

# KONE Service Technicians – true professionals

**Maximizing quality. Minimizing downtime.**

Your equipment performance is ensured by KONE Service Technicians. They will make sure that your equipment - elevators, escalators, and automatic doors - work efficiently. The safety of the passengers is paramount.

KONE Service Technicians are true professionals responding quickly to service requests and minimizing the downtime of your equipment.

**Fast and accurate information through modern technology**

KONE Field Mobility™ gives Service Technicians real-time remote access to KONE's maintenance database and KONE's Customer Care Center. For KONE's customers, this translates into fast, and well-informed service, and reduced equipment interruptions.

**Key benefits**

- Dedicated professionals with world-class technical skills
- Enabling safe, comfortable, and uninterrupted service
- Local expertise and continuous training
- Full use of KONE's global technical knowledge base
- Creative problemsolving skills
- Ability to maintain all makes and models of equipment
- Fast, accurate equipment diagnosis and quick access to spare parts through KONE Field Mobility™



### Ten million visits annually

KONE Service Technicians perform around ten million visits annually, making them the most frequent point of contact between KONE and its customers. Their performance directly translates into customer satisfaction, trust, and loyalty.

### Always at your service

KONE Service Technicians combine technical know-how with creative problem-solving skills, allowing them to prevent and solve a wide range of technical problems. A KONE crew is always just around the corner – Service Technicians respond to a call-out without delay and service customer equipment at thousands of sites every day, on budget, and on time.

### Continuous training

Continuous training ensures that the Technicians have world-class technical skills and an excellent service mentality. KONE Service Technicians have a key advantage when it comes to unique site requirements. They have both local expertise and training, and can make full use of our global technical knowledge base.

### Global know-how

Service expertise is shared in 24 training centers across the globe, and training is available in 20 different languages. KONE's Service Technicians can participate in 55 different global training courses, as well as courses tailored to their own localities.

### A preventive maintenance method

All KONE Service Technicians are trained to use KONE Modular Based Maintenance™ (MBM), the most advanced preventive maintenance method in the industry. They use KONE MBM™ to design a maintenance profile and schedule specifically for your elevators, escalators, or automatic doors.

With KONE MBM, Service Technicians maintain your equipment systematically, monitor the entire system, and replace parts, so they can prevent equipment problems before they happen.



### Global service competence fast facts, 2009

Number of KONE service technicians	over 11,000
Age range of KONE service technicians	19–63
Longest serving KONE service technician	47 years
Most common upper education discipline	electrical engineering
Nationalities of KONE service technicians	over 50 countries
Geographical distribution of KONE Service Technicians (% of total)	Central and Northern Europe (incl. Russia) 28%, Western and Southern Europe 28%, Americas 15%, Asia Pacific 29%
Most common languages spoken (% of total)	English 30%, Chinese 13%, French 13%, German and Italian 6% each, Finnish and Spanish 5% each
Methods of transportation to maintenance site	walking, bicycle, scooter, motorbike, public transportation, car, boat, helicopter, and snowmobile
Number of elevators and escalators in KONE maintenance base	over 700,000
Preventive maintenance visits planned for 2010	over 4.5 million
Number of KONE training centers	24
Number of total training days for KONE trainers	7,742
Number of total training days for KONE technicians	40,000
Number of unique local training events	1,119

For more information go to [www.kone.com/maintenance](http://www.kone.com/maintenance)