



KONE Care™ DX Pro service

Optimize your elevator and building performance with real-time insights in your preferred tools and processes.

Enhance your building experience and operations

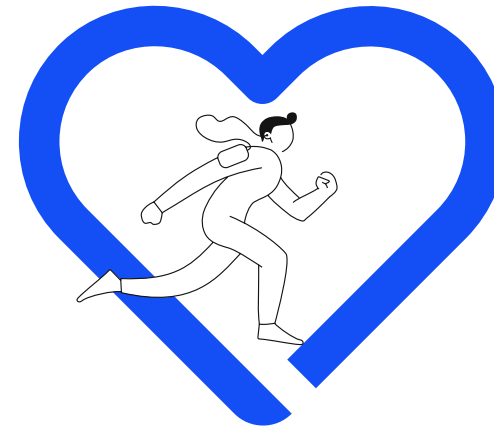
Optimize your building operations with real-time visibility into operational status and people movement.

- ✓ Real-time remote health monitoring to optimize your service plan
- ✓ Remote solutions for enhanced maintenance
- ✓ Proactive remote interventions
- ✓ Proactive dispatch of technician to resolve any issues

Improve lifecycle planning and long-term decision making

Equipment insights and real-time information on service activities backed by expert support simplifies management.

- ✓ Real-time updates of your equipment health status
- ✓ Real-time alerts in case of unplanned events
- ✓ Transparency on service history, planned and ongoing service activities and ability to request services in your own systems
- ✓ Real-time equipment status in your systems



Relevant available data in your own system

Service and real time equipment health transparency in your own systems.

- ✓ Over 160k spare parts for all equipment manufacturers
- ✓ Easy processes to handle tenders and approvals
- ✓ Timely recommendations for better planning and budgeting
- ✓ A strong team of experts is available 24/7/365 locally and globally to support and advise you across the lifecycle
- ✓ Access to global expert knowledge to resolve any issues quickly

80%

of issues handled proactively with real-time detection

25%

of issues solved remotely within two minutes

55%

less entrapments

60 sec

remote rescue capability