

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 with IBM Watson™.

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 with IBM Watson™ 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 IBM Watson™ continues 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."

Using IBM Watson™ to analyze data from millions of elevators and escalators, KONE applies advanced analytics tools such as 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. For this smart building solution, AT&T's mobile phone technology is an integral part of the strategy. Paired with KONE Internet of Things (IoT) gateway devices, AT&T 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