



## **Bosch to Launch Global Technical Support Database** Tool provides improved accessibility for technicians

April 1, 2009

*Fairport, N.Y.* – Bosch Security Systems, Inc., a full-line manufacturer of high-quality security solutions, announced today it will launch the Bosch Security Knowledge Base immediately following ISC West. Beginning April 6, 2009, customers can access the new global technical support database that features articles, tips and solutions for common support requests.

The new Security Knowledge Base offers improved accessibility for technicians working in the field. The database will be available via the Internet from a computer or smart phone or can be downloaded to a laptop to provide instant information to customers working at a job site. Designed with an intuitive user interface, customers can search the database, browse solutions by product area, research terms in the Glossary or submit questions online.

“When technicians install and service products and systems quickly and efficiently, their customers gain confidence and trust the system integrator as a true partner,” said Jim Musshafen, Director of Customer Solutions Support, Bosch Security Systems, Inc. “Full of detailed technical information, the Knowledge Base is a new resource to help increase our customers’ success. The articles are at their fingertips any time of the day or night – in the office or in the field.”

The database currently features more than 2,800 articles on topics ranging from configuring IP video encoders to clearing memory on fire alarm control panels. New articles will be added monthly based on the most common questions received by Bosch technical support specialists – making the Knowledge Base content highly relevant to customers’ needs. Recently added articles will be highlighted on the front page of the Knowledge Base along with a list of the database’s most popular technical topics.

To access the Bosch Security Knowledge Base, visit  
<http://www2.boschsecurity.us/knowledge>.

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**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. According to preliminary figures, some 282,000 associates generated sales of roughly 45 billion euros in the areas of automotive and industrial technology, consumer goods, and building technology in fiscal 2008. The Bosch Group comprises Robert Bosch GmbH and its more than 300 subsidiaries and regional companies in over 60 countries. If its sales and service partners are included, then Bosch is represented in roughly 150 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. With all its products and services, Bosch enhances the quality of life by providing solutions which are both innovative and beneficial.*

*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 70 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).*