

# KONE 24/7 CONNECTED SERVICES HELPS SMART ELEVATORS MAKE THE GRADE AT BRITISH COLUMBIA INSTITUTE OF TECHNOLOGY (BCIT)

After KONE 24/7 Connected Services was installed on every elevator at the British Columbia Institute of Technology (BCIT), things got quiet. “When equipment breaks down, you hear from people all the time,” says BCIT Facilities Services Director Daniel Clement. “But sometimes, no news is good news.”

With our smart KONE 24/7 Connected Services, we can better predict issues and act before a shutdown occurs. For our customers, that means improved reporting and communication on maintenance work with full transparency and greatly reduced frustration – because if a shutdown occurs, we would already know.

At BCIT, the goal is for every elevator to work as smoothly as possible. After KONE 24/7 Connected Services was installed, that’s exactly what happened: The number of service callouts plummeted. “When we looked at the numbers,” Clement says, “we were extremely happy. These are quantifiable results.”

## SMARTER ELEVATORS WITH KONE 24/7 CONNECTED SERVICES

With elevators of varying ages serving some 50,000 students, BCIT puts a high priority on reliability. If an elevator goes out of service, classes may need to be relocated to accommodate all students – and even one relocation can cause a disruptive ripple effect across the campus.

“Reliability is extremely important to us. It all comes down to keeping our business running,” Clement says. “We don’t want to disadvantage anyone. Students shouldn’t have to worry about whether the elevator is working.”

Focusing on maximizing equipment uptime, BCIT has invested in extensive upgrades, and more are planned. In the meantime, KONE 24/7 Connected Services keeps aging equipment from becoming problem equipment. Through the analytic genius of IBM Watson™, KONE utilizes data and information from equipment to help predict issues faster and more intelligently.

By selecting KONE 24/7 Connected Services for its campuses, BCIT used smart technology to drive elevator reliability. “We figured that if KONE 24/7 Connected Services could improve reliability even by a small margin, it’d be a win,” Clement says. “We’re seeing strong results on older equipment, and there’s already less impact to our customers. We’re really excited to see this positive trend.”

## THE CHALLENGE:

- Spread over five campuses, operating in everything from low-rise buildings to a high-rise tower, a public post-secondary institute wanted to maximize elevator uptime
- Elevator reliability is extremely important in providing students and faculty access to classes, labs and resources
- BCIT elevators are produced by several different manufacturers

## KONE SOLUTION:

- KONE 24/7 Connected Services utilizes data and information from equipment to help predict issues faster and more intelligently
- Through big data analysis, predictive analytics and customized dashboards, BCIT will be better able to know how their buildings are operating at any given moment, and be able to track historic trends – anytime, anywhere
- KONE 24/7 Connected Services works on all elevators, regardless of make and model

## FAST FACTS:

### BCIT, VANCOUVER, B.C.

- Properties: Public post-secondary institute with five campuses in the Vancouver metropolitan area
- Equipment: 32 elevators (including chair lifts); one escalator

## 'ALMOST LIKE AN INSURANCE POLICY'

As an early adopter of KONE 24/7 Connected Services, Clement had an immediate appreciation for the power of IBM Watson™ in helping to identify repair needs and dynamic scheduling logistics before equipment goes out of service.

"We already have automatic fault detection on our building automation systems," he says. "Artificial intelligence and predictive maintenance are coming on strong. KONE 24/7 Connected Services is a good fit for what our school does, and where our goals are aligned. We're not afraid to try new technology. That's what our students are interested in."

At BCIT, it's essential that students and faculty have full access to all facilities. "We've actually seen a situation in the past where there was an elevator shutdown, and students carried a student in a wheelchair up the steps," Clement says. "That is simply not a respectful way to operate."

When the number of callouts dropped after installation of KONE 24/7 Connected Services, frustration was replaced by peace of mind. "KONE 24/7 Connected Services is almost like an insurance policy," he says.

## TAKING RELIABILITY TO ANOTHER LEVEL

Servicing the institute's vertical transportation equipment for more than 20 years, KONE has built a solid relationship with BCIT. "We've really turned back to KONE for our asset management plan," Clement says. "Every year, KONE prepares a detailed plan for every piece of elevator and escalator equipment. Information like that makes clear what investment is going to have the biggest impact on reliability."

## ABOUT BCIT

One of British Columbia's largest post-secondary institutions, British Columbia Institute of Technology (BCIT) offers courses and programs in technology, trades, applied and natural sciences, business and media, engineering, health sciences, trades and apprenticeship. Annual enrollment is about 50,000; small class sizes are the norm. A total of 98 percent of BCIT degree graduates are employed. Learn more at [www.bcit.ca](http://www.bcit.ca).

## ABOUT KONE

At KONE, our mission is to improve the flow of urban life. As a global leader in the elevator and escalator industry, KONE provides elevators, escalators and automatic building doors, as well as solutions for maintenance and modernization to add value to buildings throughout their life cycle. Through more effective People Flow®, we make people's journeys safe, convenient and reliable, in taller, smarter buildings. In 2018, KONE had annual net sales of EUR 9.1 billion, and at the end of the year over 57,000 employees. KONE class B shares are listed on the Nasdaq Helsinki Ltd. in Finland. For more information, see [www.kone.us](http://www.kone.us).

By tapping into IBM Watson™, KONE leverages big data analysis, predictive analytics and customized dashboards, taking reliability to another level. "The KONE customer portal [KONE Online and KONE Mobile] is one of the best, if not the best," Clement says. "And KONE 24/7 Connected Services is working for us. It has made our lives better. As we get new equipment with new sensors, we are really excited to see where this technology continues to help us."

"Daniel Clement has led a partnership approach with KONE," says Vinay Kapur, Vice President, KONE West Canada. "He has held us accountable for achieving the return on investment. This type of partnership is critical in delivering an excellent end user experience to achieve higher level business objectives for our customer. The cost of elevator upgrades is a fraction of the pain of interruption to BCIT's education goals. Daniel understands that, and has led the way."

Mutual trust and transparency are keys to the relationship. "Clement trusted KONE to share BCIT's challenges and pain points, and to understand what they wanted from a maintenance contract," adds Neeraj Marwaha, District Sales Manager, Service, KONE West Canada. "We've invested in time and resources to help solve those challenges. That has made the mutual trust even stronger. He trusts us; we trust him."

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