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INTELLIGENT SERVICES ARE HERE

KONE Care™ 24/7 Connect

With
Watson

New intelligent services for elevators and escalators are here – KONE Care™ 24/7 Connect. So what's it all about?

We collect data around the clock and use it to make intelligent decisions that can help us solve potential problems before they cause a fault or breakdown. So if something is going on with your equipment we will know immediately and can take action without you needing to call us.



HOW KONE CARE™ 24/7 CONNECT BENEFITS ME?

With KONE Care™ 24/7 Connect, we can now better predict, maintain and take action before equipment breakage. For you, this means improved safety, full transparency and ease of mind. Because if something was to happen, we'd already know.

ADDED INTELLIGENCE – IT'S PREDICTIVE

Using the latest technology, the elevators, escalators and automatic building doors can now speak their minds and keep technicians one step ahead of what's happening. The result? Fewer malfunctions, faster repairs and greater peace of mind for you.

ADDED SAFETY – KEEPING WATCH 24/7

Elevators are on duty 24/7, and so are we. If a problem occurs, detailed information tells us what's causing the issue and how urgent the matter is. By keeping watch round-the-clock, we can respond quickly in case of sudden malfunctions.

ADDED TRANSPARENCY – YOU'LL STAY IN THE KNOW

If critical faults are detected and a technician is alerted, you'll be informed immediately. This saves you time as you don't need to report issues to us and you'll have answers ready before you receive complaints. When you're fully aware of what's going on, you can plan ahead and budget for future maintenance needs.



WHAT DO I GET WITH KONE CARE™ 24/7 CONNECT?



INSIGHTS INTO THE HEALTH OF YOUR ASSET

Trustworthy, real-time data and insights on your asset health and maintenance needs.



TARGETED AND TAILORED MAINTENANCE

More targeted and tailored maintenance service based on the actual condition of your equipment.



NOTIFICATIONS AND REPORTS

Summary of your connected equipment portfolio and equipment status, and information on any urgent issues.





HOW DOES THE SERVICE WORK?

1

Sensors installed in the elevator and escalator gather information on the key operating parameters, usage statistics and faults. All the information is sent in real time to KONE's cloud service, where the analytics are located.

2

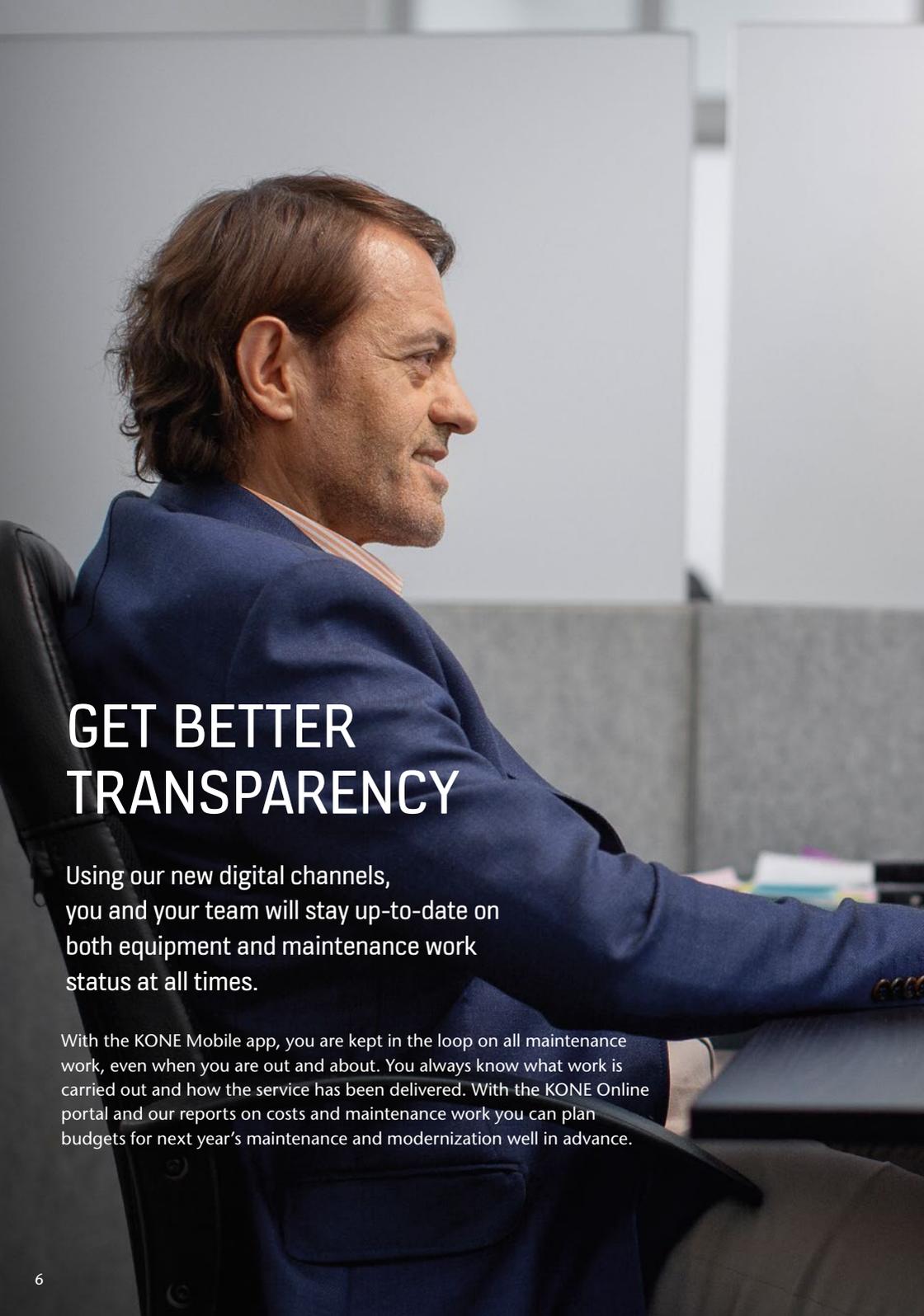
The data is processed by an advanced analysis system IBM Watson IoT. If the system identifies the need for maintenance, it either alerts a technician immediately, or contacts technical support or customer service, according to how critical the problem is.

3

Your service technician receives information on service needs and conducts the service either right away for critical issues, or during the next maintenance visit for non-urgent issues.

4

We send you clear notifications and report all of the actions we take to keep your equipment running.

A man with dark, wavy hair, wearing a blue suit jacket over a light-colored shirt, is seated in a black office chair. He is looking towards the right side of the frame with a slight smile. The background is a blurred office environment with grey cubicle walls.

GET BETTER TRANSPARENCY

Using our new digital channels, you and your team will stay up-to-date on both equipment and maintenance work status at all times.

With the KONE Mobile app, you are kept in the loop on all maintenance work, even when you are out and about. You always know what work is carried out and how the service has been delivered. With the KONE Online portal and our reports on costs and maintenance work you can plan budgets for next year's maintenance and modernization well in advance.



KONE ONLINE – INFORMATION ON YOUR EQUIPMENT BASED ON REAL-TIME DATA

- Activities we have taken based on observations and intelligent equipment analyses.
- The equipment's current status and earlier events.
- Information on the equipment's use: your equipment's utilization trends and levels.

THE KONE MOBILE APP – REAL-TIME UPDATES ON THE GO

- Ongoing service orders and equipment status.
- Makes sure you are one step ahead – receive information before the complaints come in.
- Push notifications to your phone on important service visits and status updates in real-time.

WHAT IT MEANS FOR ME



My tenants can contact me at any time. Having visibility across my portfolio is key to being responsive.

As a busy facility manager, I need a convenient and easy way to monitor all my properties in real-time.

– Facility Manager

RESIDENTIAL FOCUS ON THE FUTURE



CHALLENGES

Tenants expect a seamless and comfortable elevator trip when they get home. Disruptions, particularly when there is only one elevator, not only leaves tenants dissatisfied, but can lead to higher strata costs for tenants and lowers the perception of the building quality.

BENEFITS

- Less time spent dealing with elevator breakdowns and resident's complaints means more time to focus on more strategically important tasks.
- Problems are identified and solved before they cause any disruption to a resident's day.
- Resident's quality of life and building accessibility are maintained and improved.



Customer experience and comfort is paramount. My retailers and their customers expect a smooth and seamless experience in my centre.

I need targeted and tailored maintenance to match the traffic needs of my equipment.

– Centre Management

RETAIL UNINTERRUPTED REVENUE FLOW

CHALLENGES

Attract and retain retail tenants and customers while protecting against potential liabilities. Maintaining reliable operations prevents equipment breakdown which leads to lost revenue and penalties.

BENEFITS

- An uninterrupted and safe flow of people helps to ensure revenue for retailers.
- If an immediate service need does occur, KONE is immediately notified and can quickly dispatch a technician to repair the equipment.
- KONE Online puts equipment statistics at your fingertips, giving you real-time insights into the use of your escalators and elevators.



WHAT IT MEANS FOR ME



When an elevator is down, the whole building is impacted. My premium tenants expect reliability.

I need to have transparency and up to the minute reporting to keep them updated and informed.

– Building Manager

COMMERCIAL THE BEST POSSIBLE EXPERIENCE



CHALLENGES

Elevator downtime creates a poor tenant experience. We need reliable, top-quality elevator performance to attract and retain premium tenants and add to the building value.

BENEFITS

- A smooth, safe and seamless user experience that reflects the premium grade of your asset.
- Problems are identified and solved before they cause any disruption to the tenant's experience.
- If a problem does occur, KONE is immediately notified and can quickly dispatch a technician to repair the elevator.



Every second in our facility is key and our patient movement relies on elevators. I can't afford to have breakdowns.

I need reliability and I need to have real-time insights into the health of my assets.

– Facility Manager

HEALTHCARE SECURE PATIENT FLOW



CHALLENGES

A properly functioning elevator can make the difference between life and death - we need reliability by ensuring any issues are identified and fixed well before they reach a critical stage.

BENEFITS

- You can rely on uninterrupted patient flow and a smooth staff and visitor experience.
- Proactive monitoring and analysis to ensure reliable facility operations.
- If a critical issue is identified, a technician will be dispatched for immediate attendance.

KONE provides innovative and eco-efficient solutions for elevators, escalators, automatic building doors and the systems that integrate them with today's intelligent buildings.

We support our customers every step of the way: from design, manufacturing and installation to maintenance and modernization. KONE is a global leader in managing the smooth flow of people and goods throughout buildings.

This makes us a reliable partner throughout the life cycle of buildings. We are fast, flexible, and we have a well-deserved reputation as a technology leader, with such innovations as KONE MonoSpace®, KONE NanoSpace™ and KONE UltraRope®.

KONE employs over 55,000 dedicated experts to serve you globally and locally.

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