

# Connect with your customers the **Bosch** way



## SAP Services

Robert Bosch Engineering and Business Solutions

**125** Bosch  
Years 1886-2011



**BOSCH**  
Invented for life

- ▶ Automate collaborative business processes with customers
- ▶ Understand, anticipate and respond to your customers' needs
- ▶ Reach new markets at low cost

### Fast Facts about CRM @ Bosch

- ▶ Experience within key CRM business processes:
  - ▶ Service Management
  - ▶ Interaction Centre
  - ▶ Sales
  - ▶ Marketing
- ▶ End to end implementations in Europe, Middle East and Asia
- ▶ Vast experience across industry verticals
- ▶ Know how of best practice industry solutions
- ▶ Emphasis on quality at all stages

### Read on...to know more!

We at Robert Bosch Engineering and Business Solutions offer services across domains. With 125 years of engineering excellence and strong process knowledge, we provide a healthy mix of domain knowledge and services. We are ISO 9001:2008 certified and also ISO 27001 certified, which means your confidential information is in safe hands. With all this and much more, you can be assured of surging ahead in your ventures and forging new winning partnerships.

## Providing competencies across the board

Marketing	Sales	Services
Marketing Resource Management	Sales Planning and Forecasting	Service Contract Management
Segmentation and List Management	Territory Management	Service Order Management
Campaign Management	Accounts & Contacts	Complaints & Returns
	Opportunity Management	In-house repair
Trade Promotion Management	Quotation & Order Management Pricing and Contracts	Case Management Installed Base Management
Lead Management	Incentive & Commission Management	Warranty Management
	Time & Travel	Resource Planning
Access Modes		
Analysis		

### About us

Robert Bosch Engineering and Business Solutions Limited (RBEI), is a 100% owned subsidiary of Robert Bosch GmbH, one of the world's leading global supplier of technology and services, offering end to end engineering, IT and Business solutions.

With over 7000 associates, we are the largest software development center of Bosch, outside Germany, indicating we are the Technology Powerhouse of Bosch in India. We have a global footprint with presence in US, Europe and the Asia Pacific region. We are ISO 9001:2008 certified (2009), appraised at CMMI-L5 (2006) and also ISO 27001 (2009). We have five state-of-the-art facilities spread across Bangalore and Coimbatore in India and Ho Chi Minh City in Vietnam.

### Our Mission

Committed to deliver the enduring Bosch Advantage through Quality and Innovation.



### Sales Offices

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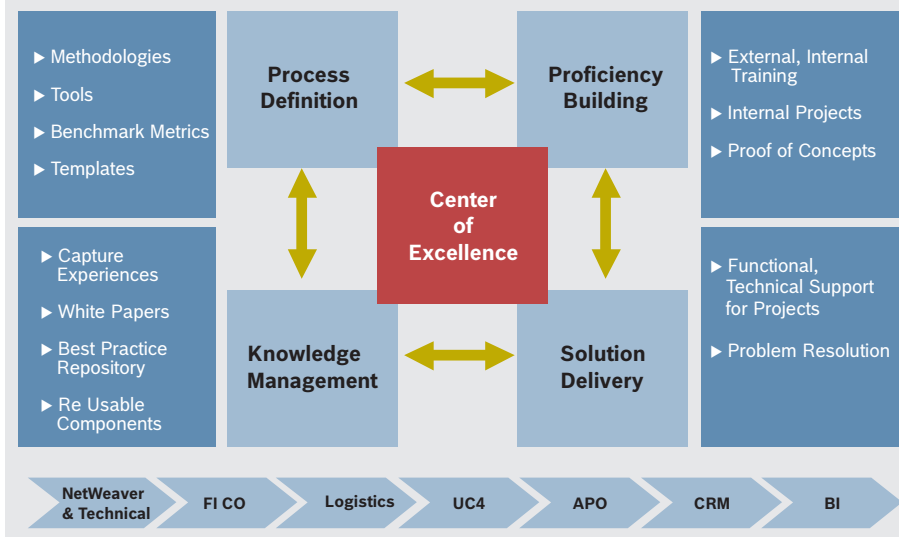
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### Customer Benefits

- ▶ Bosch domain expertise with SAP best practices
- ▶ Cost optimization by using fixed scope and time basis
- ▶ Ready-to-use process catalogues
- ▶ Strong and well tested quality gates
- ▶ Results-oriented project management

### Our SAP Practice



### The RBEI Advantage

- ▶ 800+ SAP resources with strong process and technical capability
- ▶ Deep domain expertise
- ▶ 70% of projects executed using
- ▶ Global Delivery Model
- ▶ SAP User Group Members
- ▶ 100+ SAP projects across the globe
- ▶ 2000+ person years of experience
- ▶ In-depth experience providing end-to-end SAP solutions
- ▶ Participation in Industry Forums

