



Bosch Connected Vehicle + Customer Experience services



At Bosch Service Solutions we help reinventing customer journeys

We help reimagining how your customers interact with your brand.

How they buy your car, use it, service it



With our connected services we support you to delight your customers through differentiated services for them to get where they want:

safer
comfortably
faster
with fun
& worry free



How customers buy their cars

How they use it

How they service it

At Bosch Service Solutions we help reinventing your customers journeys

We help reimagining how your customers interact with your brand

Allowing vehicle manufactures to focus on what they do best:
designing stunning products

Zero concerns with personal management

Liability free

Peace of mind

No operational hurdles

Bosch Connected Vehicle + User Experience services

Service design: reimagining touchpoints & transforming processes
(streamline, automation and modernization)

Enhanced customer experience
(CX center for sales increase, customer satisfaction & retention)

Servitization & differentiation through service innovation
(user engagement & new revenue sources)

Digitalization

One-stop shop
(mobility backend services)

Focus on core strategic tasks
(outsourced operational, people & liability handling)

Peace of mind and liability mitigation
(Bosch reliability)

Global coverage

Automotive know-how

Savings + efficiency

Connected Vehicle Services

Emergency Call

Concierge Service

Roadside Assistance

Stolen Vehicle Tracking



Dealer support



In-Vehicle Services



User Services

Customer care

Technical Support & Warranty

Sales support

Engaging center

Financial services

New tech digital services

User Experience Services

Contact (additional info. and pricing)

Marcos Cardoso

+1(315)667-0454

Marcos.Cardoso@us.bosch.com