

# Smart Connected Elevator REINVENTING THE INDUSTRY, REDEFINING SERVICE TO KEEP THE WORLD MOVING



## Challenges

With the growing competition in elevator industry, it is necessary to create differentiator in product and after market services by improving customer experience.

Customer retention and new customer acquisition is only possible by proving value added services at no extra cost

- Need to improve product service to upkeep customer's asset
- Optimize the cost of service while increasing response
- Meet customer satisfaction through value added services



## Ideal Solution

Shifting from scheduled maintenance to predictive maintenance thus helping auto schedule of tasks assignment of field crew.

Customer is aware of performance of their assets and at the same time get next-gen value added features for enhanced user experience and safety

- Provide service to keep elevator of their own brand and others' as well in good condition
  - Success of elevator business depends on maintaining high availability of client's assets and eliminating accident at optimum cost
  - Features like touchless elevator, trapped passenger detection, real-time voice & video interaction with passenger



## Desired Outcomes

Service Transformation: Persona specific views improves productivity and service response of mechanics and expert

Optimization of cost by scheduling field visit on basis of data and insights that translates to faster response time and improved end user experience

- Enterprise monitoring platform for connected elevators that helped to:
  - Reduce service costs
  - Reduce downtime of elevators
  - Reduce service call cost

