

The background of the advertisement is an aerial view of a city skyline at sunset. The sun is low on the horizon, creating a warm, golden glow. The city is densely packed with skyscrapers, and the water is visible in the distance. Overlaid on the image are several vertical lines and circular icons, suggesting a data-driven or connected environment. Some of the icons include a location pin, a signal tower, and a gear. There are also some faint numbers and symbols, such as "32.2", "51", and "34.3", scattered across the scene.

# KONE 24/7 Connected Services

INTELLIGENT SERVICES FOR ELEVATORS AND ESCALATORS ARE HERE

KONE is an innovative leader in the elevator and escalator industry. Our job is to make the best of the world's cities, buildings and public spaces. We believe that smarter and more sustainable cities are part of the solution for better living.

# AT KONE, OUR MISSION IS TO IMPROVE THE FLOW OF URBAN LIFE.



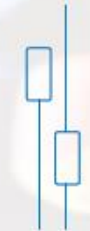
● Head office in Helsinki, Finland   ● Operations in over 60 countries   ● Authorized distributors in close to 80 countries   ● Production site   ● Global R&D site

FOUNDED IN 1910

52,000 employees



450,000 customers worldwide



55% new equipment business



45% service business

Over 1.2 million items of equipment in our service

net sales 8.8 billion € in 2016



Key customer groups include builders, building owners, facility managers and developers.



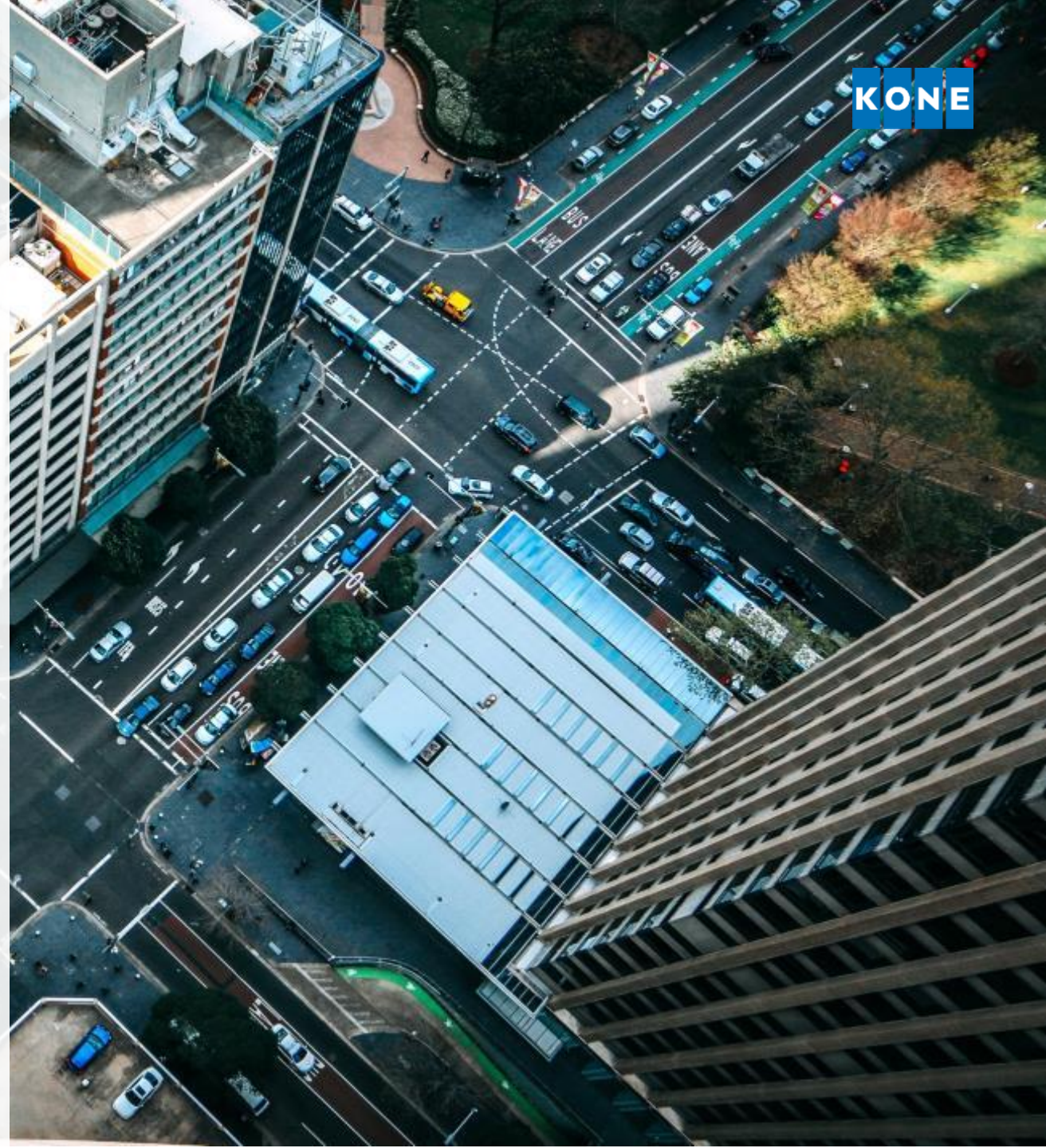
# Two megatrends impact our business environment

## → **URBANIZATION**

Continuing urbanization drives long term growth potential for new equipment, maintenance and modernization.

## → **TECHNOLOGICAL DISRUPTION**

New technology gives us a great opportunity to learn new ways of working and serve our customers and users in smarter and more exciting ways.



# Digitalization continues to accelerate

Everything becomes mobile  
and connected.

Customers have full real-time  
transparency.

Users demand increased  
convenience, efficiency and  
enjoyment in People Flow.

New "ecosystems" emerging  
around smart buildings and  
cities.



# PEOPLE FLOW PLANNING AND CONSULTING

Data & insights for better  
performing buildings



## ADVANCED PEOPLE FLOW SOLUTIONS

for smarter buildings

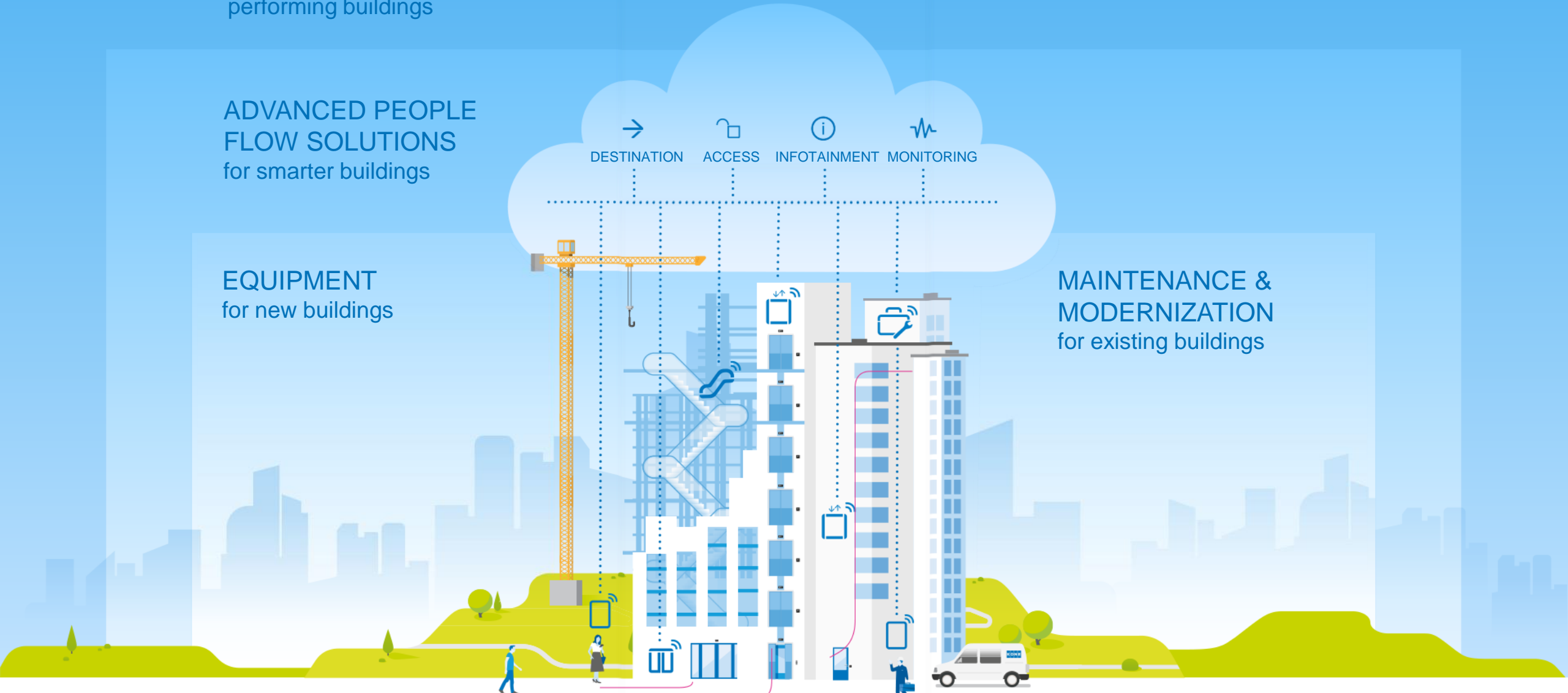


## EQUIPMENT

for new buildings

## MAINTENANCE & MODERNIZATION

for existing buildings



Our vision is to deliver the best People Flow<sup>®</sup> experience




Traditional  
DISCONNECTED  
BLACK BOX  
REACTIVE

Revolutionary  
CONNECTED  
COGNITIVE  
PREDICTIVE



11mm



4,2 S



What is KONE Care™  
24/7 Connect?



# KONE Care™ 24/7 Connect



• **So safe,**  
by keeping watch 24/7

• **So transparent,**  
you'll stay in the know

• **So intelligent**  
it's predictive

With  
Watson™

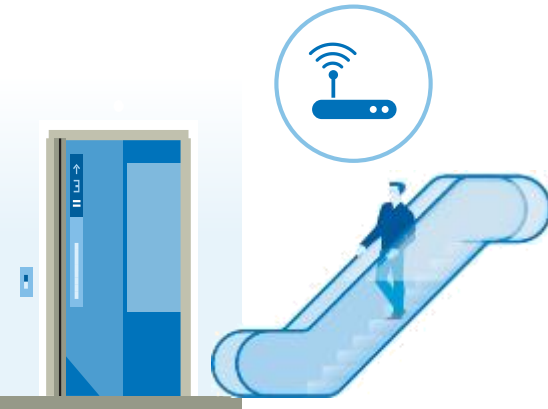
With Watson is a trademark of IBM Corp.,  
registered in many jurisdictions worldwide



# How it works



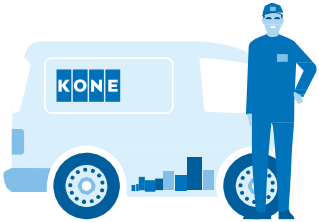
The system keeps a constant eye on critical parameters



Intelligent technology analyzes maintenance needs and predicts faults



Our technician gets the right information at the right time



You get trustworthy insights into the health of your assets and proposals for the future



KONE

KONE



PLAY



KONE



What are the benefits?



# Intelligence

FLOOR  
5<sup>th</sup>

22,4°C

## Improve people flow with intelligent maintenance

- Proactively address a larger share of maintenance needs during planned visits – with fewer costly unplanned call-outs
- Improve uptime by fixing more issues during the first visit

## Maximize the value of your assets

- Prolong equipment lifetime
- Address issues early to help prevent more costly faults from occurring later
- Improve the attractiveness of your facility with better people flow and an enhanced reputation

# Improved safety

## Decrease the risk of accidents and improve accessibility

- Round-the-clock monitoring and real-time analysis 24/7
- We address symptoms before they become a problem, such as inaccurate leveling

## Take immediate action to resolve urgent issues

- Reduce downtime, ensure critical people flow is restored quickly, and save time
- Problems reported and service actions taken automatically



# Better transparency

## Stay in the know and save time

- Get immediate information on equipment status and service actions
- No need to waste time reporting issues to us – we most likely already know about them
- Have answers ready before you receive complaints

## Make smarter decisions

- Base investment decisions on hard data, not guesswork – e.g. repairs and modernization done cost-efficiently at the right time
- Allocate costs based on real usage data
- Improve user satisfaction and your business with better people flow from optimally operating equipment

The screenshot displays the KONE Home interface for Elevator 31094994. The top navigation bar includes 'HOME', 'EQUIPMENT', 'SERVICES', and 'DOCUMENTS'. The main content area is divided into several sections:

- Home:** Shows the elevator's status as 'In Operation' with a green checkmark. A note states: 'Remote monitoring data indicates that there is an urgent issue with the equipment's door operation.' Below this, it shows '24/7 FINDINGS: 3'.
- Equipment Details:** Lists 'EQUIPMENT NAME: Abragam du 4', 'STATUS: Out of Operation', 'GENERAL DESCRIPTION: Front Lobby 1', 'MANUFACTURER #: 31094994', and 'EQUIPMENT #: 31094994'.
- VISITS:** A timeline view showing visits from 2016 to 2017. A legend indicates visit types: Maintenance / Inspection (blue), Repair (yellow), Callout (red), and Future (grey).
- Table of Visits:**

Date	Reason of visit	Job Description	Extra expenses
Pending	Repair	Door broken	No
March 2017	24/7 Preventive check	Doors	No
WORK ORDER TYPE	CREATED	DESCRIPTION:	
Preventive check	01.01.2017	{Customer} [Technician] Changed logic circuit	
WORK ORDER #	ARRIVED	CONDITION ON ARRIVAL	
#123456789012	01.01.2017, 10-10	Running	
ORDER STATUS	DEPARTED	SOURCE OF SERVICE NEED	
Ongoing	Date, at time	Doors	
ENTRAPMENT	ETA		
No	01.01.2017 at 10:55		
07.01.2017	24/7 Preventive check	Doors	
23.12.2016	Planned Maintenance	Ropebroken	
20.11.2016	Planned Maintenance	Door check	
16.11.2016	Planned Maintenance	Yearly Rope check just in case	

# KONE 24/7 Connected Services deliver tangible customer value



## RESULTS FROM CUSTOMER SITES

### 1 PROACTIVE MAINTENANCE ACTIONS PERFORMED

With real-time data and intelligent analysis, we discover service needs earlier and fix them before they develop into problems.

**9 early symptoms found per piece of equipment per year**



### 2 TIME SAVED AND USER CONVENIENCE IMPROVED DUE TO FEWER PROBLEMS

With preventative maintenance activities we decrease the number of stoppages or other major incidents with equipment

**60% fewer issues reported by customers**



### 3 PROBLEM SITUATIONS SOLVED MORE OFTEN DURING ONE VISIT

Our technicians know the nature of the fault before they arrive on site – improving their ability to fix the problem quickly and have the right spare parts.

**25% increase in resolving issues during one visit**



\*) The data on this slide has been collected over 12 months from 100 pieces of connected equipment from different brands, ages, and buildings. Results may vary based on the building and equipment type, age, and usage.

## Improving customer experience in top-end offices

When businesses look for top-end office rentals in Stockholm, Sweden, they turn to Humlegården Fastigheter, the go-to property owner for space in some of the city's most exclusive buildings.

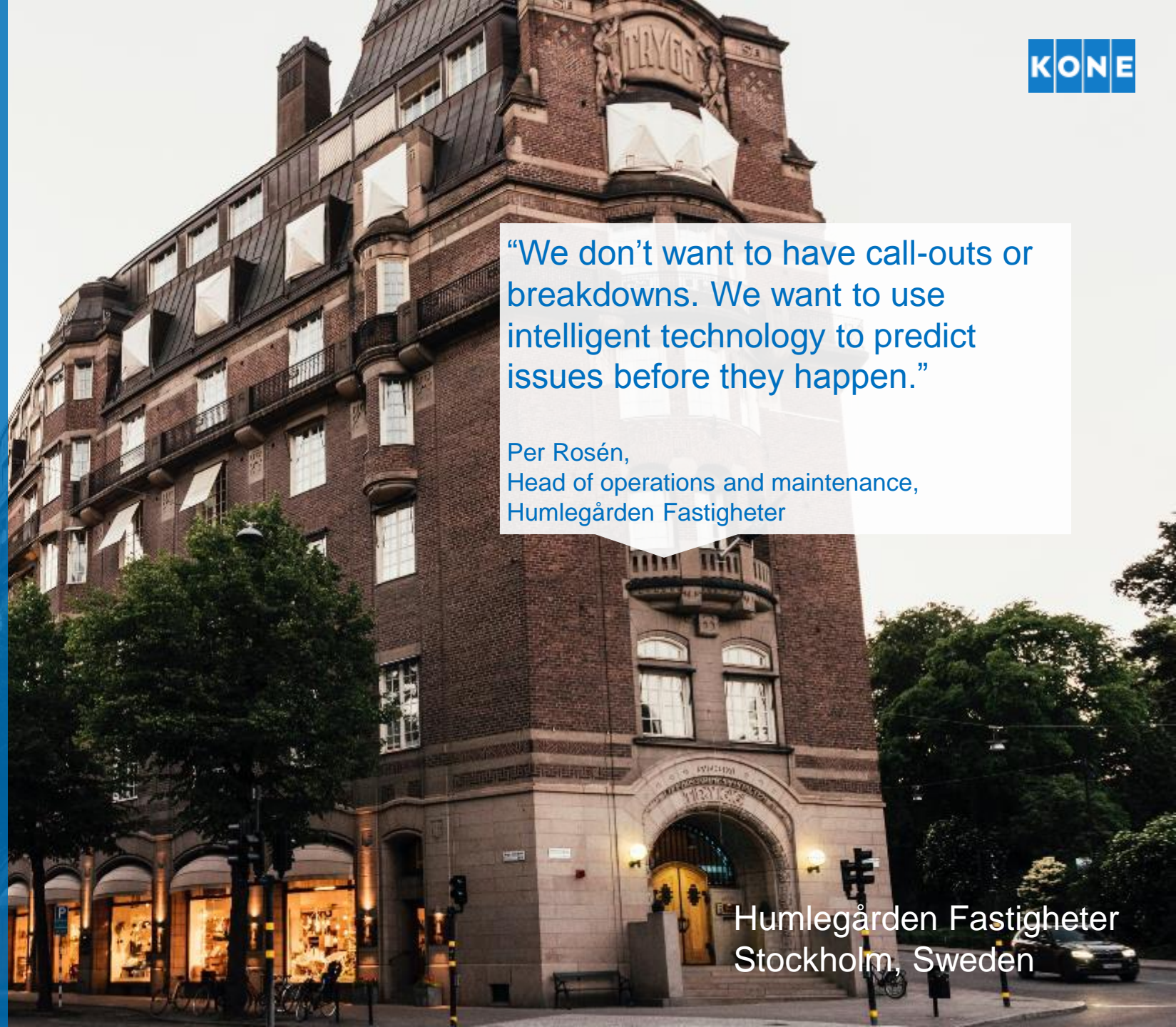
Humlegården's clients expect only the best. Needless to say, elevator hassles are not part of the equation.

KONE 24/7 Connected Services collects data 24/7 through sensors attached to the elevators. The system together with IBM Watson IoT analyzes the data to understand the needs of each individual unit and predicts when a problem is approaching to allow all maintenance to be carried out in a pre-planned fashion with minimal disruption.

“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

Humlegården Fastigheter  
Stockholm, Sweden





## Humlegården- office customer, Sweden

- Swedish property owner
- 53 properties located in central Stockholm and surrounding areas
- KONE Care 24/7 Connect installed in 65 elevators to support a high-quality customer experience for Humlegården's own customers

~35

fewer issues reported by customer per year

~30+

Early symptoms found and proactively addressed and resolved during the first 6 months – any of which could have developed into equipment breakages

“We want to contribute to a **better living environment and increased quality** for all our customers. Our lifts are an important part of the customer's experience in our real estate, and we therefore want to **minimize unplanned stops and maximize technical life**, which requires new innovative ways to work with preventive maintenance and service.”

- Peter Lind, Facility Manager



We make cities better places to live.

