions p. a. e. g. via phone, fax, email, letter etc.
- Approx. 45 million data notifications p. a. handled in monitoring and clearing centers
- More than 90,000 monitored objects

Quality Certification DIN EN ISO 9001 : 2000

Contact Details Bosch Sicherheitssysteme GmbH
Bosch Communication Center
Lahnstrasse 34-40
60326 Frankfurt/ Main
GERMANY
Phone +49 800 6000660
Fax +49 800 6000661
bcc@de.bosch.com
www.boschcommunicationcenter.com