



## **Bosch Communication Center Continues to Expand International Network** New Locations in Latin America and Europe

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- ▶ Services for Portuguese-speaking countries thanks to new branches in Brazil and Portugal
- ▶ Focus on finance, accounting, and procurement services

Bosch Communication Center will continue the expansion of its network by opening new locations in Brazil and Portugal on September 1, 2010.

"The two branches in Brazil are our response to the increasing importance of Brazil, as well as the whole of Latin America as a major economic center," says Bernd-Otto Schirrmann, Head of Bosch Communication Center. "To coincide with those new locations, we are opening a sales office in Lisbon to complete our range of services for the Portuguese-speaking market. A clear focus on services in finance, accounting, and procurement, also allows us to strengthen our service portfolio for Business Process Outsourcing (BPO)."

### **Second Foothold in Latin America after Argentina**

The new Bosch Communication Center location in Joinville in the southern Brazilian state of Santa Catarina, is set to create around 150 jobs during the first expansion phase up to 2012. In addition to the operational location in Joinville, Bosch Communication Center is opening a sales office in Campinas, one of Brazil's most important industrial centers north of Sao Paulo.

In Joinville, Bosch will primarily provide its customers with support in finance, accounting and purchasing processes. These include order handling, invoice verification, accounts receivable management, supplier management, and other processes. Further expansion of the company's range of BPO services, such as technical support and mobile security solutions, is also planned for customers in various industries. In Brazil, Bosch will offer its services in Portuguese, Spanish, and English.

## **Bridge to Europe – New Location in Portugal**

The new sales office in Lisbon will link the locations in Brazil to the European network and offer international customers additional outsourcing opportunities, primarily in the Portuguese and Spanish-speaking markets.

Bosch Communication Center is an international service provider and a business unit of Bosch Sicherheitssysteme GmbH, offering innovative solutions for Business Process Outsourcing. More than 4,000 associates in Europe, Asia and South America offer highly-qualified services and optimize business processes in over 25 languages. Bosch integrates processes across industries and countries in order to give its customers the competitive edge, while working to international quality standards.

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*The Bosch Group is a leading global supplier of technology and services. In the areas of automotive and industrial technology, consumer goods, and building technology, some 275,000 associates generated sales of 38.2 billion euros in fiscal 2009. The Bosch Group comprises Robert Bosch GmbH and its more than 300 subsidiaries and regional companies in over 60 countries. If its sales and service partners are included, then Bosch is represented in roughly 150 countries. This worldwide development, manufacturing, and sales network is the foundation for growth. Each year, Bosch spends more than 3.5 billion euros for research and development, and applies for some 3,800 patents worldwide. With all its products and services, Bosch enhances the quality of life by providing solutions which are both innovative and beneficial.*

*The company was set up in Stuttgart in 1886 by Robert Bosch (1861–1942) as “Workshop for Precision Mechanics and Electrical Engineering.” The special ownership structure of Robert Bosch GmbH guarantees the entrepreneurial freedom of the Bosch Group, making it possible for the company to plan over the long term and to undertake significant up-front investments in the safeguarding of its future. Ninety-two percent of the share capital of Robert Bosch GmbH is held by Robert Bosch Stiftung GmbH, a charitable foundation. The majority of voting rights are held by Robert Bosch Industrietreuhand KG, an industrial trust. The entrepreneurial ownership functions are carried out by the trust. The remaining shares are held by the Bosch family and by Robert Bosch GmbH.*

*Additional information can be accessed at [www.bosch.com](http://www.bosch.com)*