



INTELLIGENT SERVICES ARE HERE

KONE CARE™ 24/7 CONNECT

With
Watson

KONE, in cooperation with IBM, has made elevators and escalators smarter. By connecting them to the cloud we can collect vast amounts of data – monitored, analyzed and displayed in real time through the IoT platform Watson. This way we can tailor a perfect maintenance plan for each individual piece of equipment, improving equipment performance, reliability and safety.



KONE CARE 24/7 CONNECT



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 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. 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 ASSETS

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

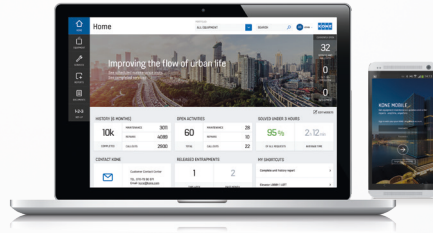
We send you clear notifications and report all of the actions we take to keep your equipment running.

A man with brown hair, wearing a dark blue suit jacket over a light-colored striped shirt, is seated in a black office chair. He is looking off to the right 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 – equipment information based on data

- Actions we have taken based on observations from intelligent equipment analytics
- Current equipment status and previous events
- Equipment usage information: trend and levels in the usage of your equipment
- KONE Mobile app – real-time updates on the go

KONE Mobile app – real-time updates on the go

- Ongoing service orders and status of the equipment
- Keeps you on step ahead – have answers before you receive complaints

THIS IS WHAT PEOPLE SAY ABOUT KONE CARE™ 24/7 CONNECT

“We don’t want to have call-outs or breakdowns. We want to use intelligent technology to predict issues before they happen.”

Per Rosén,
Head of operations
and maintenance,
Humlegården Fastigheter,
Stockholm, Sweden

“With the help of cognitive analytics and continuous development, KONE 24/7 Connected Services will provide continuous improvements for our customers”

Markus Huuskonen,
KONE’s head of
maintenance processes

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.

KONE CORPORATION

Head office

Kartanontie 1
P.O. Box 8
FI-00331 Helsinki
Finland
Tel. +358 (0)204 751

Corporate offices

Keilasatama 3
P.O. Box 7
FI-02151 Espoo
Finland
Tel. +358 (0)204 751

www.kone.com



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