

## **BOSCH ENHANCES CCTV TECHNICAL SUPPORT FOR IMPROVED SERVICE TO CUSTOMERS**

June 30, 2008

*FAIRPORT, N.Y.* – Bosch Security Systems, Inc., a full-line manufacturer of high-quality security solutions, announced today it has made several improvements to its CCTV Technical Support organization in Lancaster, Pennsylvania, resulting in greater productivity of support specialists and superior levels of service for customers. As part of the organizational changes, Bosch has created a dedicated IP video surveillance team to assist customers with the company’s rapidly growing portfolio of network video products and systems.

“Bosch Technical Support in Lancaster now consists of two CCTV teams – one dedicated to analog products and one focused on IP video systems. This structure is helping the company develop deeper expertise within each product groups’ technical support team,” said Don Boling, Manager, Technical Support for Bosch Security Systems, Inc.

In addition to the reorganization of associate teams, the Technical Support center has been restructured to foster greater collaboration and knowledge sharing. The center now features an open seating plan and centralized equipment racks used for associate training and for assisting customers with product installation and programming support, as well as with system design and product selection.

“These improvements were implemented to enhance the efficiency of our teams and to better manage our customers’ support requirements,” said Jim Musshafen, Director, Customer Solutions Support for Bosch. “The overwhelming majority of our customers are receiving the help they need to properly install or maintain high quality video surveillance systems on their first call to Bosch Technical Support – demonstrating we have the right experts and organizational structure in place.”

Support for Extreme CCTV products has also been integrated into the Lancaster center. Customer calls for Bosch Extreme CCTV, Bosch Derwent Illumination and Bosch REG License Plate Capture support are now handled by the team in Lancaster. Assistance for advanced technical matters will continue to be provided by associates in Extreme CCTV’s location in Burnaby, Canada.

Customers can contact Bosch CCTV Technical Support for assistance with analog or IP video systems by calling 800-326-1450. Bosch also offers a searchable Knowledge Database for CCTV, intrusion, fire, access control and enterprise

systems technical support. Customers can access and download the TS2Go database by visiting <http://phd.boschsecurity.us>. June 30, 2008

### **About Bosch Security Systems, Inc.**

*Bosch Security Systems, Inc., a division of the Bosch Group, develops and markets a broad range of products and systems for security, video surveillance, life safety, personnel and asset tracking applications, as well as for communication and professional audio installations. Worldwide, Bosch Security Systems employs nearly 10,800 associates and reported sales of \$2 billion in fiscal 2007. For more information, visit [www.boschsecurity.us](http://www.boschsecurity.us) or call (800) 289-0096.*

### **About the Bosch Group**

*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 271,000 associates generated sales of 46.3 billion euros (over \$63 billion) in fiscal 2007. The Bosch Group comprises Robert Bosch GmbH and its more than 300 subsidiaries and regional companies in roughly 50 countries. This worldwide development, manufacturing, and sales network is the foundation for further growth. Each year, Bosch spends more than three billion euros for research and development, and applies for over 3,000 patents worldwide. The company was set up in Stuttgart in 1886 by Robert Bosch (1861-1942) as "Workshop for Precision Mechanics and Electrical Engineering."*

*In North America, the Bosch Group manufactures and markets automotive original equipment and aftermarket products, industrial automation and mobile products, power tools and accessories, security technology, thermo-technology, packaging equipment and household appliances. Bosch employs approximately 25,000 associates in more than 80 locations throughout the U.S., Canada and Mexico, with reported sales of \$9.5 billion in fiscal 2007. For more information on the company, visit [www.boschusa.com](http://www.boschusa.com).*

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