



4,2 s

FLOOR
6th

0%

INTELLIGENT SERVICES ARE HERE

KONE CARE™ 24/7 CONNECT

With
Watson

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 were 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.

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, analysed 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

With
Watson

WHAT IT MEANS FOR ME



When a lift 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.

KONE CARE™ 24/7 CONNECT



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.

WHAT IT MEANS FOR ME



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.



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

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

– Strata Manager

RESIDENTIAL FOCUS ON THE FUTURE



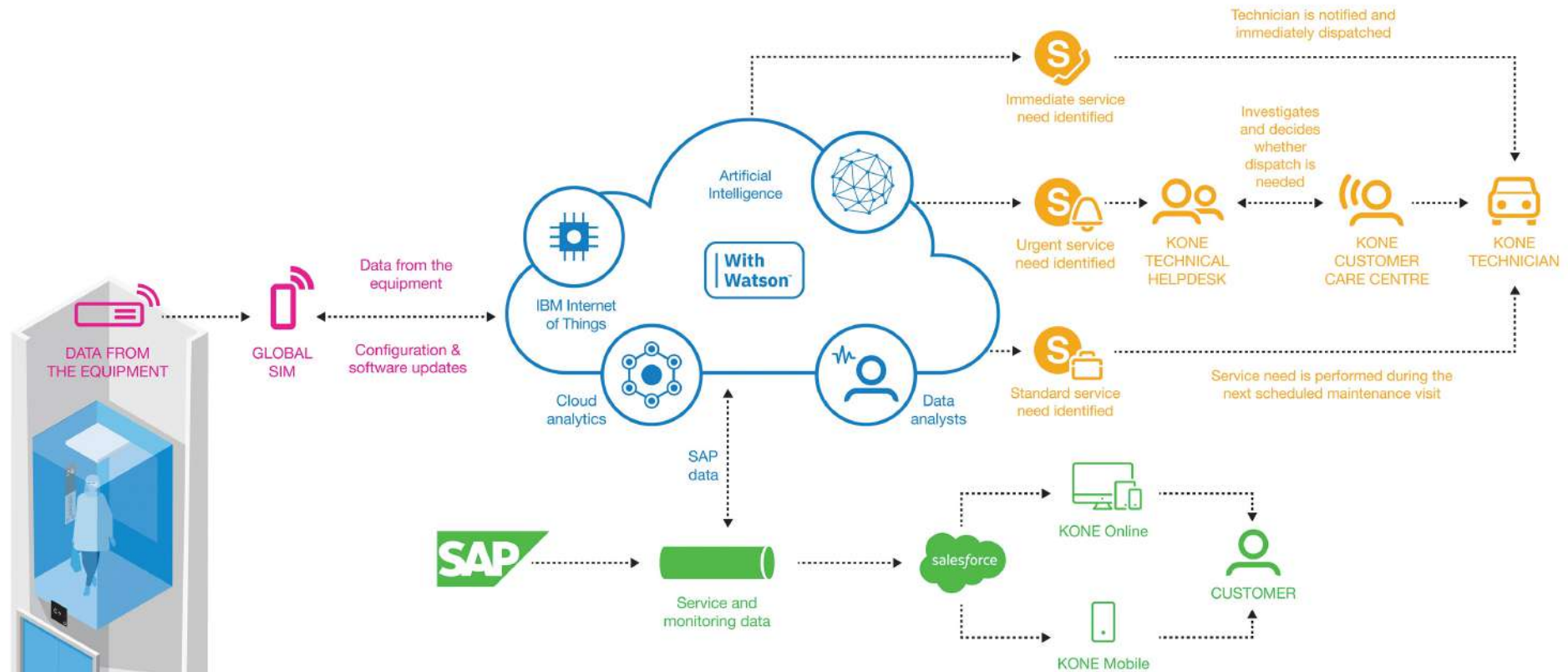
CHALLENGES

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.

HOW DOES IT WORK?



1

Information on the key operating parameters, usage statistics and faults 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. The system then identifies whether it needs maintenance, further investigation or immediate attendance by a technician, depending on how critical the problem is.

3

Your service technician receives information on the equipment's 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 safely and smoothly.

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.

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.



KONE MOBILE APP

Real-time updates on the go

- Ongoing service orders and status of the equipment
- Keeps you one step ahead – have answers before you receive complaints
- Quick access to KONE contact information



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 provides innovative and energy 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 modernisation.

KONE is a global leader in helping our customers manage the smooth flow of people and goods throughout their buildings. Our commitment to customers is present in all KONE solutions. This makes us a reliable partner throughout the life cycle of the building. We challenge the conventional wisdom of the industry and we are dedicated to improving the flow of urban life.

We are fast, flexible, and we have a well-deserved reputation as a technology leader, with such innovations as KONE MonoSpace® and KONE UltraRope®.

KONE employs over 55,000 dedicated experts to serve you globally and locally. We have a team of over 1,500 staff around Australia and New Zealand.



KONE ELEVATOR (M) SDN. BHD

MALAYSIA

HQ:	3rd Floor, Wisma Ali Bawal 2, 11, Jalan Tandang 46050 Petaling Jaya, Selangor	Tel: +603 7494 7500 Fax: +603 7784 1263
Penang:	86-1-5, 86 Avenue Residences Lengkok Perak 10150 Penang	Tel: +604 283 9999 Fax: +604 283 9988
Johor:	Lot 1, Jalan Kempas Utama 3/6 Taman Kempas Utama 81300 Johor Bahru, Johor	Tel: +607 559 0885 Fax: +607 559 0886
Sabah:	Lot 3A, Ground Floor Lorong Pusat Komersil 88/2 88 Market Place, Jalan Pintas 88300 Kota Kinabalu, Sabah	Tel: +6088 341 560 Fax: +6088 341 546

www.kone.my

This publication is for general informational purposes only and we reserve the right at any time to alter the product design and specifications. No statement in this publication shall be construed as a warranty or condition, express or implied, as to any product, its fitness for any particular purpose, merchantability, quality or representation of the terms of any purchase agreement. Minor differences between printed and actual colours may exist. KONE MonoSpace®, KONE EcoDisc®, KONE Care® and People Flow® are registered trademarks of KONE Corporation. Copyright © 2018 KONE Corporation.