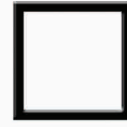
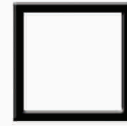


# Incident management solution



## Care@Desk

Robert Bosch Engineering and Business Solutions



**BOSCH**  
Invented for life

### Overview

Our incident management solution provides a simple but best-in-class approach to reporting, tracking and closing incidents as they occur during the course of running your business or operation. Our solution delivers an active role-based dashboard to track SLA.

We offer a web-based solution that delivers capabilities to analyze the incident-related data and manage the response to each incident. Our solution leverages the power of Microsoft SharePoint for building knowledge base and integration into existing Active Directory.



### Key Benefits

- ▶ Improved Customer Service
- ▶ Enhanced abilities to meet Incident management SLA requirements
- ▶ Actions taken, incident status and lessons learned can be quickly summarized
- ▶ Repository of known solutions and reduced dependency of support engineer

## Key Features



### User

- ▶ Create service request
- ▶ Assign priority



### Service Representative

- ▶ Create/Own service request
- ▶ Track service request
- ▶ Re-assignment of service request
- ▶ Prioritize and re-prioritize
- ▶ Provide solution



### Service Manager

- ▶ Service Request Dashboards
- ▶ Track service request
- ▶ Re-assignment of service request
- ▶ Prioritize and re-prioritize
- ▶ Request for KB Article



### Knowledge Manager

- ▶ Repository of known solutions
- ▶ Knowledge Base (KB) articles

### Reports

- ▶ Open Service Requests
- ▶ Assigned to Me
- ▶ Owned By Me
- ▶ By Status
- ▶ By Customer
- ▶ By Owner
- ▶ By Assigned To
- ▶ Closed Service Requests
- ▶ Un owned
- ▶ My Active Service Requests



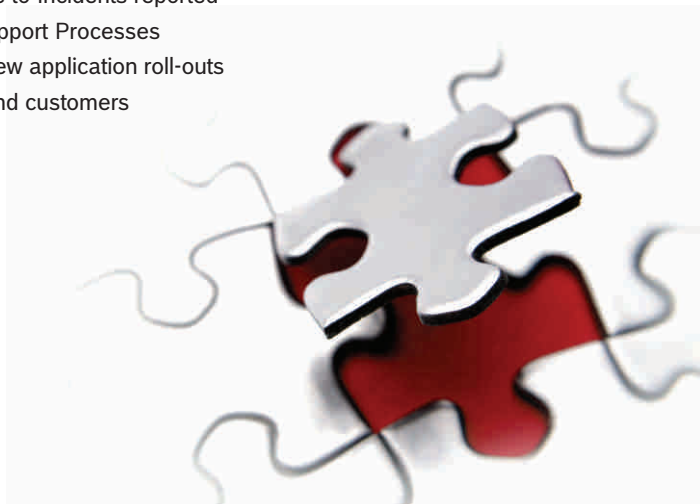
### System Requirements

- ▶ Windows 2008 Server R2
- ▶ SQL 2005/2008
- ▶ SharePoint Foundation Services 2010
- ▶ IE 8 or Firefox 3.6
- ▶ External Connector (applicable for internet hosting)



## Customer benefits

- ▶ Faster response to Incidents reported
- ▶ Streamlined Support Processes
- ▶ Supports any new application roll-outs
- ▶ Well satisfied end customers



## 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 8500+ 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.



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