

# Customer Success Story - Smart Connected Elevator

REINVENTING THE INDUSTRY, REDEFINING SERVICE TO KEEP THE WORLD MOVING



Internal Only

## Challenges:

- The client wanted to re-define the AMC business model to elevate user experience leveraging digital transformation
- Lack of visibility of asset health in the field results in frequent call back and delayed service response
- Not able to optimize field service cost and reduce shutdowns

## Solution:

- IoT Platform which leverage elevator health, operation and maintenance data to transform field services
- Platform enables disparate type of device onboarding, device & data management across the globe
- Persona specific insight - Elevator experts, Supervisors, Mechanics, Sales Managers and end users like Facility Managers and Building Managers
- Leverage elevator data for Condition Based Maintenance (CBM) and to create unit-specific maintenance regimes thereby reducing unplanned failures

## Values Delivered:

- Leveraged pre-developed components thereby enabling faster time to market
- Machine reliability prediction to improve asset uptime
- Optimization of cost of mobilization and deployment of field crew

## Win Results

### Improve Response:

- Real time elevator status allows for proactive maintenance
- Additional insights for mechanics enables quicker repairs and first-time fix

### Avoid Shutdowns:

- Realtime data helps Predictive models assign elevator health scores and highlight potential problems before symptoms arise
- Pre-emptive maintenance and upgrades help avoid unexpected shutdowns

### Redefined Business Model:

- Support and onboarding for multiple asset types across geographies and vendors and providing unified experience to end users
- Customizable views and preferences provide tailored data for each customer
- Servitization to elevate the user experience
- Persona based workflows and business KPIs dashboard

### Value Added Features:

- Next-gen features like touchless elevator, trapped passenger detection, real-time voice & video interaction with passenger
- A 360-degree real time view of multi geography portfolio of connected elevators