

AT MOSCONE CENTER, KONE STREAMLINES PEOPLE FLOW

In today's fast-evolving environment, deep insight into asset performance is essential. As our customers' needs change, KONE rises to the challenge with innovative equipment and sophisticated technology. At Moscone Center, equipment modernization is complemented by advanced solutions – all with the goal of maximizing equipment uptime.

The long-standing relationship between KONE and Moscone Center is an important key to successful operations at the sprawling urban complex. Moscone Center is the largest convention and exhibition complex in San Francisco. It consists of two underground halls beneath Yerba Buena Gardens (Moscone North and Moscone South) and a three-level Moscone West exhibition hall across 4th Street.

One of the world's busiest convention centers, the three-story Moscone center covers nearly a full city block. Home to hundreds of world-class events, the sprawling facility serves more than one million visitors annually. Bursts of 40,000 people are not uncommon as daily events open and close. Seamless People Flow is the key to a successful visitor experience and smooth operations.

"KONE GETS WHAT WE DO"

Through involvement in multiple modernization projects at Moscone, KONE has earned the trust of facility management. That kind of confidence was demonstrated by the customer's recent decision to add KONE 24/7 Connected Services to the facility's maintenance coverage.

Moscone leaders were considering adding a second route mechanic to maintain existing units and prepare for new units being turned over in a 2018 expansion. When KONE proposed an alternative approach – KONE 24/7 Connected Services – Moscone leaders quickly saw the benefits. The predictive analytics and transparency of KONE 24/7 Connected Services provide a solution that helps identify issues before they become challenges, helping minimize equipment downtime.

"Our relationship with KONE is terrific," says Bob Sauter, Acting General Manager at Moscone. "What makes it unique for us is the fact that KONE gets what we do. They get the expectations of the building, they understand the clients' expectations, and they demonstrate that they truly care about their equipment's performance and how it helps support the reputation of Moscone Center. KONE is very integral to our operation."

SMART CONSTRUCTION DRIVES INNOVATION

The KONE approach to Smart Construction had already helped facility management feel confident in its vertical transportation systems. In recent Moscone modernization projects, KONE's Building Information Modeling (BIM) technology has been an essential part of preconstruction planning and execution.

This incredibly insightful tool encourages constructability interrogation early in the process. BIM delivers a more predictable and better communicated solution before construction begins, reducing rework and eliminating waste. And because there's more collaboration, there's more innovation.



THE CHALLENGE:

- In one of the world's busiest convention centers, vertical equipment uptime must be maximized in order to create an optimal visitor experience.

KONE SOLUTION:

- Modernized equipment paired with KONE 24/7 Connected Services helps deliver maximum equipment uptime – as well as deep insights into equipment performance and asset management planning.

FAST FACTS:

- KONE 24/7 Connected Services
- 28 elevators
- 38 escalators

Another key to Smart Construction? The professional project manager. It's one thing to manufacture an elevator or escalator; it's another thing to successfully install it. When KONE won a contract for vertical transportation at Moscone, leadership there did more than select a product: They chose a construction partner.

INTELLIGENT SERVICES HELP REDUCE DOWNTIME

Moscone's confidence in KONE people and solutions set the stage for Smart Building Management at the convention center. KONE's 24/7 Connected Services uses IBM Watson™ and other advanced technologies to bring intelligent services to elevators and escalators. At the Moscone Center, that will help reduce equipment downtime and total number of faults and generate deeply detailed information on maintenance work.

In asset management planning, IBM Watson™ analytics take the guesswork out of long-term decision-making. Issues needing attention are identified as early indicators and monetized, allowing managers to establish budgets and act before there's a problem. And that helps ensure the safety of a building's occupants and streamline people flow.

KONE 24/7 Connected Services is an important example of how we are changing our way of working and the way we deliver service to our customers. When we focus on helping our customers be more successful, we improve the overall customer experience. "If we can reduce one callout on one unit at a convention center," says Jon Rodgers, Branch Manager, San Francisco, "that means a lot to our customer."

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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.