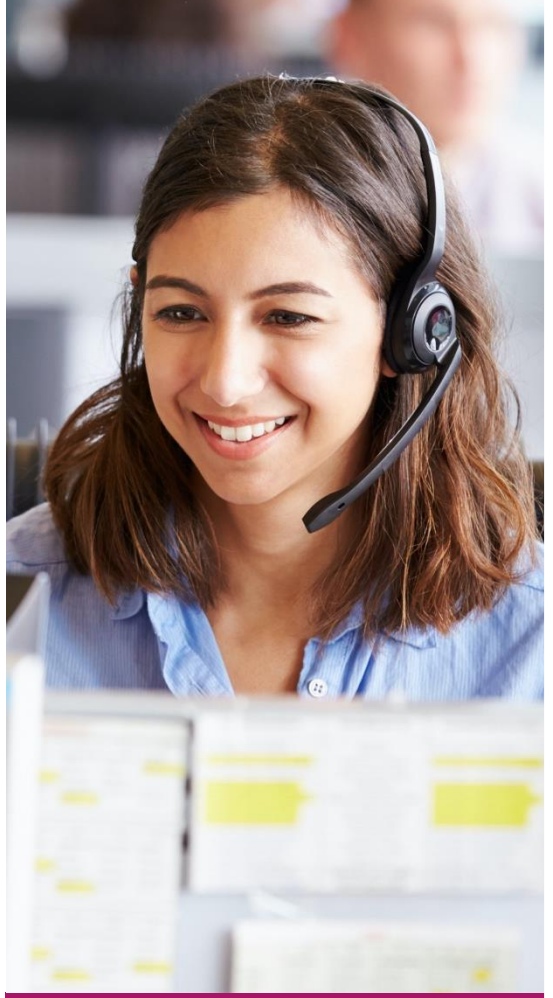
Turning Data into Insights

@Bosch Service Solutions

Our Purpose:

OUR SERVICES MAKE LIFE SAFER . . .
Mobility Services

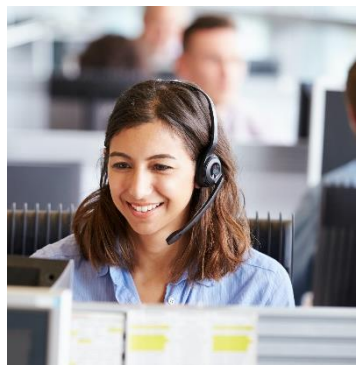


. . . MORE CONVENIENT
Customer Experience Services

. . . MORE EFFICIENT
Monitoring Services

WE ARE BOSCH
Service Solutions

Unique competence profile for high value services



Bosch Service Solutions in a nutshell – Global service network

MOBILITY SERVICES

CUSTOMER EXPERIENCE

MONITORING SERVICES

BUSINESS SERVICES

NEXT GENERATION SUPPORT SERVICES
Easy. Interactive. Personal.
ITSD

Connected Service Hub

IoT Helpdesk

TRAVEL4.0

Connected Mobility

Agency Service

#1 #2 #3 #4

Service Segments – Examples

MOBILITY

Car

Emergency Call

CUSTOMER EXPERIENCE

Airline

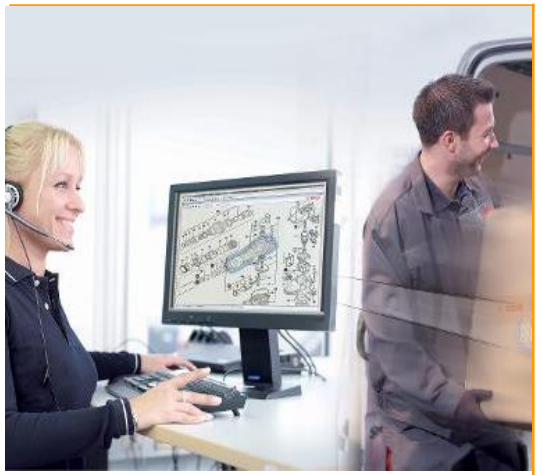
Customer Feedback Management

MONITORING

Elevator

Emergency Call

BUSINESS SERVICES

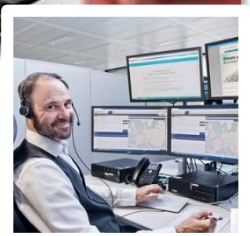


Power Tools

Dealer Order Desk

Service Segments and Customers

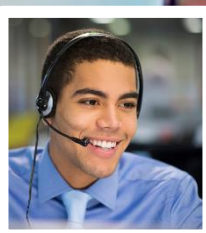
MOBILITY



Mercedes-Benz

Audi

CUSTOMER EXPERIENCE



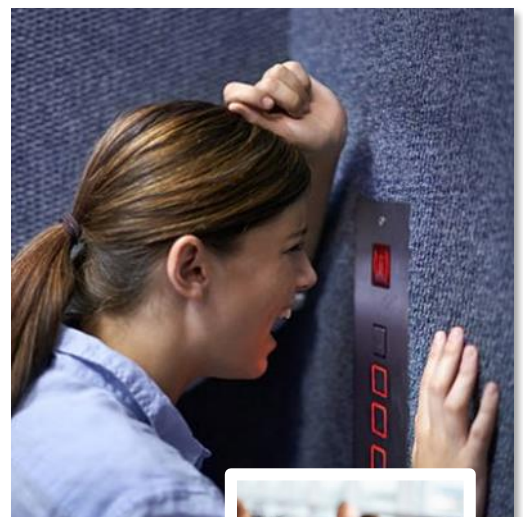
MICHELIN

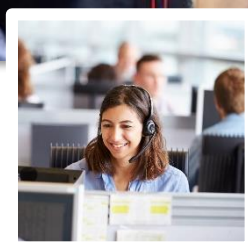
orange

vodafone

Eurowings

MONITORING





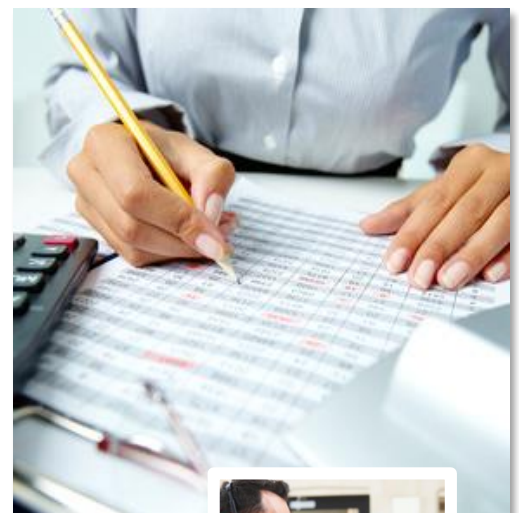
OTIS

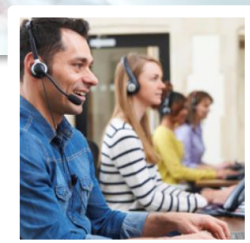
KONE

DB

KUEHNE+NAGEL

BUSINESS SERVICES





BOSCH

Our services make life safer, more convenient and more efficient

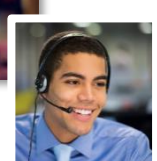
MOBILITY

20m
connected vehicles for secure driving under contract

Helped
~45,000
persons during car accident

CUSTOMER EXPERIENCE

Solved
>12,000
customers requests per hour (>25m p.a.)



MONITORING

Connected to
~54,000
elevators

Rescued
~14,000
persons out of stuck elevators

BUSINESS SERVICES

Best in class!
Technical &
Commercial Helpdesk for
eBike in the market

BOSCH SERVICE SOLUTIONS

Global service network

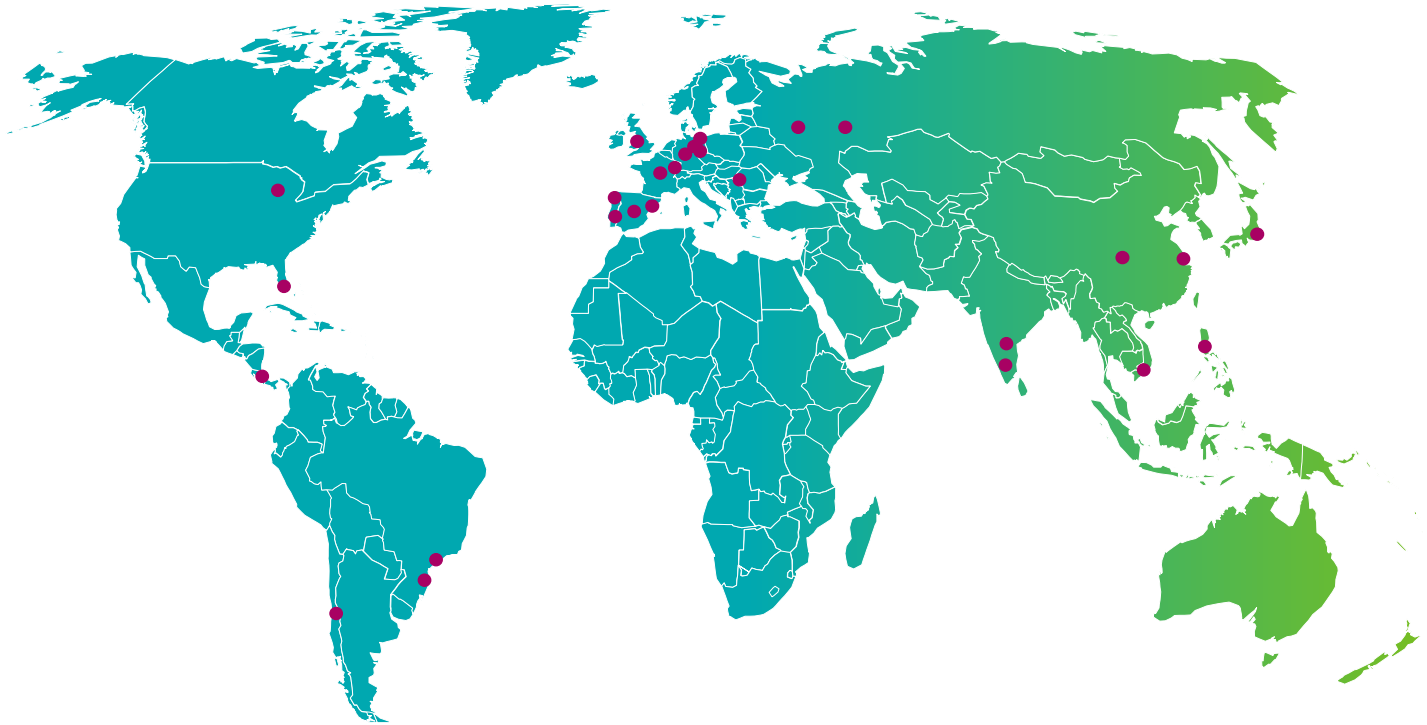
9.500 service experts

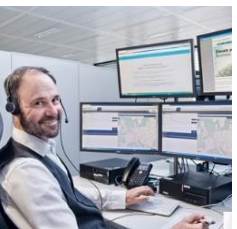
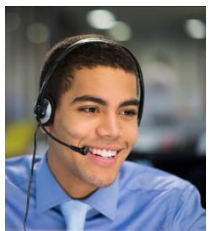
40 languages

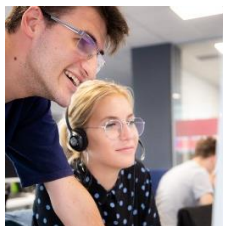
25 sites in

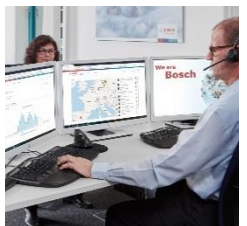
15 countries

1 global IT service landscape

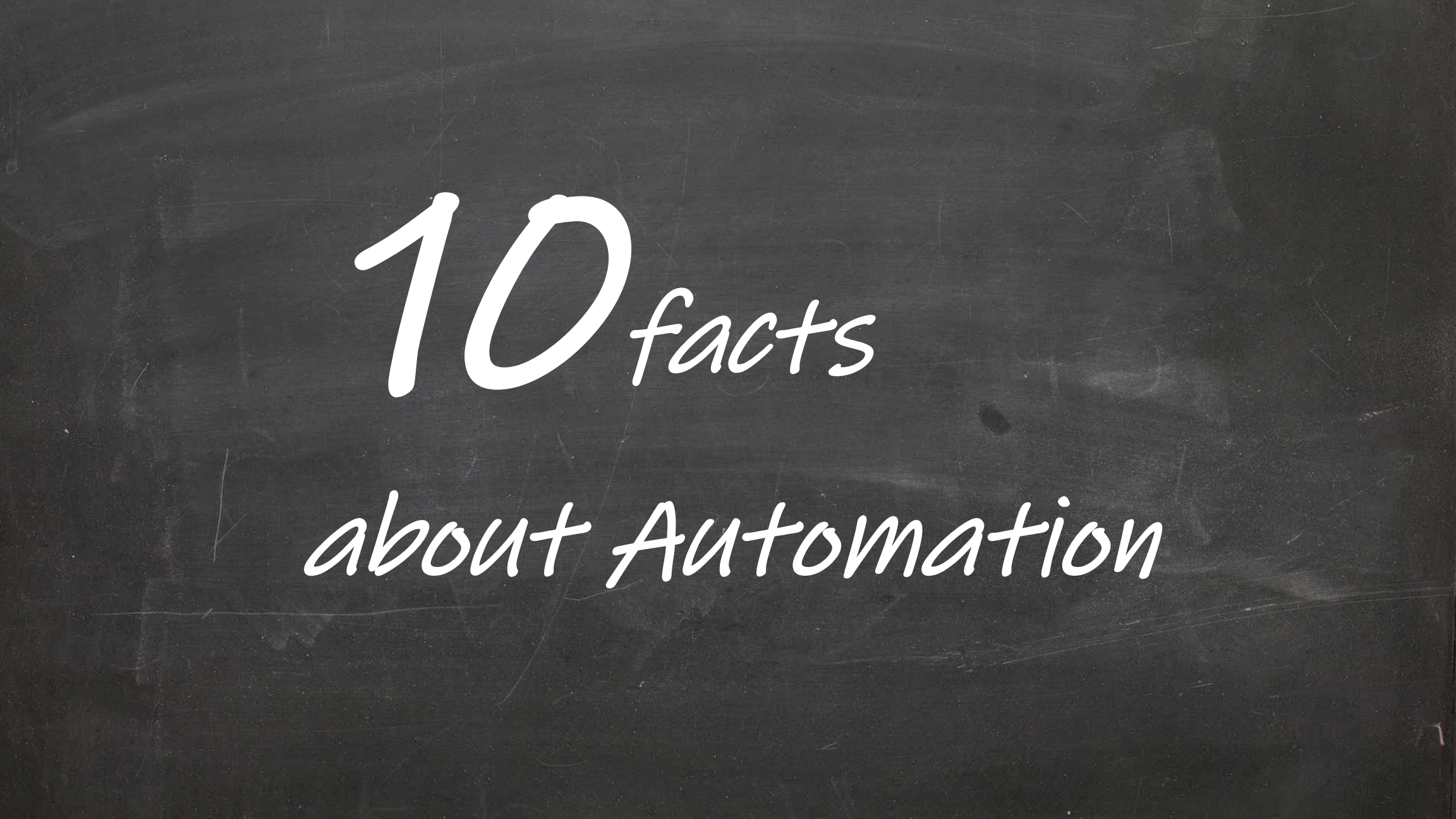






Will digitalization
automation
and robots
substitute our jobs?


10 facts
about Automation

Customer Expectation:

#1

72% of customers expect a response to their complaints on social media within

one hour.

#2

German working Population will decrease by almost 10% until 2030

Split of total # of working hours (WW) between humans and machines

#3

30% → 50%

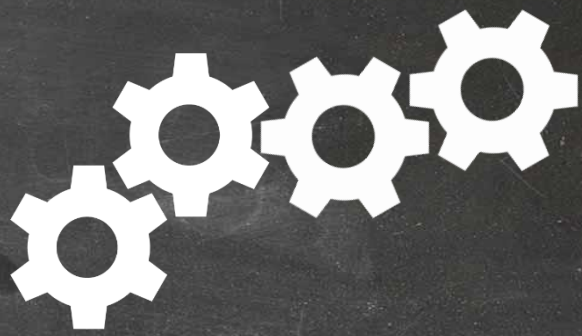
70% → 50%

2019 2025

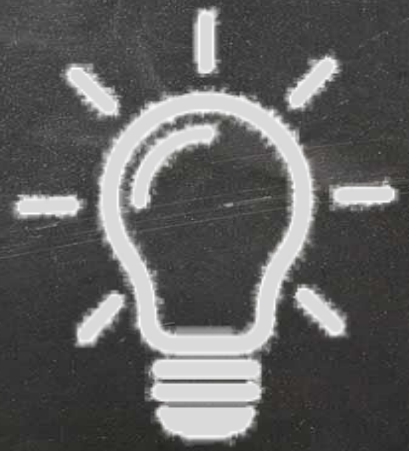
#4

By 2025,

30%



of the tasks that will automated
will be activities we don't do today.



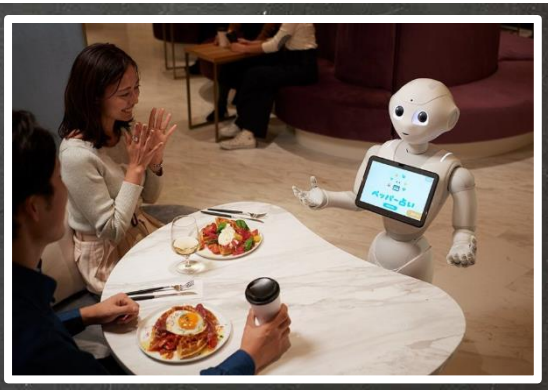
Consequences driven by automation #5

Productivity

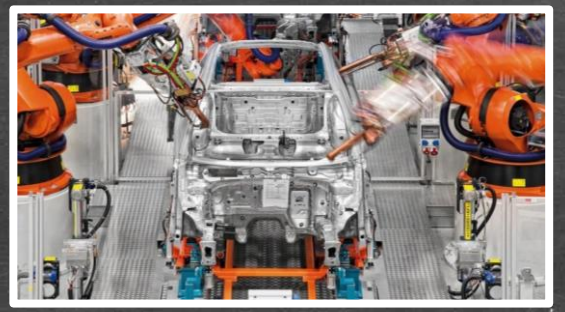
will go up

Cost

will go down



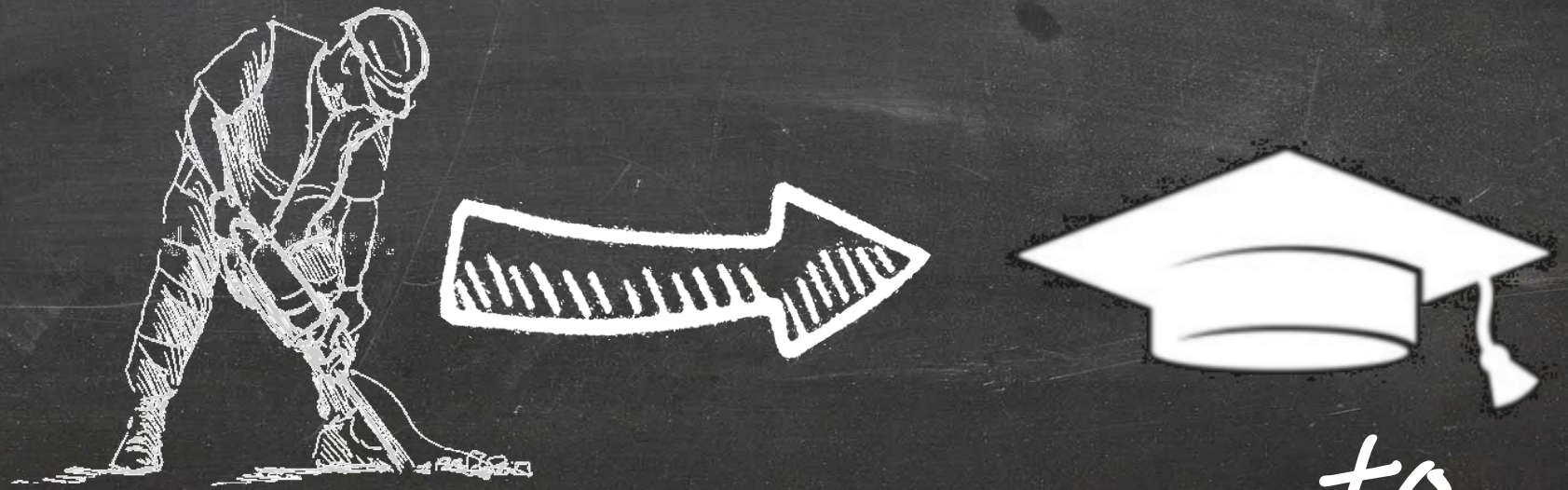
#6 Of course, some jobs will be redundant.



All skill levels

#7

will be affected by automation



from . . .

. . . to

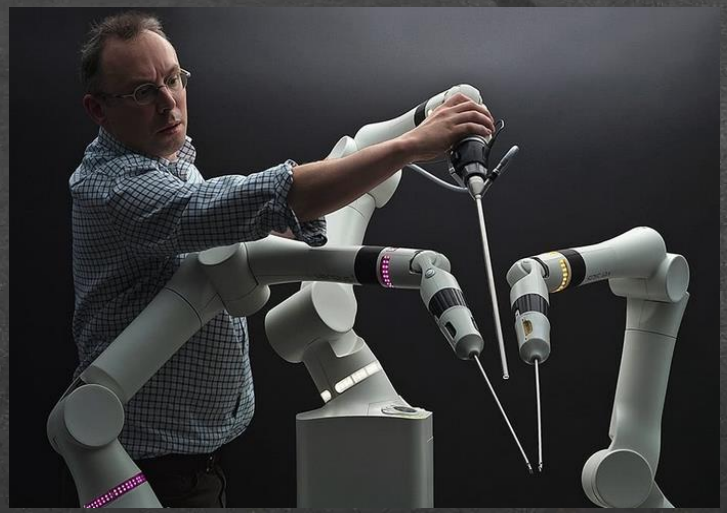
Robots are getting smarter #8

For example:

- Street navigation
- Fraud detection during financial transaction in milliseconds
- Predictive buying behaviour & supply chain optimisation

#9

Artificial Intelligence can now identify cancers more accurately than trained pathologists



#10

Jobs substituted through digitalization until 2025 worldwide

-75m Jobs

+130m Jobs

Jobs created though digitalization

Source: WEF 1/2020

WORLD ECONOMIC FORUM

NEW BUSINESS MODELS BASED ON . . .

. . . BIG DATA, IOT AND AI

WILL DRIVE GROWTH IN THE CUSTOMER SERVICE MARKET

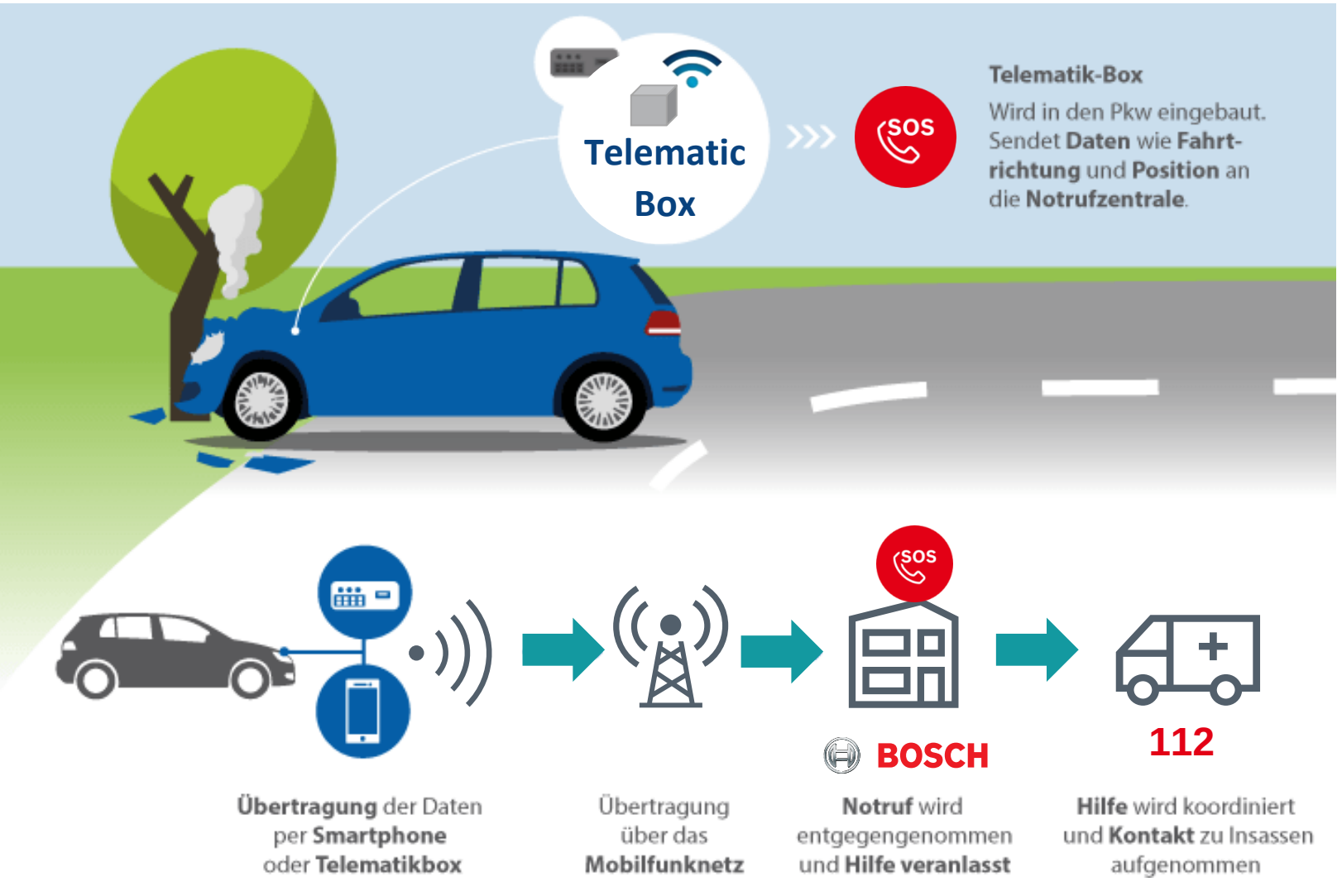
BOSCH

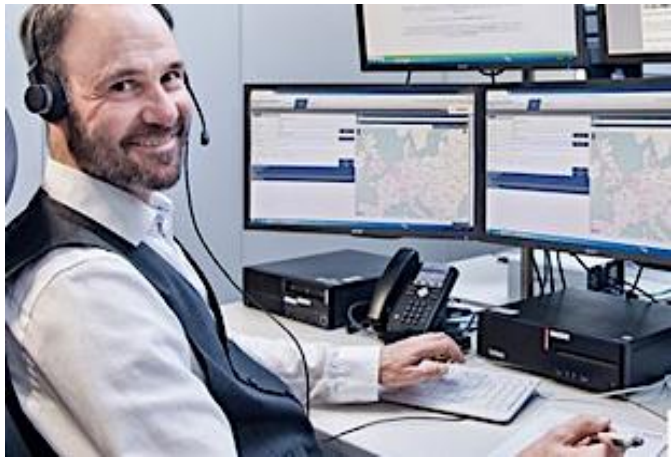
#1 Emergency Call eCall

Emergency Call

#1 Emergency Call eCall

eCall – Telematics System transmit all data autonomously





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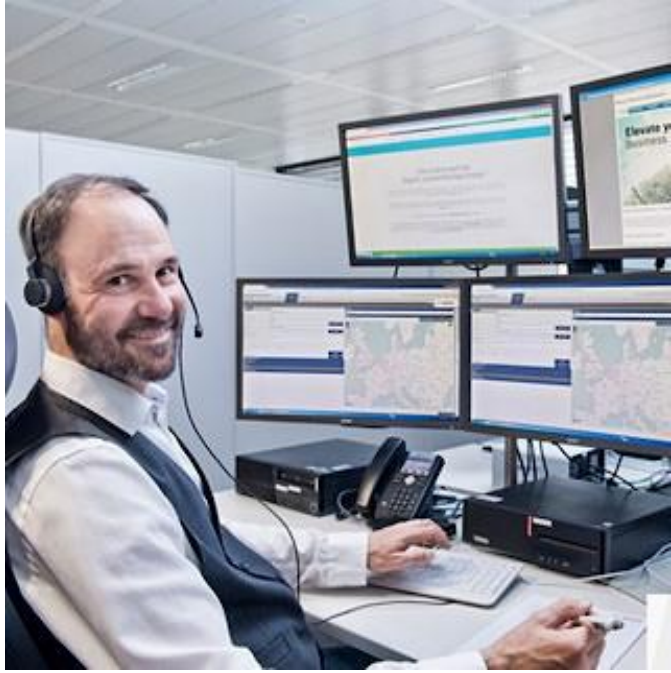
Bosch eCall in numbers (2019)

20 Million cars
are connected

>1,3 Million calls
handled in 52 countries worldwide

100 % handled 24/7/365 in <20 sec.

3sec average response time
to incoming calls

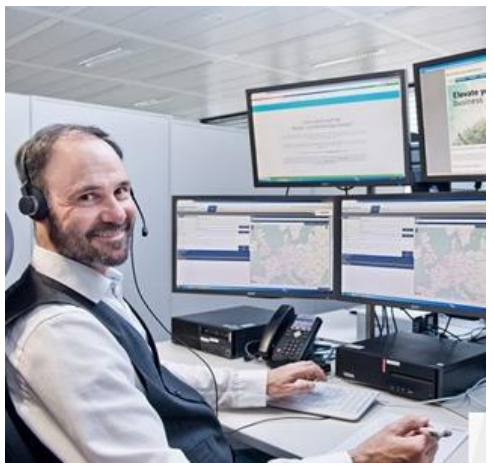


eCall 2.0 – Data delivery to all emergency chain participants

SOS

Crash sensor data

Bosch Service Centre



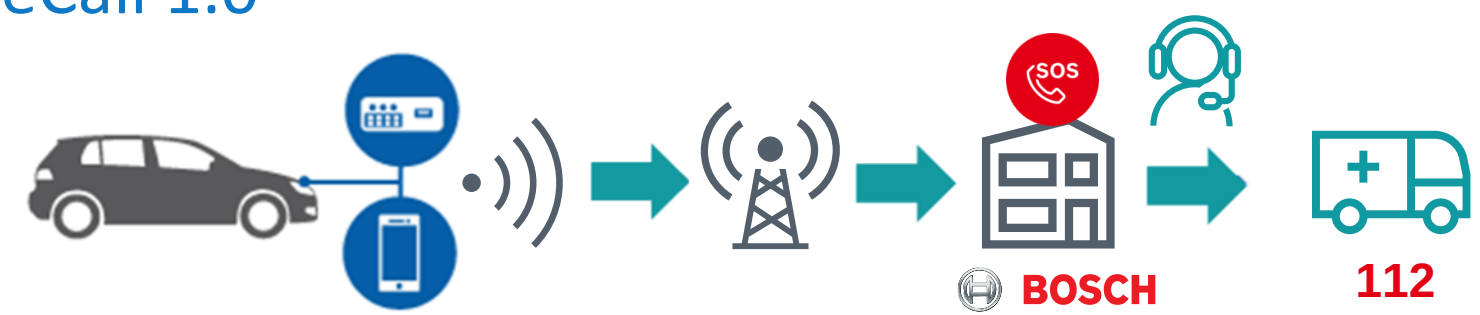
Data delivery to all emergency chain participants

Ambulance & Fire brigade

Hospital, Helicopter, Emergency room

Central car injury data base

eCall 1.0



Best User Experience: From eCall service to fully digitized value chain

eCall 2.0

Concierge Service

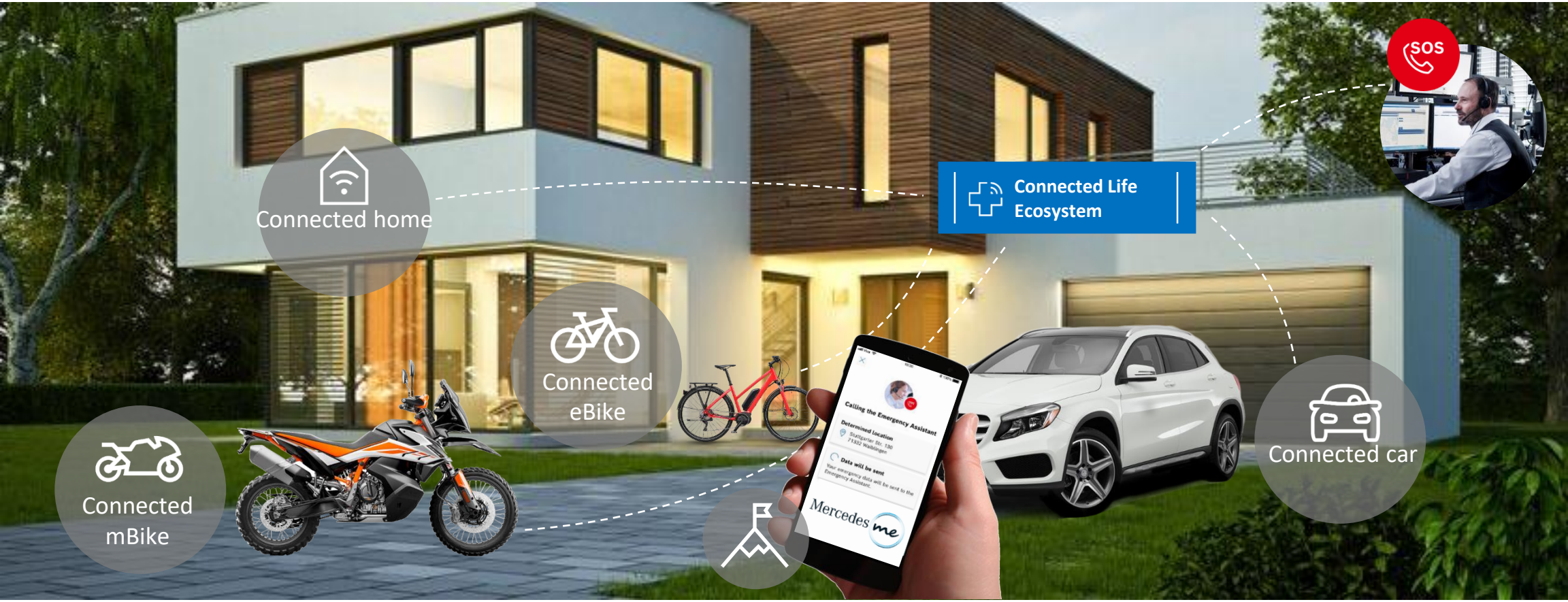
Accident Management

X-Call

Stolen Vehicle Tracking

OEM App

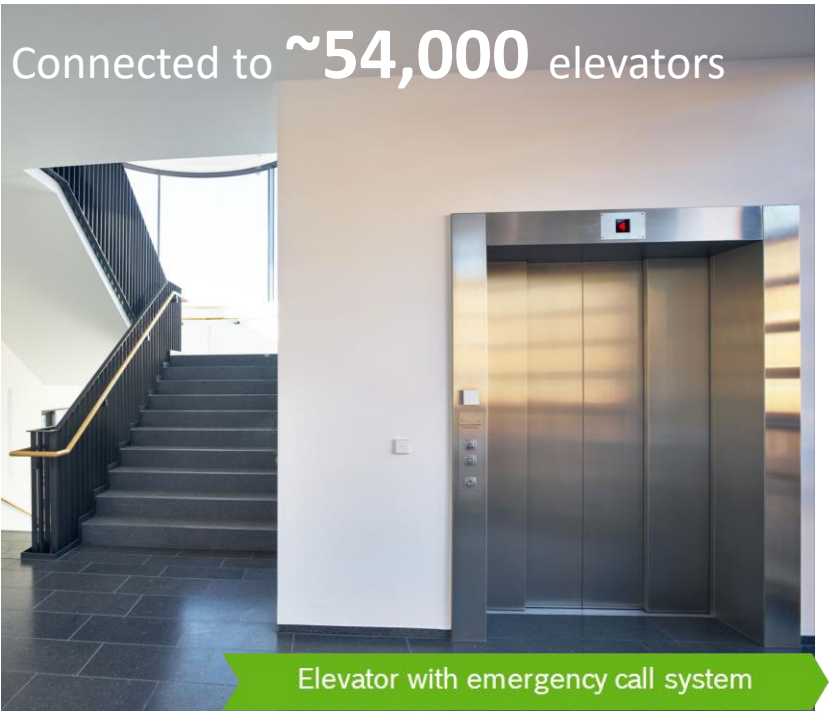
Evolution of services – one-stop service solution



#2 Elevator Emergency Call

Elevator Emergency Call

Rescued **~14,000** persons
out of stuck elevators



Elevator with emergency call system

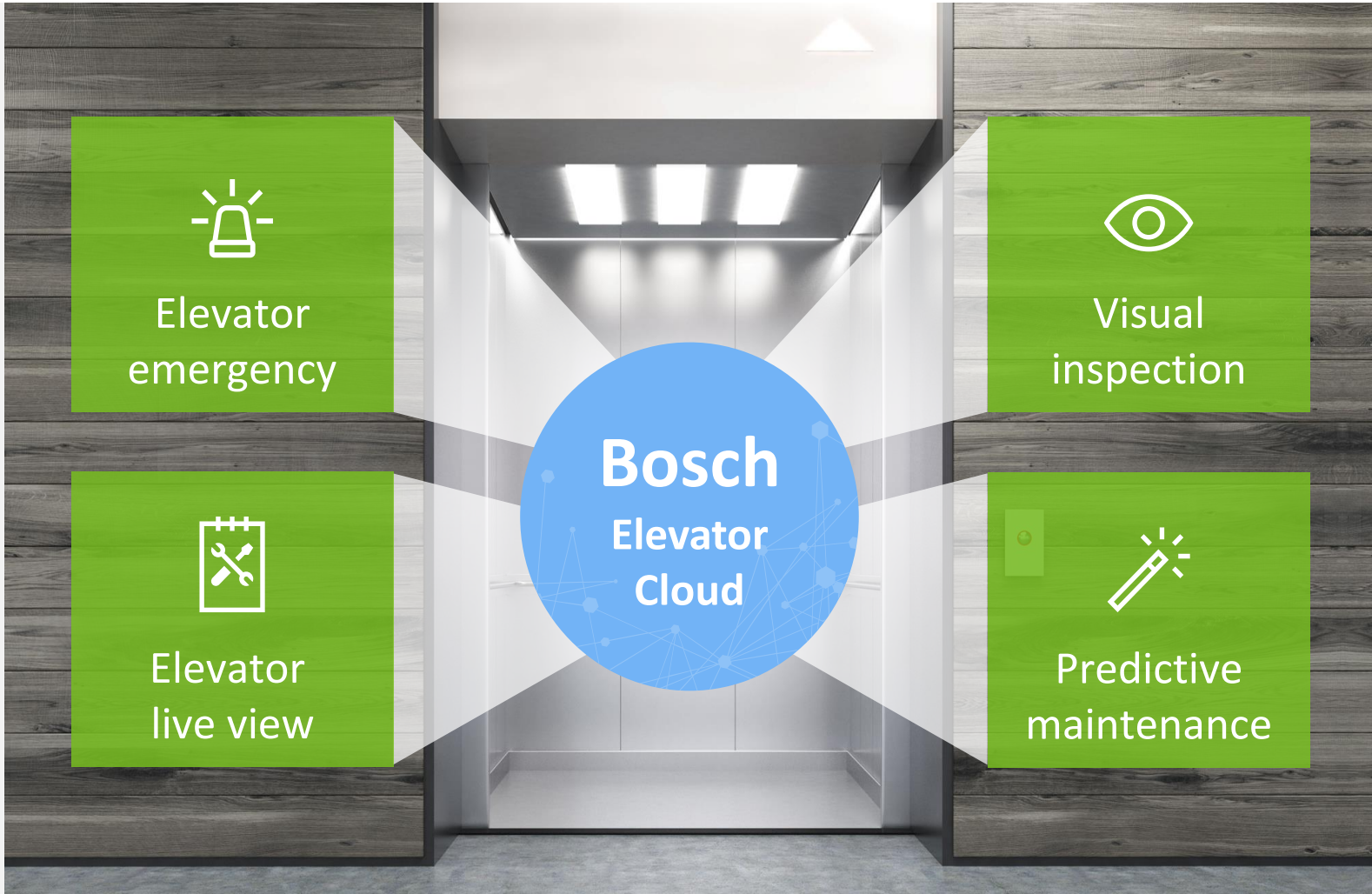
Bosch emergency service center

Bosch partner network

Bosch Elevator Cloud

One platform for all relevant elevator monitoring services

1. Independent monitoring systems, sensors, data gateway
2. Cloud based data analysis, failure prediction
3. Management of repair and optimum maintenance, rescue of trapped people



Bosch Service Solutions

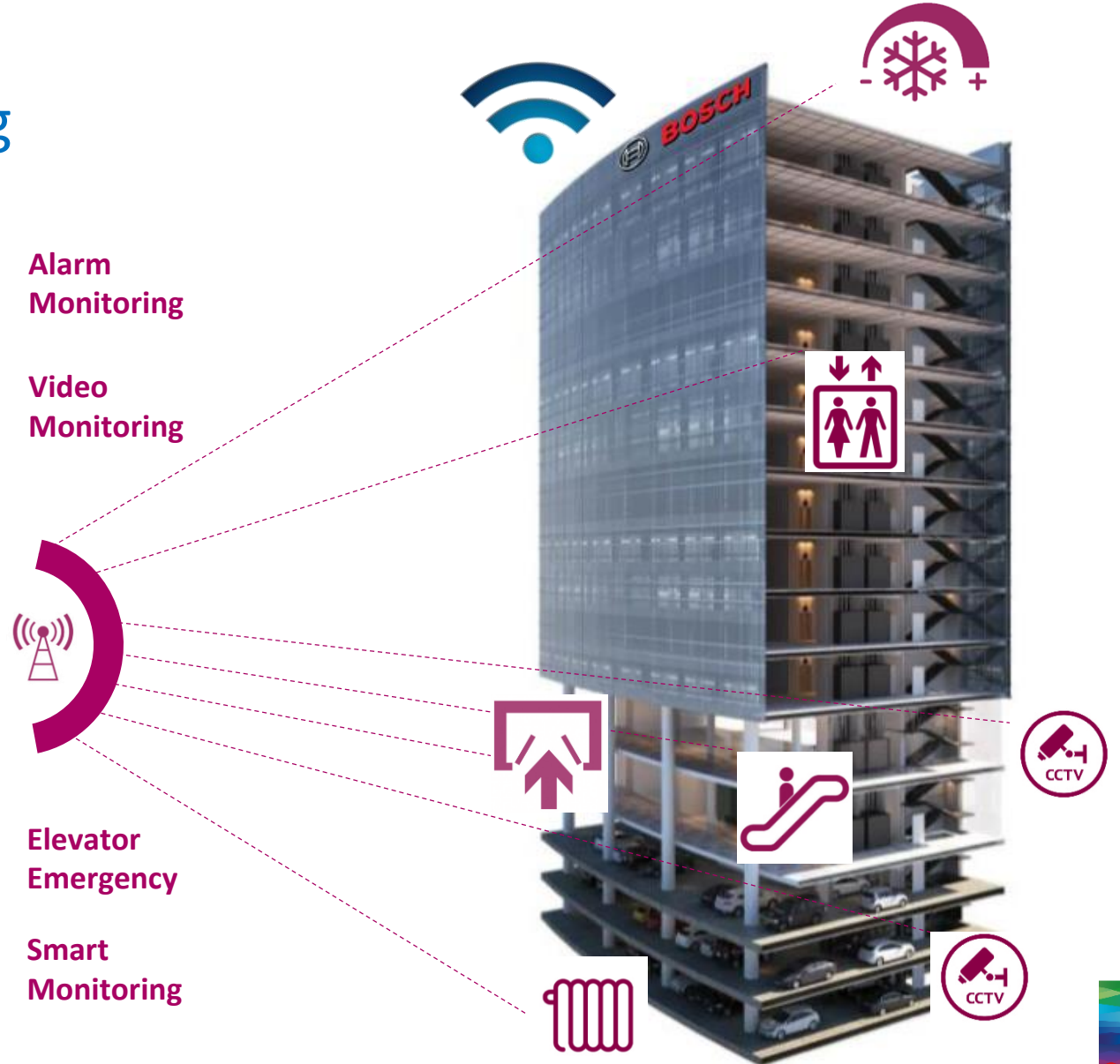
Bosch Building Cloud Monitoring

Alarm Monitoring

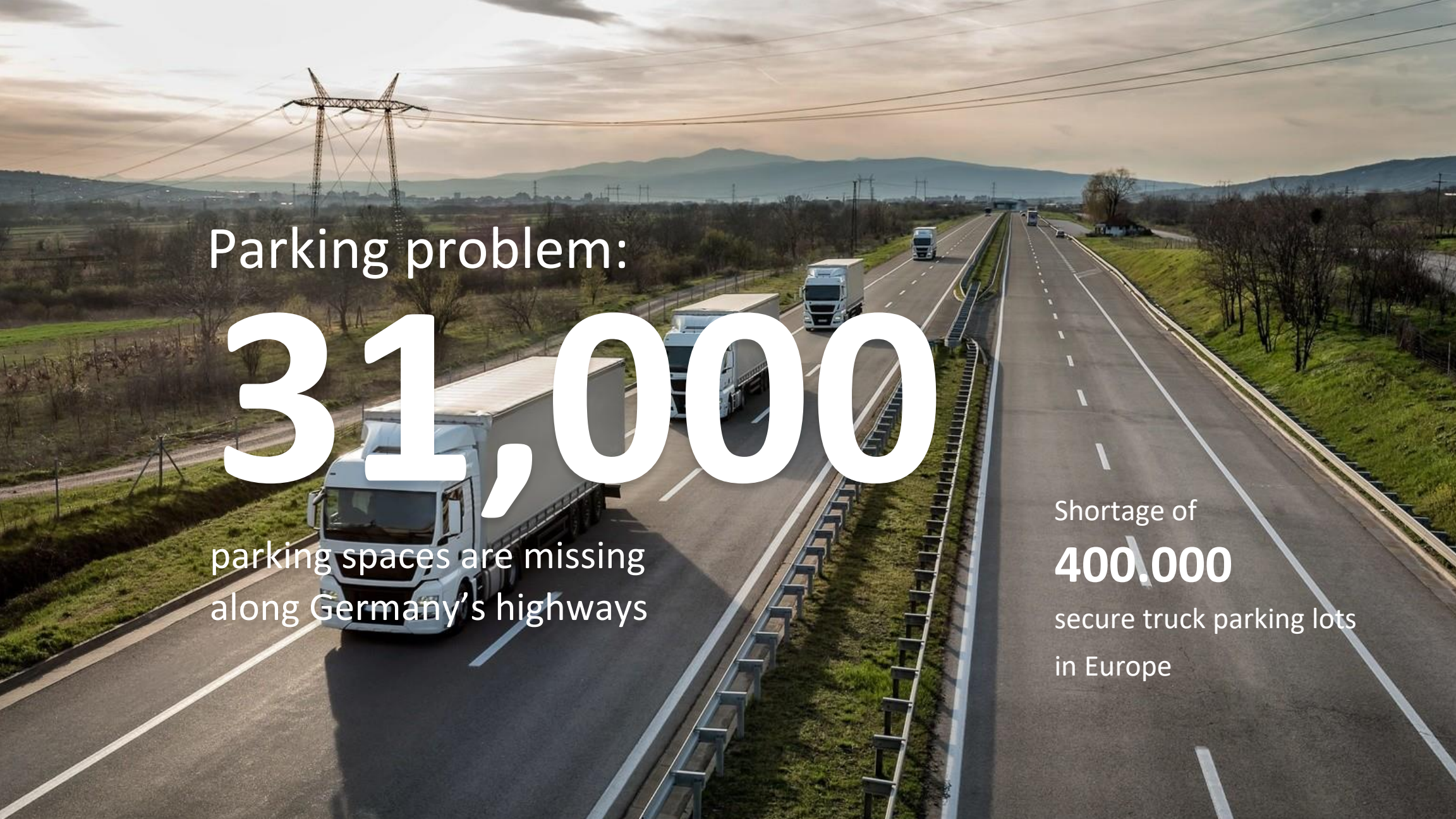
Video Monitoring

Elevator Emergency

Smart Monitoring



Bosch Secure Truck Parking
#3


Parking problem:
31,000
parking spaces are missing
along Germany’s highways
Shortage of
400.000
secure truck parking lots
in Europe

44

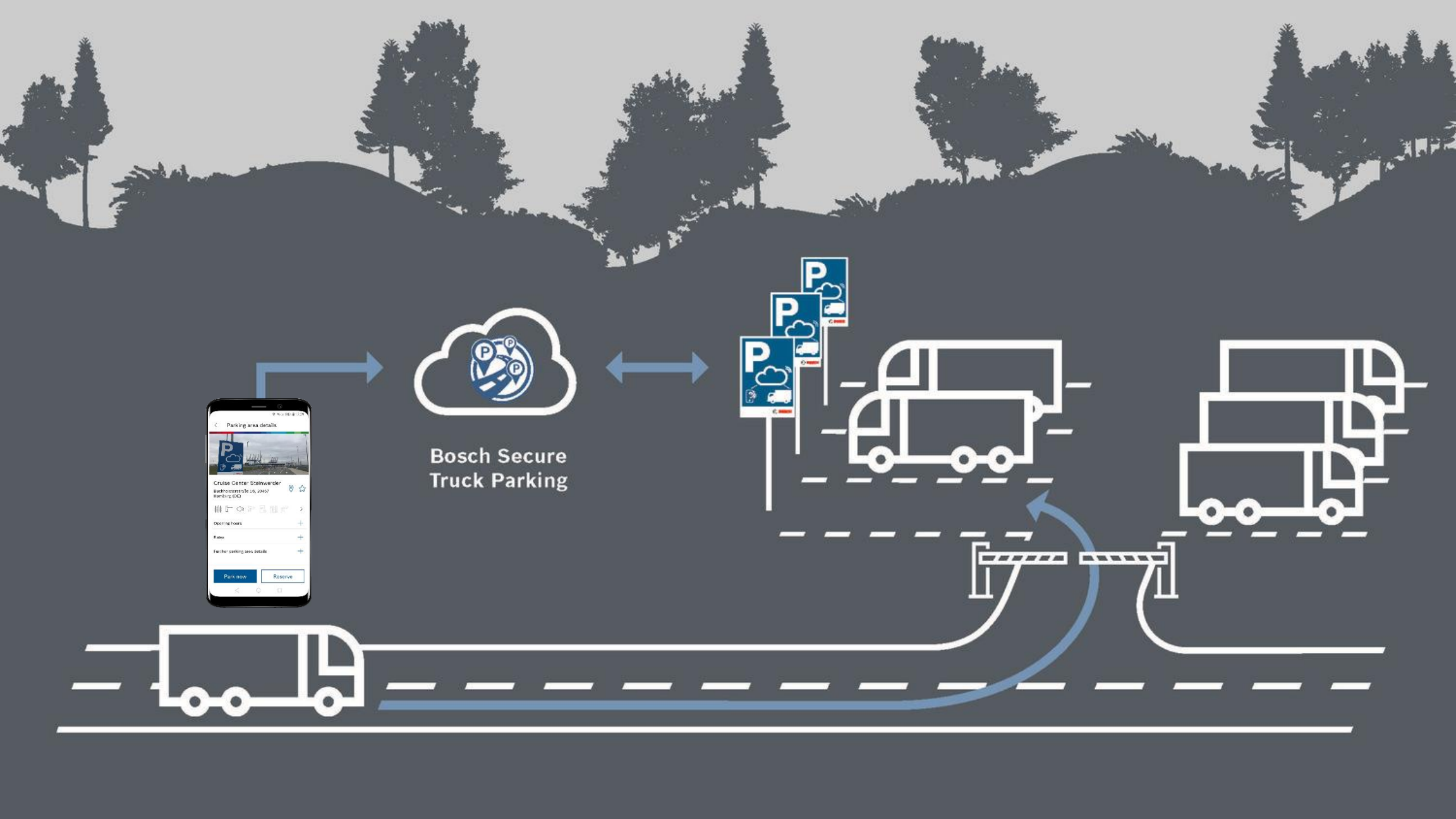
fatal accidents
involving dangerously parked trucks
per year

Organized cargo theft:
26,000
trucks are raided every
year in Germany

Shortage of secure parking lots:

16

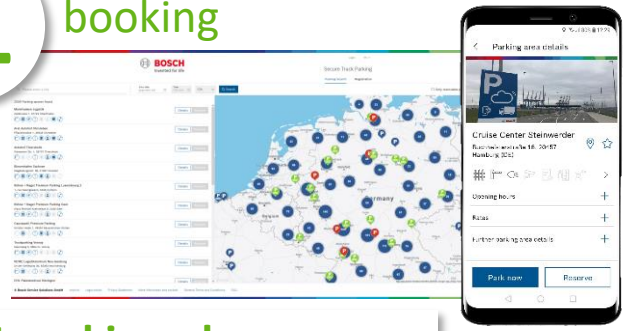
billion Euro in losses are incurred every year in the EU due to cargo theft from trucks.


Parking area details
Cruise Center Steinwerder
Opening hours
Rates
Further parking area details
Park now
Reserve
Bosch Secure
Truck Parking

Bosch Service Solutions

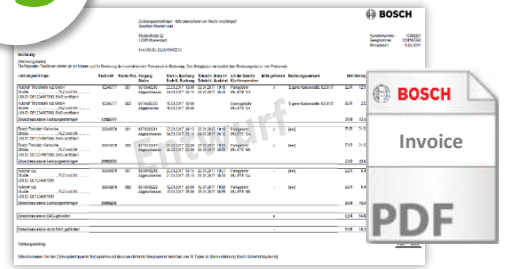
Bosch Secure Truck Parking – Germans largest sharing platform for trucks

#1 booking



#2 parking

#3 Cashless payments



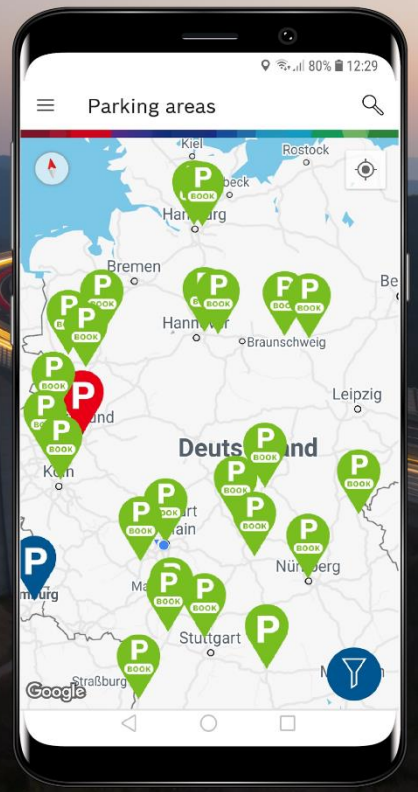
56 parking places already connected

1000 additionally created parking lots

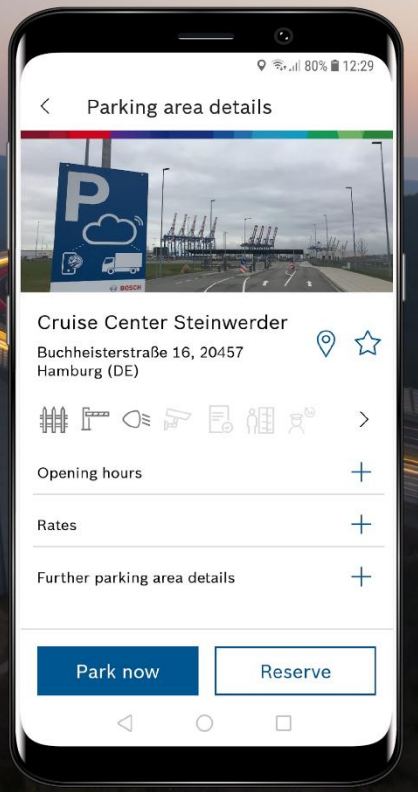
Over 3.100 trucks registered

Bosch Secure Truck Parking – Customer example Samsung

Safe breaks with
Bosch Secure Truck Parking



Searching for a parking place..



Bosch Service Solutions

Bosch Secure Truck Parking

All advantages at a glance

- Time saved and plannability.
- Greater security for freight and driver.
- Less fuel consumed and lower CO_2 emissions.
- Avoid creating more sealed surfaces
- Convenience for truck drivers

Evolution of digitization

Most companies are here

For further information:

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