



# CASE STUDY

## THE PROBLEM >

Responding to customer RFQ at Bosch has always been a mundane task which involved various representatives from engineering, manufacturing plants, sales and individual product managers in various locations providing information specific to their task. Bosch knew that the accuracy & speediness of resulting quotes are critical determinants of future company profitability as well as winning bids. Konverge was brought on board to improve current RFQ workflows.

## THE SOLUTION >

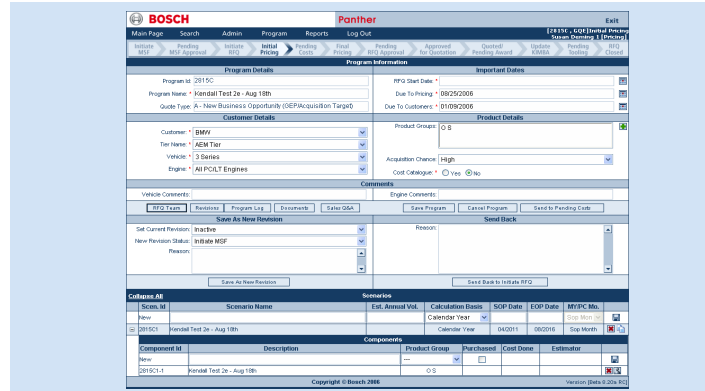
Konverge Digital Solutions mapped out current RFQ processes & workflows and determined how these related to the entire business. By defining disorder and identifying clots in the workflow, Konverge created a Web Enabled application which optimized collaboration among plants and offices worldwide. The system was created using an open architecture design to accommodate future provisioning as well as automate the information workflow between various departments. Our system is still in production today.

## THE RESULT >

### RESPONSE TIME REDUCED FROM 30 DAYS TO 6 DAYS

“John & Dino, as well as the rest of the Konverge Team delivered this quality application within our time & budget constraints. Despite the fact that Bosch is located in Detroit; Konverge was able to quickly establish a good working relationship.”

Amy Yustick,  
Manager of Business Development Systems  
Robert Bosch Corporation



## THE INNOVATOR >

Robert Bosch GMBH, a German-based private company, is one of the largest manufacturers of automotive Parts in Europe. The Company is well known for its automotive technology products including diesel and chassis systems, gasoline, and car electronics. Robert Bosch primarily operates in three business sectors viz. automotive technology, industrial technology, consumer goods and building technology. The Robert Bosch Group posted sales of €36.4 Billion in 2003, with the automotive technology sector accounting for 65% of the sales.

**BOSCH**  
Invented for life

## THE DEVELOPER >

Konverge Digital Solutions Corporation, with roots dating back to 1994, is a focused Information Technology consulting firm that provides an unmatched level of personalized services and efficiency. Our mission is simple, to build value creating applications that eliminate the manual business processes in your organization, enabling your team to achieve and exceed business goals and objectives.

**Konverge**