



International business process outsourcing company grows with a high-speed BT network

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Steffen Rittner
Managing Director
Bosch Communication Center, Manila

Challenge

Established in 1985 as a monitoring center and provider of communication services, today Bosch Communication Center is a leading international provider of business process outsourcing services. A division of Bosch Security Systems, it employs some 5,000 associates in Europe, Asia, and South America.

The company provides and optimizes business processes for its customers across sales and marketing, customer services, finance and accounting, security and safety, facility management, purchasing, logistics, IT, and HR.

The ongoing globalization of Bosch Communication Center required a sophisticated technology infrastructure that was both available for worldwide deployment and sufficiently flexible to allow the integration of new technologies. For that reason it has been working successfully with BT as network provider since 2008.

Steffen Rittner, Managing Director of Bosch Communication Center in Manila, Philippines, says: “BT’s expertise and its broad product portfolio make it a valued business enabler.”

Solution

The extensive range of services provided to Bosch Communication Center by BT includes Internet Connect, Ethernet Connect, and Secure Messaging. At the core is a high-speed BT IP Connect global MPLS-based network connecting twenty-two Bosch Communication Center locations worldwide. As well as meeting stringent company requirements the flexibility of the BT network is paving the way for future growth.

To support the migration of voice services to IP from traditional telephony, Bosch Communication Center has also selected BT One Voice SIP Trunking.

Value

A reliable and resilient network is vital for Bosch Communication Center. Combining IT systems at all sites with the transition to a secure, high-performance network supports the latest IP voice technologies. This means the company is now able to operate more flexibly.

“We especially appreciate the continuity of service and confidence we have in working with BT,” confirms Steffen Rittner.

Core BT services

- IP Connect global
- Internet Connect
- BT One Voice SIP Trunking
- Ethernet Connect
- BT service numbers (international)
- BT Secure Messaging



Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to the respective British Telecommunications plc standard conditions of contract. Nothing in this publication forms any part of any contract.

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