



Bosch Communication Center expands network with new branch in Russia

New site in Kazan, Tatarstan

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- ▶ Opening planned for this fall
- ▶ Entry into a market with excellent growth potential

Frankfurt/Kazan – Bosch Communication Center is continuing to expand its international network and will open a new site this coming fall in Kazan, capital of the Republic of Tatarstan in Russia. The new site will allow the international Business Process Outsourcing (BPO) provider to expand its range of services that are specifically targeted at the Russian-speaking world. "By opening a site in Russia, we want to establish ourselves as an international BPO service provider in this growth market," explains Bernd-Otto Schirrmann, Head of Bosch Communication Center. He goes on to explain that with average annual growth rates of over 20 percent, the Russian market offers superb outsourcing potential for both classic communication services and for complex business processes. Approximately 90 percent of these activities are still processed by companies internally.

In the first expansion phase, there are plans for the creation of around 50 jobs at the new site in Tatarstan by the end of this year, with a total of over 200 associates set to be employed there by 2014. The Kazan site will initially focus on delivering Russian-language projects for various Bosch divisions. Other projects involving external clients from the private and public sectors, including projects in the field of security services, are currently in the planning phase.

Bosch Communication Center, a business area of Bosch Sicherheitssysteme GmbH, is an international service provider that offers innovative solutions in the field of Business Process Outsourcing. More than 4,000 associates in Europe, Asia and South America offer services and optimize business processes in over 25 languages.

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The Bosch division Security Systems is a leading global supplier of security, safety, and communications products, solutions and services. Some 12,000 associates generated sales of 1.36 billion euros in fiscal 2010. Protection for people's life, buildings and assets is the aim. The product portfolio includes video surveillance, intrusion alarm, fire alarm and voice evacuation systems as well as access control, management systems and care solutions. Professional audio and conference systems for communication of voice, sound and music complete the range. Bosch Security Systems develops and manufactures in its own plants across the world.

Additional information can be accessed at www.boschsecurity.com

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 285,000 associates generated sales of 47.3 billion euros in fiscal 2010. The Bosch Group comprises Robert Bosch GmbH and its more than 350 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 further growth. Bosch spent 3.8 billion euros for research and development in 2010, and applied for over 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.

Additional information can be accessed at www.bosch.com, www.bosch-press.com, and www.125.bosch.com.



Bildtext | Caption

Bosch Communication Center verstärkt Netzwerk mit Niederlassung in Russland

Neuer Standort in Kasan, Tatarstan

Bosch Communication Center strengthens network with branch in Russia

New site in Kasan, Tatarstan



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