



Security you can rely on
Bosch Communication Center



BOSCH

At crucial moments, every second counts





When people and material need to be protected, the Monitoring Centers in the Bosch Communication Center take action at once.

At crucial moments, every second counts

Most major companies now have systems allowing them to secure their buildings, manufacturing plants and vehicles. In addition, increasing numbers of private consumers are using the same systems to provide security for themselves and their homes. However, at crucial moments it is not only essential that the alarm is activated but also that the appropriate action is taken. Every second counts when it comes to informing the rescue services, specially nominated personnel or your intervention partner.

A Monitoring Center co-ordinates the appropriate measures. As soon as an alarm is activated, the employees in the Monitoring Center check it and then take the appropriate action as previously agreed upon with the client.

Depending on the building or property, losses may be avoided, danger minimized or completely prevented 24 hours a day. Security is a 24-hour-a-day, 7-day-a-week, 365-day-a-year necessity.

An external partner for more efficiency

This 24-hour support is often regarded as costly in terms of personnel and technical infrastructure. However, compared to an in-house solution, an external Monitoring Center is able to deploy its resources more quickly and often more efficiently. In addition, the complex technology allows a large number of complex alarm systems to be controlled. This is what makes co-operation with an external partner so attractive for many clients.

When dealing with a highly sensitive subject such as “security”, it is essential to work with a trusted and experienced partner – a partner such as Bosch, whose name stands for quality and reliability worldwide.

The Bosch Communication Center is a business unit within Bosch Security Systems and is also one of the major companies which operates private Monitoring Centers in Germany. In keeping with the idea of delivering a comprehensive service, we do not depend upon one specific provider, and have never done so. The same applies for our intervention partners: thanks to a pan-European network of different providers, a qualified partner is available on site for each customer.

Today, about 55,000 facilities, vehicles and people with many differing technical requirements are connected to, and rely upon, the Monitoring Centers of the Bosch Communication Center.

Safety solutions from one single provider – tailored to your requirements

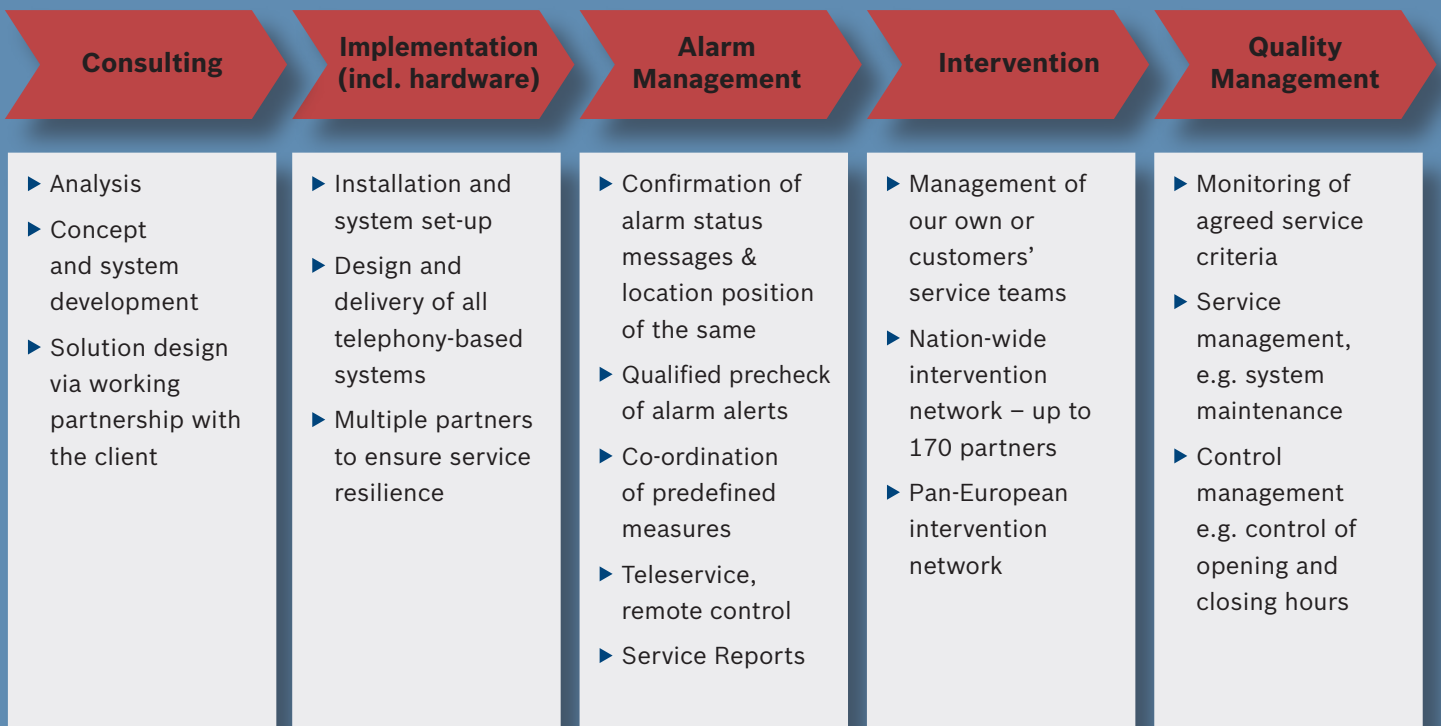


At the Bosch Communication Center, we provide customized safety solutions.

Our individually tailored solutions cover an initial consultation, site overview and implementation of a customized alarm system. One of our primary tasks is alarm management. At the Bosch Communication Center, alarm, malfunction and status messages are received and classified into the correct category. The personnel responds to these messages by taking

the course of action which has previously been agreed on with the customer. The necessary on-site support is guaranteed at all times thanks to our Pan-European intervention partner network. The systems may be remote-controlled if necessary.

At Bosch, quality control is in good hands. This applies in equal measure to the monitoring of production processes, access authorization and the maintenance of technical systems.



The services offered by the Bosch Monitoring Center serve many different purposes: customers are able to both ensure and maintain quality, thereby minimizing danger, damage and loss.

“...control is better.” – Ensuring quality

Quality control means checking and monitoring quality on a regular basis. During the production process, any variation from the agreed quality levels can result in serious production and supply problems. If such problems did arise, would the customer accept an apology? It is far better not to have to face such a situation at all. Therefore, the Bosch Communication Center monitors temperatures, cycle times, production hours and power supply of the customer's technical systems 24 hours a day.

To ensure risk-free operation, all technical systems must be serviced regularly. Stretching back many years, the Bosch Communication Center has accumulated vast experience in using field engineers. This experience enables Bosch to ensure the most efficient deployment of service engineers at any time.

Are there multiple sites within your corporate structure? Bosch is able to offer monitoring services to cover each site's individual operations, including opening and closing hours. Thanks to this comprehensive service, your customers can be safe in the knowledge that your site operations are monitored to ensure safety, security and operational reliability.

Acting in time to prevent or minimize danger

Pre-emptive action is the best protection against danger. The Bosch Communication Center monitors your building services such as heating and ventilation systems to ensure that they run smoothly and safely. We also monitor buildings and real estate via remote video control. As a result, the Bosch Communication Center is able to perform complete site inspections of homes, factories or office premises by virtual means.

Using similar methods, specific technical systems such as alarm and master key systems can be switched on and off by remote control. They can also be operated by the employees in the Monitoring Center who can try to rectify the problem by remote control themselves, before calling a service technician or an intervention partner.

Safety for mobile objects and persons

In addition to stationary facilities the Bosch Communication Center is also able to locate and monitor freight traffic and or other mobile objects. By means of discreet devices which are easily installed, containers, vehicles, yachts and other high-value traffic can be protected against theft. The Monitoring Center is able to register unauthorized removal from the stock or any deviation from an agreed route at all times. If an alarm is triggered, the employee will inform the local police service or the relevant intervention partner. Furthermore, special sensors can detect the status of the freight, e.g. unexpected temperature changes. In light of EU-Guidelines which demand seamless documentation of the cooling process, this task is becoming more and more important.

If the driver is the victim of a hold-up, he can discreetly alert the Monitoring Center by means of emergency call devices. The Monitoring Center can then identify his location, alert the appropriate partner, and send qualified help immediately.

The Mobile Security Services of the Bosch Communication Center also ensure safety in different situations. If an emergency arises, staff working in isolated places, outdoor sportsmen and elderly, handicapped people can rely on Bosch at all times.

Minimizing damage at all times



In the case of an emergency, Bosch Communication Center provides help quickly on site.

There are situations where damage cannot be avoided completely. However, it must be minimized as much as possible, and as quickly as possible in such cases. To ensure a quick, targeted response, the Bosch Communication Center monitors your hazard alarm system. If you are the victim of a hold-up or if an intruder alert or gas alarm sounds, our employees inform the relevant intervention partner, police or fire service immediately. We can also inform specially nominated personnel (e.g. a bank manager, or key holder) to ensure the building is secured again after the alarm.

In addition, our employees can check by remote control whether the alarm protection of a technical system has been activated on time.

Alarm clearing services

Both the police and fire services make use of the Bosch Communication Center services. At our Clearing Centers, we identify both malfunction messages and system maintenance messages. This allows the police and fire services to focus on their main tasks: the rescue and safety of people and buildings.

The Clearing Centers also provide a redundancy function for both police and the fire services. This ensures that every alarm alert is transferred by the Clearing Center to the correct emergency units.

Pan-European intervention network

Not every alarm alert requires the deployment of emergency units. Therefore, Bosch Communication Center has set up a Pan-European intervention network in order to provide on-site assistance. With regard to Mobile Security Services, the intervention service is responsible for escorting and monitoring freight transports and alerting local authorities if alarm alert is issued.

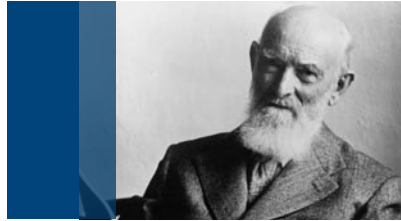
Our intervention partners are also responsible for inspecting buildings, pre-checking intrusion alerts, re-activating alarm systems, providing keys and rescuing people in confined spaces. With Bosch Communication Center, you can be sure that your intervention expert is close by at all times.

A reassuringly strong partner

By choosing Bosch Communication Center to handle your security concerns, you can be safe in the knowledge that you have found a reliable and trusted partner.



With Bosch, your security is in safe hands – today, tomorrow and in the future



“It has always been an unbearable thought to me that someone could inspect one of my products and find it inferior in any way. For that reason I have constantly tried to produce products which withstand the closest scrutiny – products which prove themselves superior in every respect.”
(Robert Bosch, 1918)

This philosophy of our company’s founder, Robert Bosch, is as valid today as it was in the early years of the 20th century. Quality is the key component in the Bosch corporate culture. It is the continuous development and investment in quality that has been the foundation of our success.

We place great emphasis on our overall quality concept, which focuses on Bosch’s employees, processes and technology.



Quality is an essential element in the Bosch corporate culture. This applies in equal measure to people, technology and processes.

You can count on our employees

At Bosch, our employees are our highest priority after our customers as they are responsible for delivering your service. For this reason, we mainly employ permanent, full-time employees who undergo full security checks as a matter of course. In order to comply with the high standards we require, our employees undergo both initial and ongoing customized training programs. Our low staff attrition rates are proof of the success of our employee satisfaction programs. Our customers enjoy the benefits of our employees' high motivation and extensive experience.

Technical solutions you can rely on

The Monitoring Centers of the Bosch Communication Center utilize sophisticated, highly-developed systems which meet the high security standards that the police and fire-service rely upon. The local, self-contained Monitoring Centers operate on a robust common technical platform. They also have in-built redundancy. This means that hardware and software which is essential for the various tasks has a fail-safe back-up built into the platform. For example, each of our computer systems is mirrored and has its own power supply. It goes without saying that the respective premises are provided with security gates and bulletproof, fire-protected walls and windows. We also have back-up power generation facilities in the event of a power outage. Our Monitoring Centers are therefore fully secured against failure.

Innovative solutions to give you that competitive edge

Our modular technical concept allows us to meet individual client's hardware and software

requirements. We can receive most types of call log across approximately 100 systems via multiple different transmission channels.

This modular concept makes us one of the first Monitoring Centers in Germany to provide our clients with specially secure Internet access. This allows them to recall alarm logs and change their individual action plans at any time. We are also a leading provider of Mobile Security solutions as we can secure and monitor staff, vehicles, containers and other mobile objects using both GPS and GSM technology.

Approved security and certified quality

Our processes are built upon a robust and secure infrastructure which is designed to deliver optimum levels of safety and security. Accordingly, the Monitoring Centers of the Bosch Communication Center are DIN EN ISO-9001:2000 certified and VdS approved (A, B and C). Naturally, this applies to the whole Monitoring Center Association as well.

In addition, our intervention partners throughout Europe have to meet our high quality demands. The experience and professionalism of the Bosch Monitoring Center, and our professional approach to client services helps us to deliver a high-quality service.

Highest demands regarding data security

At the Bosch Communication Center, we fully comply with all data protection legislation, and have implemented rigorous data security processes and measures. Every Bosch employee is fully trained in our data security principles.

Data security and customer communication – you benefit from our experience



The Bosch Communication Center not only operates one of the major Monitoring Centers in Germany, it also ensures secure and successful communication.

Sending and receiving secure e-mails

As one of the major private Monitoring Centers, we are experts in both data security and data protection, the key principles behind on which our Trustcenter Services are built. Data security and data protection enable you to communicate with your business partners using a very secure connection. Without this level of security, your e-mail traffic would be no more secure than ordinary mail. With this level of security, you can be confident that your electronic information is delivered securely, and can be read and modified easily.

We can offer advice during the planning and implementation stage for appropriate security systems and can also manage the technical platform. We can also generate and administer digital certificates for both e-mail and signature encryption, and our hotline can be reached by users at any time.

High-quality customer communication in Europe

Working in a Bosch Monitoring Center requires highly-developed communication skills, a strong desire to help customers and comprehensive organizational ability. These are the same demands that we make on our employees in our Communication Center across five European countries. Why? Because, as in our client companies, customer communication is vital. We work with our clients in order to identify their customers' requirements, acquire new customers and support the internal and external sales force. We also manage service hotlines, organize the necessary service management and handle customer retention and win-back measures.

With the Bosch Communication Centers, you can enjoy the benefits of the synergies resulting from our enhanced communication and security solutions. We ensure that Monitoring Center, Trustcenter, Clearing Center and Communication Center tasks are kept strictly separate to ensure the highest levels of safety and security.





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