

# Smart manuals, smarter service, and UX with Bosch GenXR Guides



From consumer to business expectations, things are changing fast in the industrial landscape. Today's products are not just smarter—they come packed with a multitude of complex features that promise greater functionality and innovation. But as sophistication grows, so does the challenge for users and service technicians to keep up! For end users, navigating these intricacies often means longer learning curves, detracting from the seamless experience they expect. For service technicians, this complexity translates into extended training periods, longer on-ground service times, and operational inefficiencies that can erode user satisfaction and drive up cost overheads.

Traditional manuals and training materials or reporting, no longer align with the need for speed, simplicity, and effectiveness. Meanwhile, the path to simpler product learning, utilization and servicing is not that easy.



Our SDS experts breathe new life into your visions — embedding a consultation-led, data-centric approach end-to-end coupled with accelerated innovation focus, from concept to reality — ensuring seamless integration and optimal performance across the product engineering value chain.

### **Longer search times**

Scattered information and cumbersome manuals lead to wasted time and inefficient service processes.

### **Low user engagement**

Dense text and static diagrams fail to engage users, resulting in slower resolution times and increased errors.

### **Increased product complexity**

Modern products require sophisticated explanations, which traditional formats struggle to deliver effectively.

### **Inaccessibility**

Printed manuals aren't easily accessible, making it difficult for technicians who need immediate information.

### **Higher Technician Training Costs**

Traditional training methods are expensive and time-consuming, impacting both budgets and productivity.

### **Escalating Contact Center Costs**

Lack of systems with self-solve ability results in customers & technicians heavily relying on contact centers, driving up costs.

What organizations need today is reimagination – empowering their users and technicians end-to-end — from authoring to consumption with intuitive, accessible tools harnessing the power of AI, OCR, and XR — that boost their customer service experience and efficiency. It's time for industry leaders to transition to Intelligent Document Processing (IDP) with Bosch SDS.

# What GenXR Guides can do



## AI-Powered Search

Intelligent, context-aware search capabilities that help personnel instantly find the information they need.



## Interactive 3D Content

Immersive XR experiences that simplify complex procedures and boost self-service capabilities.



## AR Visual Guidance

AR visual guidance system and real-time assistance led by remote experts for technicians and end customers, helping them improve first-time fix rates.



## Data-Driven Insights

Capture valuable field data to continuously improve product information and optimize service delivery.

# Transforming words to value

Reduction in TAT for troubleshooting	Increased self-service and lower service costs
Real-time remote diagnosis and remediation	Accelerated technician training
Enhanced customer satisfaction	Reduced TCO in tech manual creation

## Revolutionizing industries one document at a time

 Aerospace	 Automotive	 Consumer Electronics	 Medical Devices
 Oil & Gas	 Transportation	 Utilities	 Security Systems

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