

KONE 24/7 CONNECTED SERVICES DELIVERS PEACE OF MIND AT GAYLORD TEXAN

At the premier Gaylord Texan resort and convention center near Dallas, a complex network of elevators and escalators functions with strong precision, reliability and safety, thanks to KONE 24/7 Connected Services.

Real-time connectivity helps drive peace of mind at the Gaylord Texan resort and convention center, and in the hospitality industry, that's no small thing. KONE 24/7 Connected Services helps elevators and escalators at the sprawling property run optimally.

KONE 24/7 Connected Services uses state-of-the-art diagnostic technology and around the clock monitoring to help save our customers' time and money by predicting problems before they happen. Plus, an intuitive KONE Online dashboard keeps customers completely up to date on the status of their equipment.

In addition, real-time connectivity helps predict problems before they happen, helping to optimize safety. Through KONE 24/7 Connected Services, the customer knows that their equipment is operating as it should be – and that sets the stage for safety and a great customer experience.

COGNITIVE INSIGHTS AVERT SHUTDOWNS

Through the transparency of KONE 24/7 Connected Services, the staff at the Gaylord Texan sees exactly what KONE technicians see. If critical faults are detected, a technician is alerted and the customer is informed immediately. When customers are fully aware of what's going on, they can better plan and budget for future maintenance needs.

But there's more to KONE 24/7 Connected Services than predictive maintenance. As we continue to collect data, the strength of artificial intelligence is realized. "Sophisticated analytics identify key parameters and behaviors," says Kerwin Guevarra, Head of KONE Solutions & Services R&D at KONE Americas. "Issues are better predicted to help keep equipment up and running."

To analyze data from millions of elevators and escalators, KONE applies machine learning algorithms to create deep insights in the flow of passengers throughout this sprawling resort. At the Gaylord Texan, that can mean less downtime and shorter elevator waits.

COLLABORATIVE CONNECTIVITY

With KONE 24/7 Connected Services, the KONE Online dashboard is customized to each property's unique needs. The dashboard helps reflect each customer's unique goals and priorities – and that injects real-time transparency into smart building management.

In a tailored application like KONE 24/7 Connected Services, full connectivity is essential. KONE Internet of Things (IoT) gateway devices, delivers the robust coverage the solution depends on.



THE CHALLENGE:

- Both a resort and a conference center, the premiere Gaylord Texan depends on elevators and escalators that deliver a smooth, seamless and dependable guest experience.

KONE SOLUTION:

- KONE 24/7 Connected Services monitors elevators and escalators around the clock. If a problem occurs, detailed information helps technicians identify the cause and anticipate the level of urgency.
- Through keeping constant watch 24/7, KONE can respond quickly in case of sudden failure.
- If critical faults are detected, a technician is alerted and the customer is informed immediately.

GAYLORD TEXAN RESORT & CONVENTION CENTER:

Built 2004: expansion completed 2018

Area: 4.5 acres of indoor gardens and river walk

Interior space: 9 floors, 1,662 rooms, 152 suites

Conference space: 88 meeting rooms, more than 490,000 square feet of meeting space

Key Performance Indicators (KPIs) are tracked as carefully as a heart monitor. The same care should be applied to your elevator service program. Four key areas should be strongly considered in a proactive maintenance program:

Predictive Maintenance Advanced KONE solutions are designed to maximize elevator up time in uniquely demanding healthcare environments. KONE 24/7 Connected Services monitors the elevators around the clock, identifying issues before they result in a shutdown/failure – just as preventive medicine and exams catch health issues before they cause further harm.

KONE 24/7 Connected Services uses Artificial Intelligence analytics to bring intelligent services to elevators. KONE 24/7 is designed to reduce equipment downtime, reduce faults and keep a watchful eye providing internal information on almost every aspect of elevator operation 24 hours a day.

Our predictive analytics identify repair needs and dynamic scheduling logistics needs. Technicians can be fully informed with data, understanding of issues and material before they even arrive at the jobsite. *The end goal: increased equipment availability.*

Preventive maintenance customized to your needs A tailored preventive service plan for each piece of equipment is the key to KONE's proactive, technology-driven maintenance program. Not all equipment is created equal. Differences in age, usage, environment, components, type of use and manufacturer require individually tailored service – just as in personal healthcare, where the recommended diet and exercise plan varies from person to person.

The KONE program is designed to reduce service requests and minimize equipment downtime. Careful consideration of these factors in your plan, along with dynamic scheduling and dispatching, helps create a blueprint for the quickest response times. *The end goal: increased equipment availability.*

Real time reporting Through KONE Online, a dashboard is customized to the unique needs of your building and your organization. Gain real-time access and transparency into your building's operation via computer or mobile app. Realtime reports track specific KPIs: response times, shutdowns and entrapments, as well as service requests, invoicing, maintenance history service and repairs performed, just like a medical check chart.

Full communication and transparency makes quick response times possible. It focuses attention on elevators having issues (usage, abuse, reliability issues, common areas of failure), and frequency of those issues. *The end goal: increased equipment availability through issues being measured, monitored and identified early, so they can be addressed quickly.*

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. More @ kone.us.

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Proactive asset planning To maximize equipment uptime in the healthcare environment, the best defense is a good offense. A proactive approach to asset/capital management protects your investment and helps you plan and budget for future needs. Down time can be scheduled to avoid peak usage periods.

Aging equipment can be both unreliable and costly. If the equipment has not been updated on a regular basis, problems can compound quickly. Unscheduled repairs can be costly to repair and maintain (especially if needed parts are obsolete or difficult to source) and can cause extended delays. *The end result: a proactive asset plan helps increase equipment availability.*

Optimizing the patient experience

In the end, it's all about optimizing your patient's safety and experience. Through the four key areas described above, the KONE performance-based maintenance system helps you achieve our goals together. Preventive maintenance and periodic updates are your best protection against unplanned shutdowns and costly, time-consuming repairs.

Reliable, dependable equipment helps optimize the overall experience for employees, patients and visitors in your building, an important consideration today, when social media reviews are not limited to restaurants and hotels. It takes time to build a good reputation, but that reputation can be quickly erased by just one negative review. A proactive approach to maintenance and capital management is the smart solution.



About the author: **Bruce Norden** is Director of the Healthcare & Industrial Verticals for KONE Americas. He is responsible for business growth and development within these two verticals along with establishing KONE as a leader within these two industries.

Since joining KONE in 1982, Bruce has held varied roles in sales and sales management. He directed development and implementation of the KONE Service Sales Team, sales program development, Sales CRM development and release, global sales initiatives, training and hiring. He has also been active in developing and establishing strategic partnerships and expanding national accounts.

Bruce is a graduate of the University of Iowa, where he earned a bachelor's degree in marketing.