THE FLOW MUST GO ON

A GUIDE TO SMART AND PREDICTIVE MAINTENANCE

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AMID NEW CHALLENGES, THE FLOW MUST GO ON

Businesses are constantly looking for new ways to tackle challenges in increasingly complex and competitive environments. To stay on top, they need smart, scalable, and all-encompassing solutions. Predicting instead of reacting. Flexibility instead of one-size-fits-all thinking.

KONE 24/7 Connected Services is a predictive, flexible system – powered by artificial intelligence – that eases the burden of maintaining the health of your People Flow® equipment. After all, when it comes to business and people, the flow must go on.

NEW CHALLENGES,
NEW NEEDS

FLEXIBILITY

Buildings are being used for different purposes at different times, requiring next-level adaptability and flexibility.

SAFETY & COMFORT

In this time of increased public health concerns, a building's users expect peace of mind along with a seamless experience.

SUSTAINABILITY

Energy-efficient, responsible and smart solutions are the new standard.

TECHNOLOGY TO THE RESCUE

As new challenges have emerged, technology has advanced to meet them. Robust mobile data and connectivity allow us to efficiently analyze even the most complex streams of information using artificial intelligence. Meanwhile, advanced equipment sensor technology enables the incorporation and processing of unlimited data points.

"We are keeping a constant eye on and analyzing increasing amounts of data on critical parameters and acting accordingly."

Mikko Aro
Head of Maintenance Development, KONE Corporation

WHAT IS PREDICTIVE MAINTENANCE?

KONE provides innovative and eco-efficient solutions for elevators, escalators and the systems that integrate them with today's intelligent buildings. Much more than equipment monitoring, predictive maintenance uses artificial intelligence (AI) to analyze your equipment's data points against our vast historical data.

Utilizing KONE's carefully-defined algorithms, KONE 24/7 Connected Services can identify and fix potential issues before they cause problems. If the system determines a breakdown is imminent, it triggers an automatic callout for KONE service to come fix the problem ASAP. Non-emergency items are added to the list of issues to be remedied next scheduled service call.
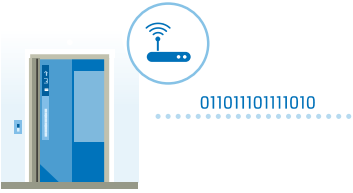
KONE Online, our convenient communication portal, lets you stay up-to-date on equipment and service orders.

"It's like having eyes on site in real time, around the clock. You know exactly what's going on with each unit without having to be physically present."

Jerry Mansner
Service Technician, KONE Finland

KEY FEATURES OF PREDICTIVE MAINTENANCE

AROUND-THE-CLOCK MONITORING

AI keeps a constant eye on how your equipment is performing.

INTELLIGENT ANALYSIS

Intelligent technology analyzes maintenance needs and detects potential problems before they cause disruption.
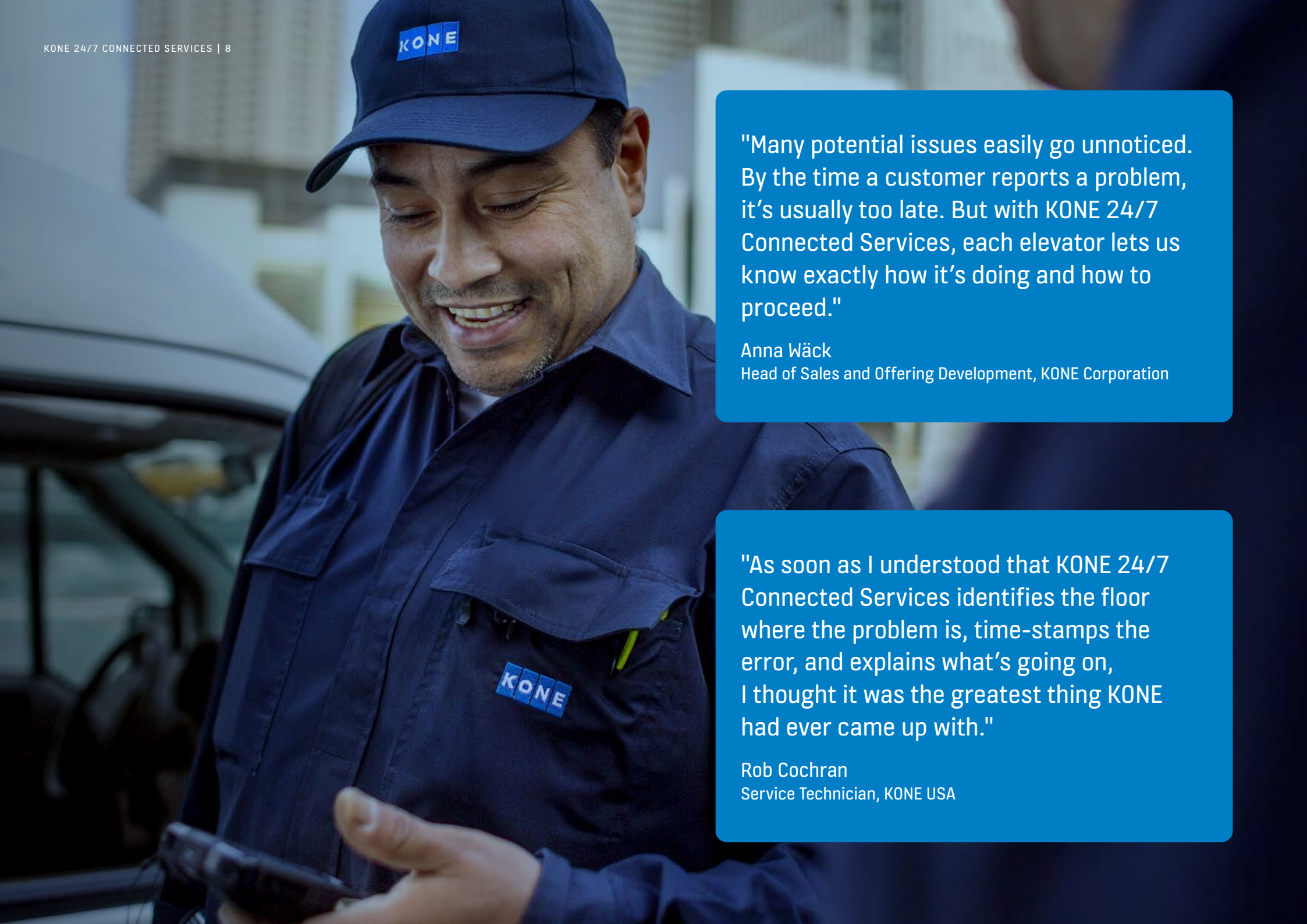
TIMELY ALERTS

Technicians get the right information at the right time to help them fix problems.

CLEAR REPORTING

You will be kept fully informed about all the work that is done as well as the outcome.

"Many potential issues easily go unnoticed. By the time a customer reports a problem, it's usually too late. But with KONE 24/7 Connected Services, each elevator lets us know exactly how it's doing and how to proceed."

Anna Wäck
Head of Sales and Offering Development, KONE Corporation

"As soon as I understood that KONE 24/7 Connected Services identifies the floor where the problem is, time-stamps the error, and explains what's going on, I thought it was the greatest thing KONE had ever came up with."

Rob Cochran
Service Technician, KONE USA

WE'RE HERE TO HELP YOU GET STARTED

KONE understands that each piece of equipment has a unique profile based on its history, environment and other factors. That means each needs a tailored maintenance approach to help maintain optimal condition for the long haul.

"In a way, elevators are like people — they all have unique traits and flaws. With predictive maintenance, we are able to know those and thus maintain them as individuals."

Mikko Aro
Head of Maintenance Development, KONE Corporation
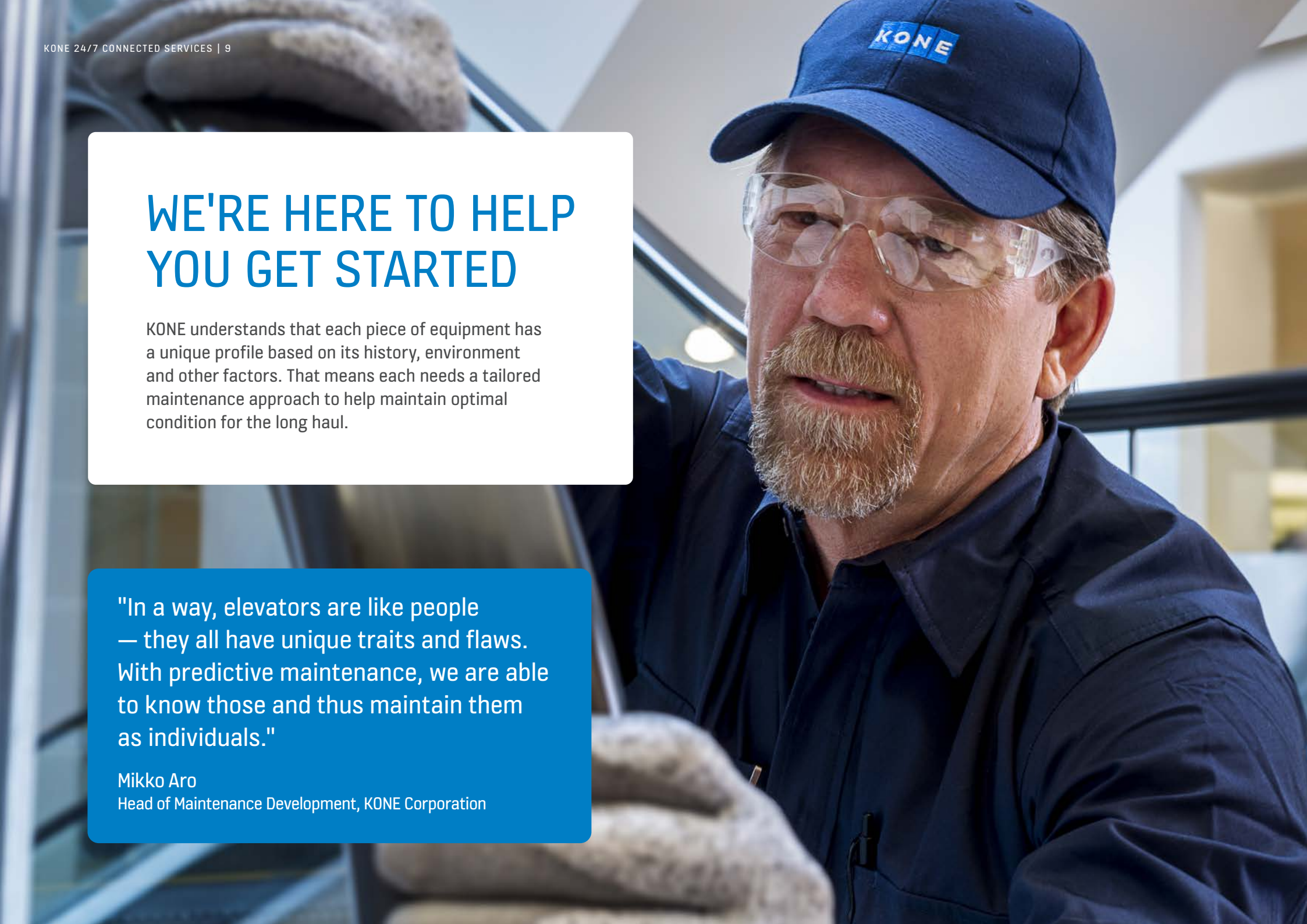
IT'S PREDICTIVE AND SMART. BUT WHAT'S REALLY IN IT FOR YOU?

How does KONE 24/7 Connected Services add value to your building? Tackling potential issues before they become actual problems is just the beginning. The system also creates:

- A better user experience.

- Smoother People Flow, even during peak hours.

- Increased safety and reliability.

- Longer-lasting equipment.

- Greater peace of mind for you.

Access to real-time data may also help your organization make better investment decisions and optimize resource allocation.

Bottom line, KONE 24/7 Connected Services' cutting edge technology, and our dedicated specialists, help keep you ahead of the game.

That's what we call
URBAN LIFE – UNINTERRUPTED.

MORE VALUE FOR YOUR BUILDING

PEACE OF MIND FOR YOU AND THE END USERS:

24/7 monitoring helps ensure the safety of your building and keep everything running smoothly—leading to more satisfied users.

EFFICIENT BUILDING MANAGEMENT:

Preventive maintenance saves you time, provides the data you need, and reduces facility managers' workload.
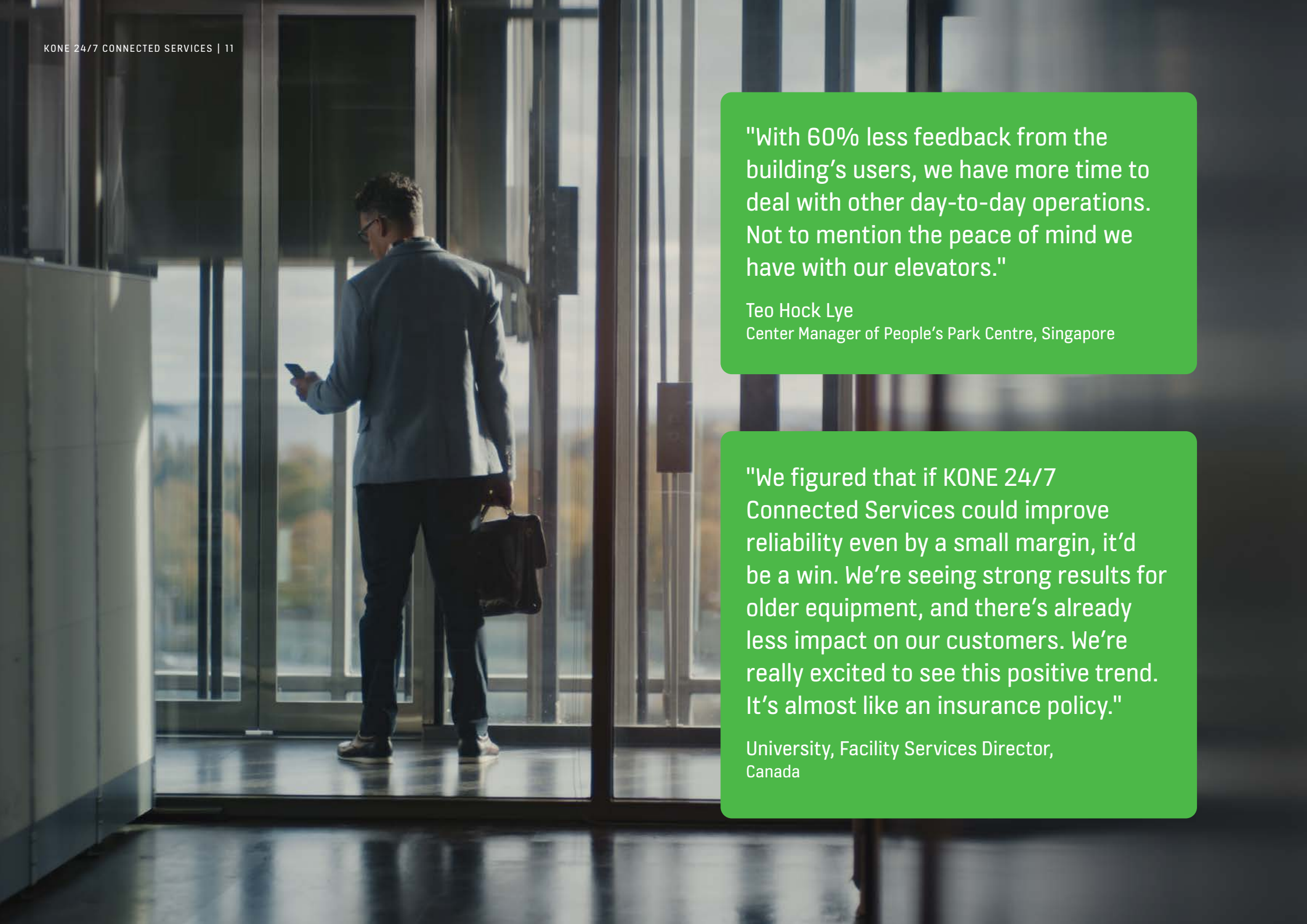
BETTER BUSINESS:

Addressing potential problems early results in longer-lasting equipment and fewer costly faults, while robust data makes it easier to plan ahead.

The outcome of 24/7 specialist service combined with cutting-edge technology is a functioning building with happy end-users.

"With 60% less feedback from the building's users, we have more time to deal with other day-to-day operations. Not to mention the peace of mind we have with our elevators."

Teo Hock Lye
Center Manager of People's Park Centre, Singapore

"We figured that if KONE 24/7 Connected Services could improve reliability even by a small margin, it'd be a win. We're seeing strong results for older equipment, and there's already less impact on our customers. We're really excited to see this positive trend. It's almost like an insurance policy."

University, Facility Services Director, Canada

DAILY LIFE UNINTERRUPTED

HOME IS WHERE THE RELIABLE ELEVATOR IS

There's no place like home, our personal island of comfort and security. So there's no compromising on the safety and convenience of reliable uptime for residential buildings.
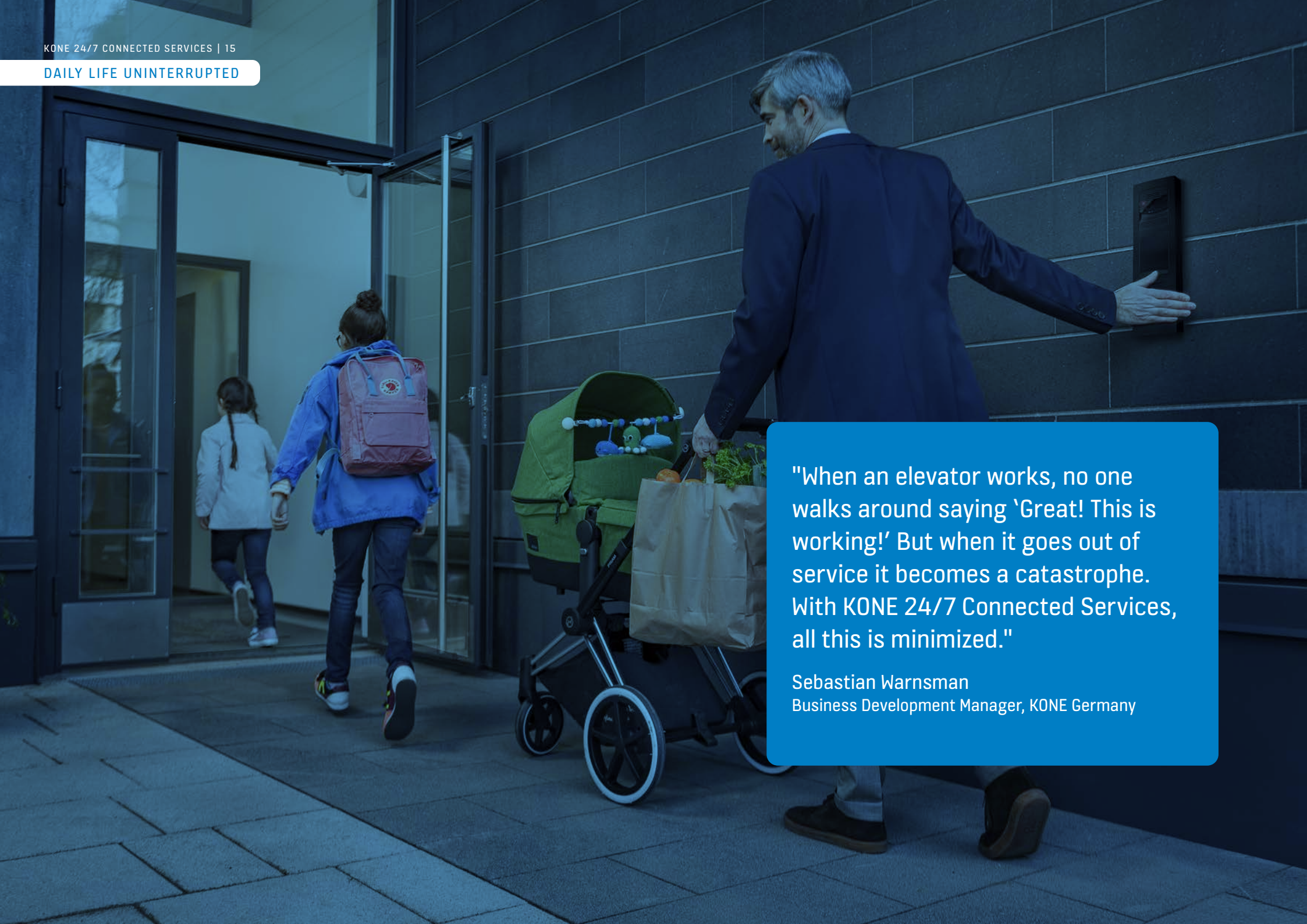
PREDICTIVE MAINTENANCE FOR RESIDENTIAL BUILDINGS

1 SAFETY AND CONVENIENCE FOR RESIDENTS:
Avoid unplanned downtime and give residents peace of mind.

2 FEWER CUSTOMER CALLS, FEWER COMPLAINTS:
- A call out rate reduction by an average of 28%, up to 72%.
- 27% more problems fixed in the first visit.

3 EFFICIENCY AND READINESS:
Automatic issue reporting saves time and keeps you up to date and able to address residents' questions.

4 PROLONGED ELEVATOR LIFETIME:
Tackling problems early helps prevent damaging breakdowns.

A functioning building with happy residents backed up by cutting-edge technology means MORE VALUE FOR YOUR RESIDENTIAL BUILDING

DAILY LIFE UNINTERRUPTED

"When an elevator works, no one walks around saying 'Great! This is working!' But when it goes out of service it becomes a catastrophe. With KONE 24/7 Connected Services, all this is minimized."

Sebastian Warnsman
Business Development Manager, KONE Germany

KONE MOVES YOU TOWARD HAPPIER LIVING

What's the simplest way to keep tenants happy? Make sure that your people-moving equipment keeps them moving. That's where a predictive maintenance system can make a real difference.

Powered by around-the-clock artificial intelligence, KONE 24/7 Connected

Services detects issues before they become real problems. When maintenance becomes seamless, tenant life becomes more effortless – fewer service calls, fewer problems, happier living.

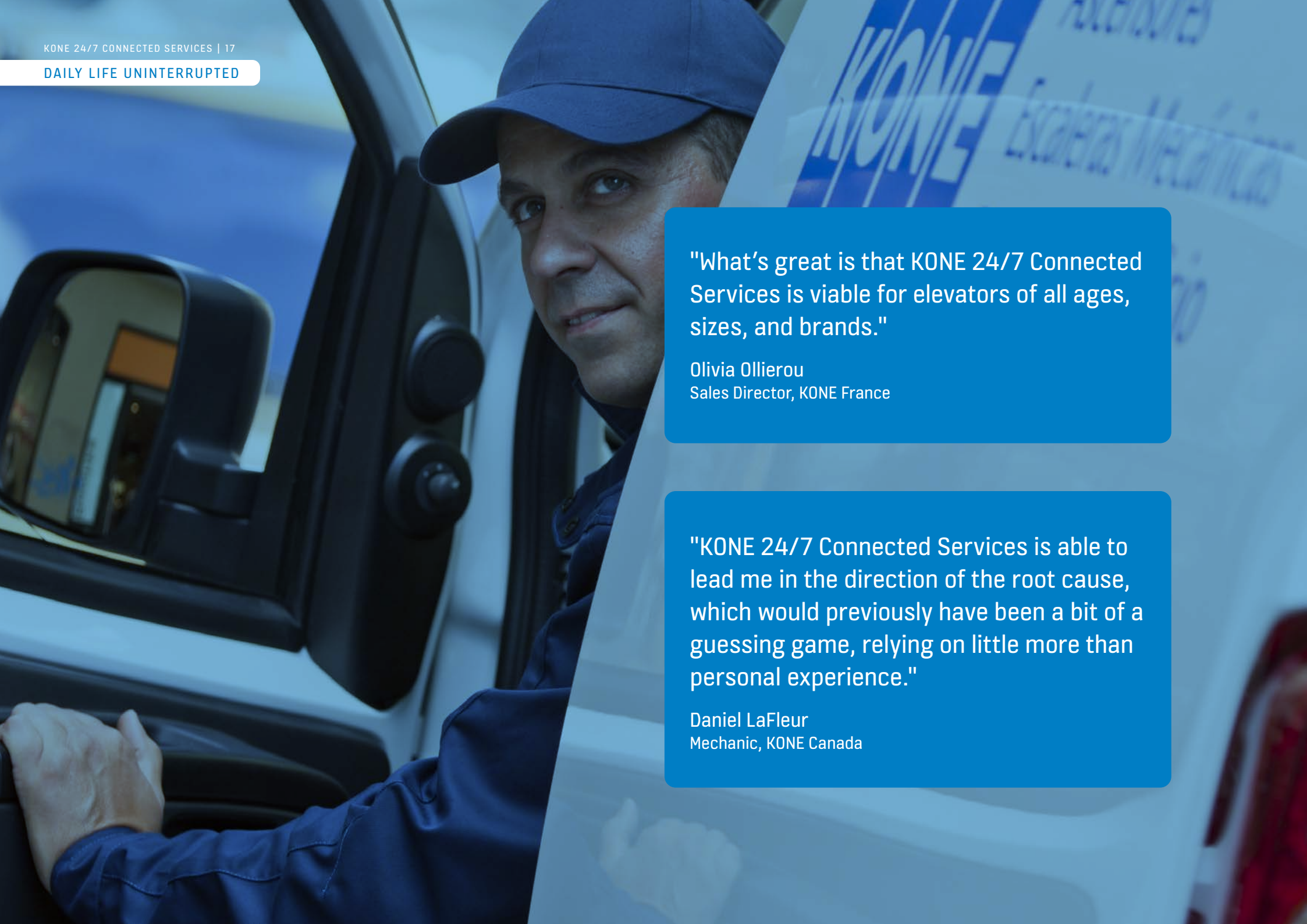Predictive maintenance also automatically schedules maintenance calls and provides automatic issue

reporting, so facility managers always have up-to-date information tenants when needed.

How does this enhance building value?

- With more accurate data, you can make more cost-efficient decisions.

- Predictive maintenance helps prevent unplanned callouts.

- Cutting-edge tech features help attract new tenants.

"What's great is that KONE 24/7 Connected Services is viable for elevators of all ages, sizes, and brands."

Olivia Ollierou
Sales Director, KONE France

"KONE 24/7 Connected Services is able to lead me in the direction of the root cause, which would previously have been a bit of a guessing game, relying on little more than personal experience."

Daniel LaFleur
Mechanic, KONE Canada

OFFICE LIFE
UNINTERRUPTED

THE FLOW OF BUSINESS MUST GO ON

Today's competitive global business environment leaves no room for interruptions. Seamless operation helps protect your brand image and maintain high performance at every level of your operation.

Unimpeded People Flow is critical to the productivity and confidence of building users.

KONE 24/7 Connected Services can help you minimize downtime to create a more reliable, convenient environment for all building users.

PREDICTIVE MAINTENANCE FOR OFFICE

1 FEWER DISRUPTIONS, GREATER PRODUCTIVITY:
Significantly reduces disruptions, enhancing People Flow, productivity and satisfaction around the clock—including during busy peak hours.

2 MEET AND EXCEED EXPECTATIONS:
By increasing reliability, predictive maintenance helps you keep up with the ever-growing requirements of modern business.

3 INCREASED EQUIPMENT UPTIME:
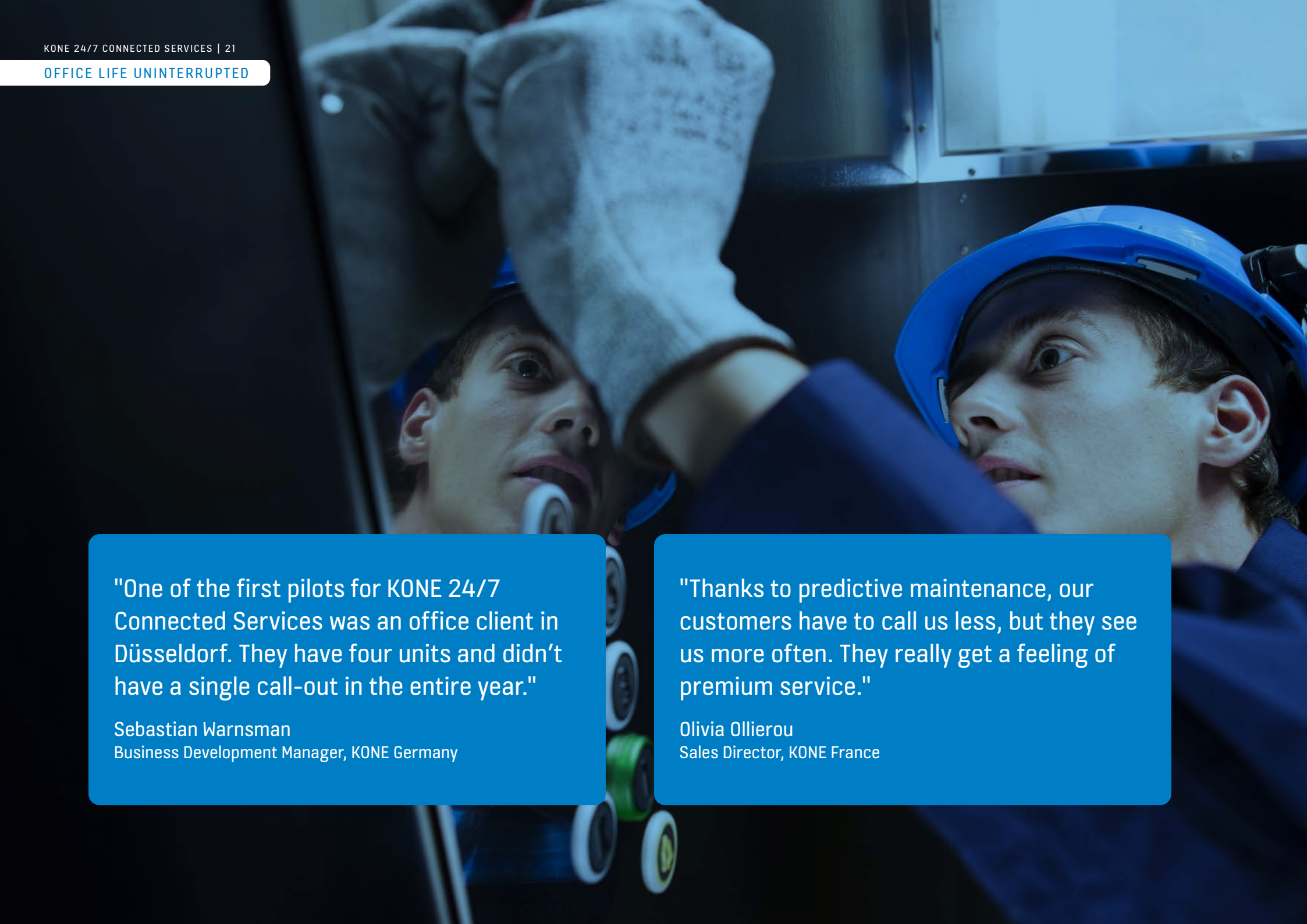Tackling problems early reduces costly breakdowns and increases the uptime of your equipment.

4 TIME SAVED:
KONE Online, your information portal for reporting, analysis and scheduling of maintenance calls, means quicker recovery and fewer complaints from workers and tenants.

Smart features attract new tenants, enhance building's image and increase property value, for MORE VALUE TO YOUR BUILDING.

OFFICE LIFE UNINTERRUPTED

"One of the first pilots for KONE 24/7 Connected Services was an office client in Düsseldorf. They have four units and didn't have a single call-out in the entire year."

Sebastian Warnsman
Business Development Manager, KONE Germany

"Thanks to predictive maintenance, our customers have to call us less, but they see us more often. They really get a feeling of premium service."

Olivia Ollierou
Sales Director, KONE France

KEEP UP WITH THE CHANGE

Life in office buildings moves at the speed of business – so any unplanned interruption of People Flow can throw a wrench into the works.

The best way to keep things moving seamlessly is to maintain a real-time awareness of your equipment's health.

KONE 24/7 Connected Services is an AI system that continuously gathers data from your equipment, detects problems and schedules maintenance calls–perpetually learning from the data and improving its accuracy.

How does this enhance building value?

Tackling issues before breakdowns:

- Is more cost-efficient.

- Increases equipment uptime.

- Helps you avoid elevator entrapments and other inconveniences.

- Improves your building's image by keeping employees, customers and visitors happy.

"After seeing the value of the KONE solutions, we decided to install KONE 24/7 Connected Services because of the reliability and comfort of predictive maintenance. Personally, it makes my work easier!"

Ricardo García
Maintenance Manager of Edificio Bronce, Spain

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RETAIL
UNINTERRUPTED

EVERY FLOOR MEANS BUSINESS

For retailers, the competition with online shopping is existential. How do you keep customers coming back to your stores? It starts with a smooth and pleasant user experience – which leaves no room for equipment malfunctions.

PREDICTIVE MAINTENANCE FOR RETAIL BUILDINGS

1 PEOPLE AND REVENUE FLOW UNINTERRUPTED:
Fending off disruptions helps to secure People Flow at all hours and keeps visitors happy.

2 FEWER BREAKDOWNS AND QUICK RECOVERY:
Resolve up to 50% of escalator stoppages with an immediate restart, enabled by automatic reporting and analysis.

3 DATA-BASED TECHNOLOGY:
Maintain the value of your property and increase its desirability into the future.

4 BETTER REPUTATION AND ATMOSPHERE:
Better accessibility and smoother customer journeys improves your reputation and help bring in more customers.

Secure smooth customer journeys and a better user experience with better data, for IMPROVED RETAIL BUSINESS VALUE.
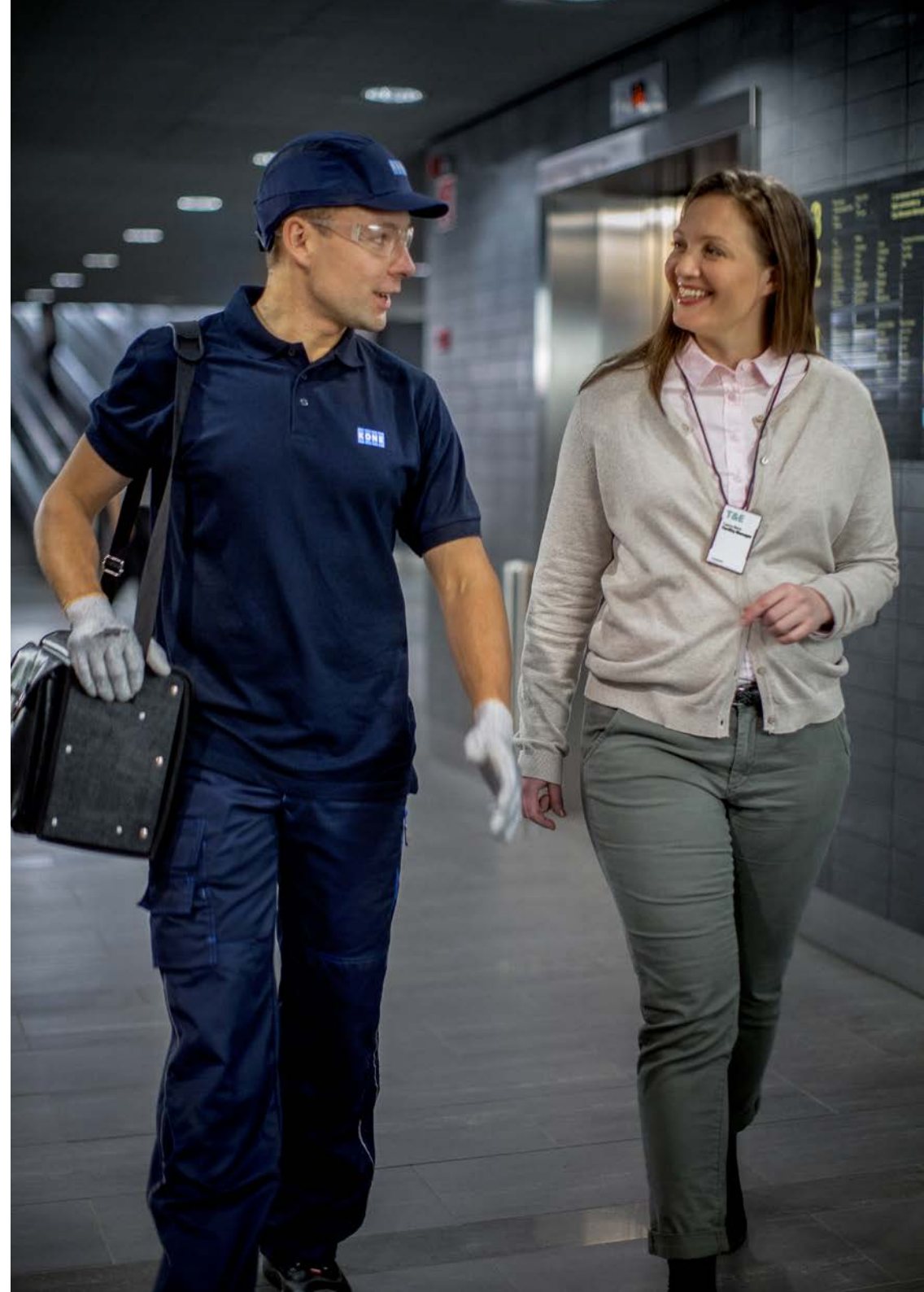
"The greatest benefit that I have seen is the case when the system detected a potential safety issue with an elevator, recognized it as high priority, and activated KONE to dispatch their technicians to resolve it before it became a problem. All this was done in real time and even before the issue was spotted by a person."

Kenny Ng
Manager of SAFRA, Singapore

ENABLING A PLEASANT SHOPPING JOURNEY

You want to offer a flawless shopping experience to you customers. Predictive maintenance helps make the customer journey seamless by avoiding surprises and keeping your People Flow equipment running uninterrupted.
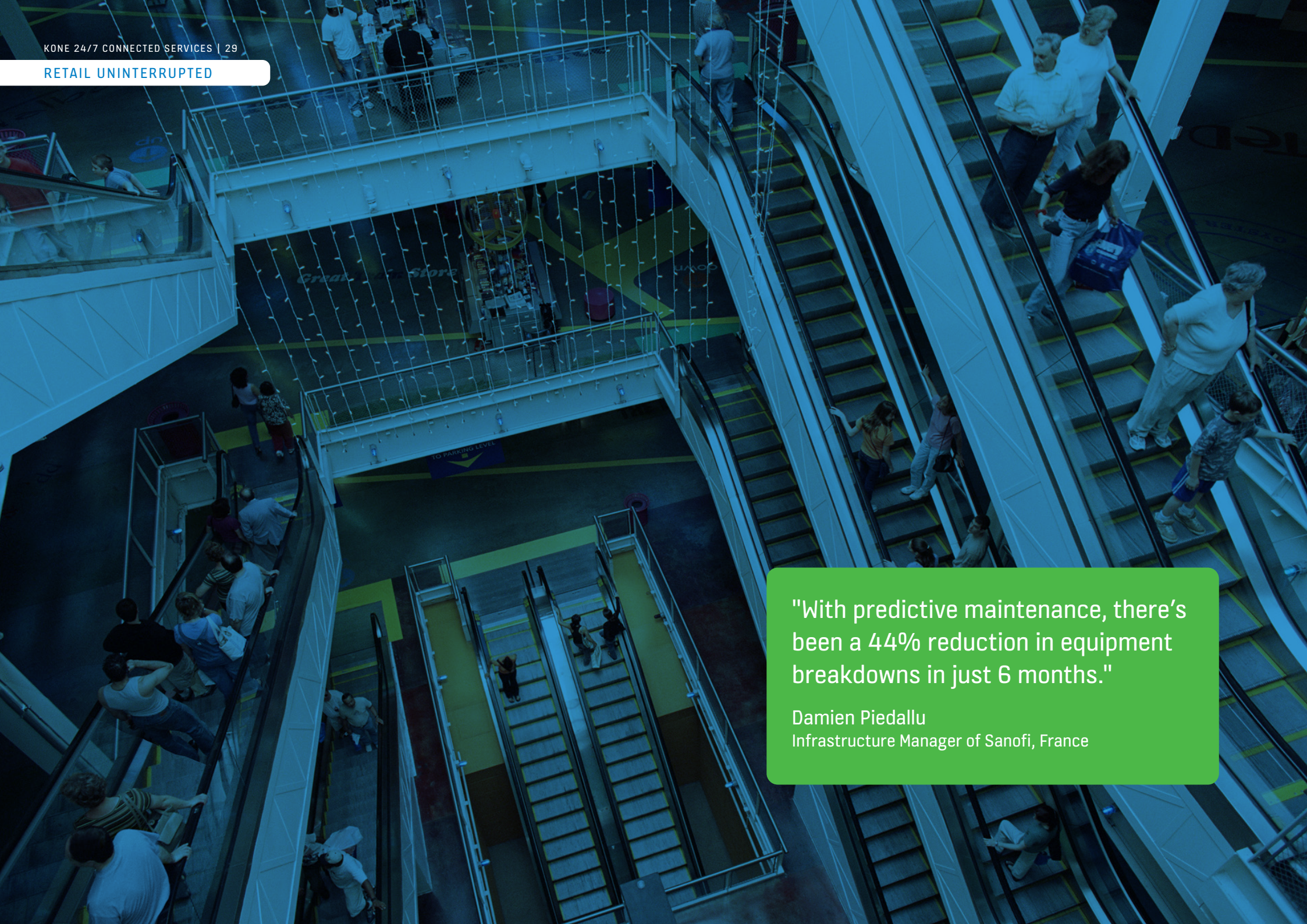
KONE 24/7 Connected Services detects even the slightest irregularities and automatically schedules a service call for urgent issues, or adds the issue to the checklist for your next scheduled service call. Either way, we help you resolve problems proactively, reducing costly breakdowns.

How does this enhance business value?

AI gathers data from your equipment and learns to get better at anlyzing it.

- Make better informed investment decisions with better data.

- Use real-time data to optimize People Flow

- Prolong the lifetime of your equipment.

"With predictive maintenance, there's been a 44% reduction in equipment breakdowns in just 6 months."

Damien Piedallu
Infrastructure Manager of Sanofi, France

HOTEL LIFE
UNINTERRUPTED

HOTEL VISITORS CAN BE CRITICAL

Reputation means everything in the hotel business. A smooth guest experience can help you garner positive reviews and repeat business. Unplanned interruptions, however, can leave a negative impression on guests, and bad reviews can have a negative impact on future business.

PREDICTIVE MAINTENANCE FOR HOTELS

1 BETTER BRAND IMAGE:
Fewer disruptions means improved customer experiences and better reviews, potentially justifying premium room prices.

2 SMOOTH PEOPLE FLOW:
Intelligent predictive maintenance reduces disruptions and improves People Flow during peak hours.

3 LESS DOWNTIME, FEWER COMPLAINTS:
Automatic reporting and analysis makes it easier than ever to reduce downtime–and guest complaints.

4 OPTIMIZATION THROUGH DATA:
KONE's cutting-edge data makes it easier to optimize People Flow, prolong equipment uptime, and make informed investment decisions.

Fewer disruptions and a better guest experience can improve your hotel's reviews, reputation and BUSINESS.

HOTEL LIFE UNINTERRUPTED

"Hotel visitors are paying for the whole experience. If something goes wrong—it's no good. In a way, KONE 24/7 Connected Services is like insurance against negative feedback."

Kristoffer Ekström
Sales Manager, KONE Finland

OFFER A 5-STAR ELEVATOR EXPERIENCE

In the hotel business, providing a safe, convenient and comfortable experience throughout the stay is all that matters. Ensuring that all goes well is especially challenging during peak hours, such as evening check-ins and morning check-outs. That's why an intelligent system - that can anticipate problems before they can impact a business - can help your property maintain a sterling reputation.

KONE 24/7 Connected Services monitors and analyzes your equipment's data to prevent major disruptions at your facilities. Our advanced AI and our KONE Online platform put the most accurate and up-to-date information at your fingertips. Staying informed about the health and performance of your equipment can result in prolonged equipment life and cost savings.

How does this enhance your hotel business?

- KONE's cutting edge technology, backed by our expert technicians, keep your equipment running seamlessly to minimize downtime and reduce expenses.

- Improving guest experience can inspire better customer reviews.

- Better reputation means more business for your hotel.

HOTEL LIFE UNINTERRUPTED

"It's not uncommon to hear my client ask me, 'Why haven't I heard about this before?' when they witness the results provided by KONE 24/7 Connected Services for the first time."

Petri Saarinen
Sales Manager, KONE Finland

HEALTH CARE
UNINTERRUPTED

MAXIMIZE UPTIME WHERE THERE'S NO TIME FOR INTERRUPTIONS

For healthcare facilities, ensuring that your People Flow equipment works is not just a matter of patient satisfaction—it may be about saving lives. It's no small challenge to stay in control of healthcare operations around the clock, seven days a week. KONE's smart solutions can make sure that People Flow issues don't add to those challenges.

PREDICTIVE MAINTENANCE FOR HEALTH CARE

1 ACCESSIBILITY:
Enhance safety by ensuring that critical equipment is always available and optimized.

2 SAFETY:
Preventive maintenance helps to avoid breakdowns, securing patient, caregiver and visitor flows at all times.

3 EFFICIENCY AND READINESS:
Automatic issue reporting saves time and keeps you up to date about your building, so you can offer both visitors and patients peace of mind.

4 PROLONGED EQUIPMENT LIFETIME:
Tackling problems early helps you avoid damaging breakdowns for longer equipment life and cost savings.

A trustworthy system that enhances safety and predictability for patients, visitors, and staff means MORE VALUE FOR YOUR HEALTHCARE FACILITY.

HEALTH CARE UNINTERRUPTED

"It's handy to have the problem diagnosed before a call-out, so you know which tools and spare parts to take along."

Jerry Manser
Service Technician, KONE Finland

PROVIDING RELIABILITY WHERE IT MATTERS

In life and death situations, there's no room for equipment malfunctions. You cannot afford elevator entrapments or other disruptive events that leave patients and staff waiting.

KONE 24/7 Connected Services' predictive maintenance system mirrors healthcare best practices – the sooner an issue is detected, the easier it is to treat.

The system analyzes a continuous flow of data from your equipment, along with a wealth of historical data, to identify potential problems before they can create dire consequences. And the AI keeps on learning.

That means more safety and fewer interruptions in your facility.

How does this enhance your healthcare facility?

We help keep your focus on patient care.

- Uninterrupted movement within your facility gives patients and their families peace of mind.

- KONE's People Flow analysis helps ensure that visitors and other users don't impact the flow of healthcare or impede evacuations.

- KONE's intelligent system takes any worries about people-moving equipment off your shoulders.

"During the four-month pilot period, the number of elevator failures decreased by 25%, the failure rate improved by 14%, and no cases of entrapment occurred. Based on these good results, we decided to connect all 305 of our elevators to the system."

Mika Ahia
Facility Manager of Helsinki University Hospital (HUS), Finland
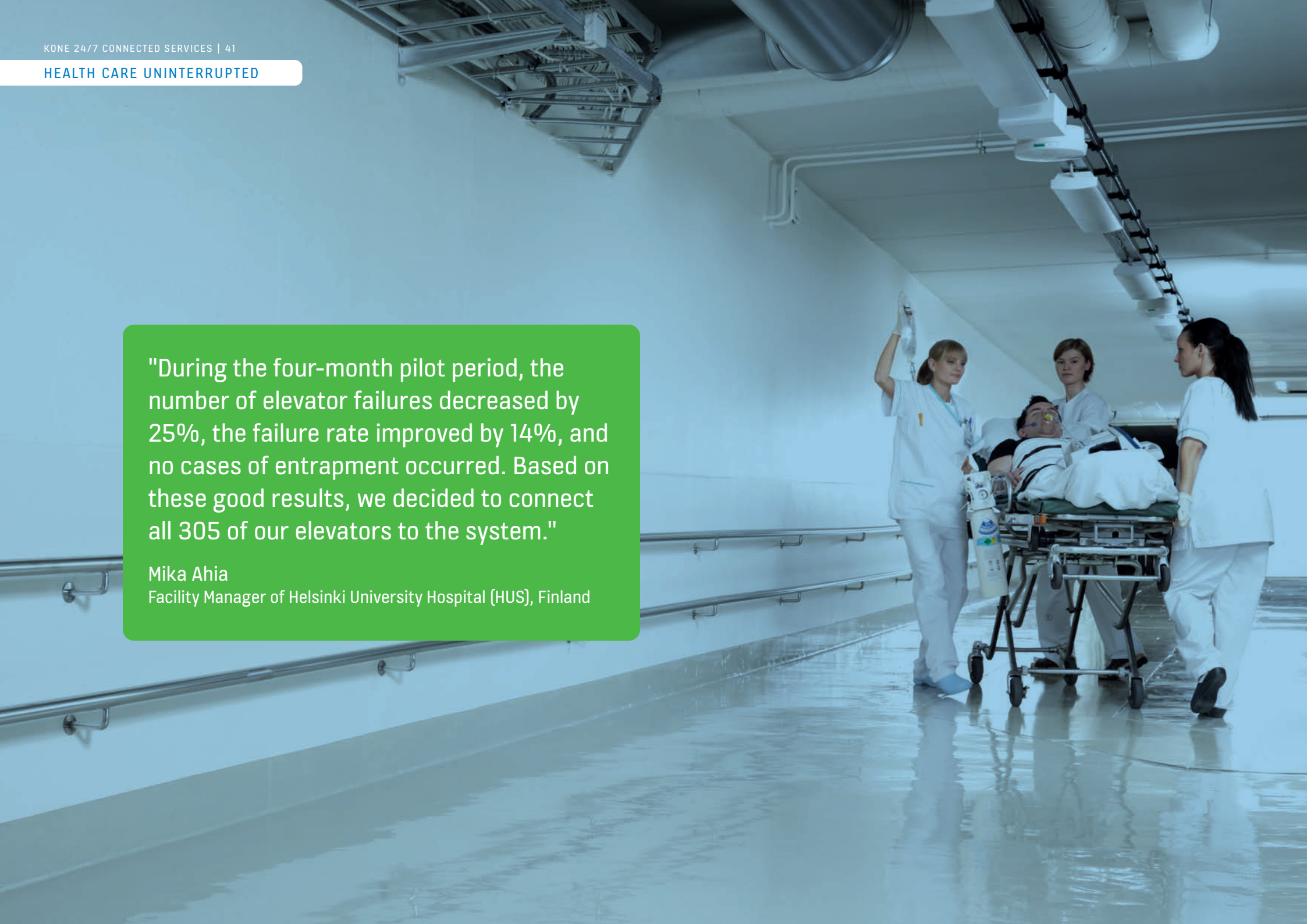
WANT TO
LEARN MORE?

We hope you now have a better understanding of how KONE 24/7 Connected Services' predictive maintenance can help improve building operations. Of course, every building has unique challenges, so we encourage you to contact your KONE to discuss a detailed plan for your building.

Your journey to smart and predictive maintenance starts here.
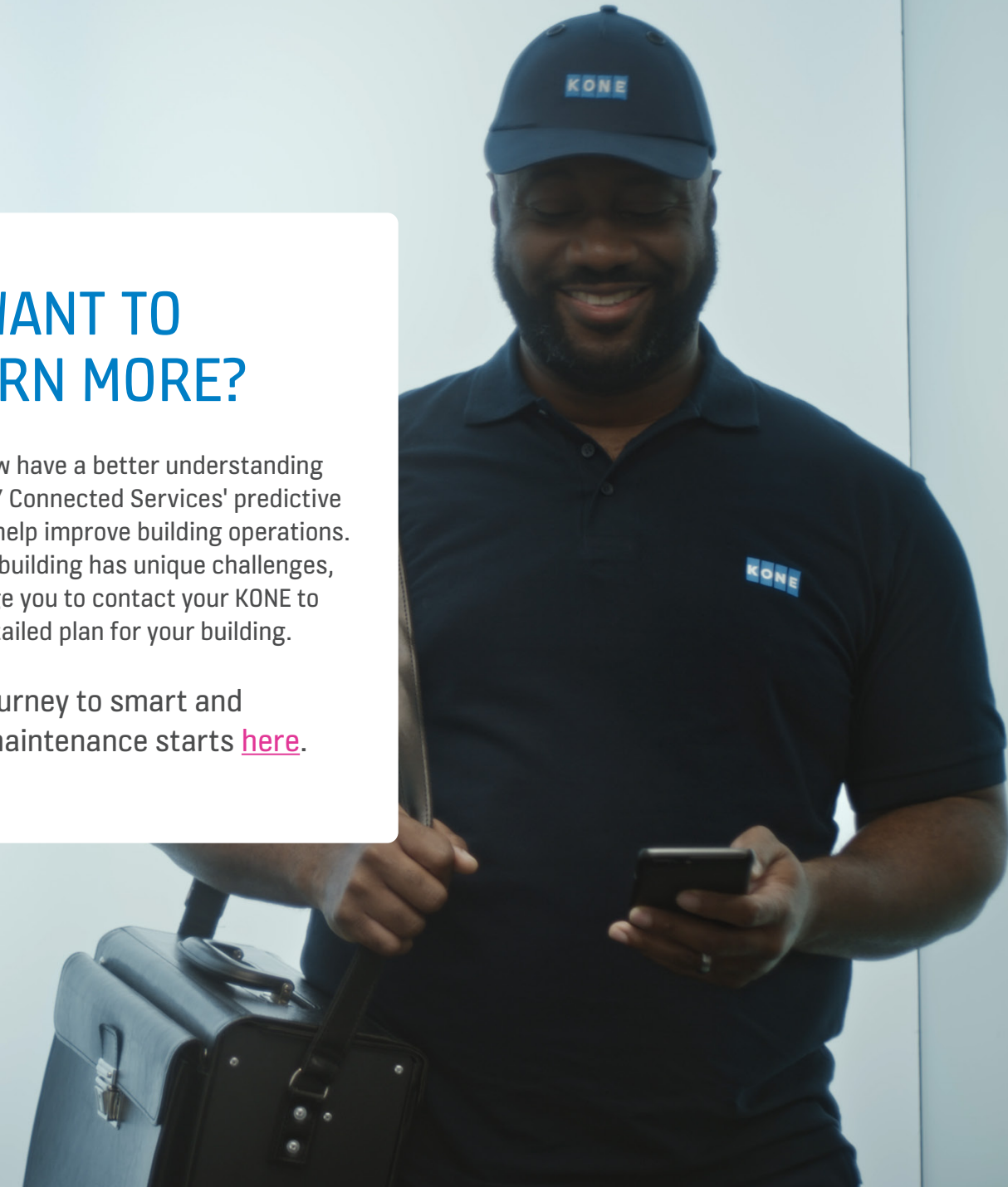
KONE provides innovative and eco-efficient solutions for elevators, escalators and the systems that integrate them with today's intelligent buildings.

We support our customers every step of the way; from design, manufacturing and installation to maintenance and modernization. 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. We are fast, flexible, and we have a well-deserved reputation as a technology leader, with such innovations as KONE MonoSpace® DX, KONE NanoSpace™ and KONE UltraRope®.

KONE employs close to 57,000 dedicated experts to serve you globally and locally.

KONE CORPORATION

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