

SMART BUILDING MANAGEMENT

What if technology took the science of building management into the future, today?

Technology used to be a sector within a company. In today's fast evolving environment, successful organizations understand that technology must be a part of the operation's bedrock, informing, shaping and monitoring every decision.

Your ability to be nimble is more important than ever. With Smart Building Management, cutting edge technology gives you greater insight into how your assets are performing. It maximizes the uptime of your equipment, and it helps you identify problems at the earliest stage.

Execution and real-time evaluation can help discover and shape strategy. Whether it's predicting issues or forecasting product life cycle, Smart Building Management puts a 360-degree view of your assets' real-time performance at your fingertips – and that translates into satisfied building occupants.

MARSHALLING THE POWER OF EMERGING TECHNOLOGY

Widespread connectivity, Internet of Things (IoT), cloud computing, sensors and big data have already changed the way buildings are managed. Today, blockchain, artificial intelligence and robotics are the emerging trends. Smart Building Management utilizes cutting edge technology to provide deep insight into performance of building assets, maximizing uptime and solving problems before they start.

In its simplest terms, Smart Building Management protects an investment and creates an optimal first impression. It predicts potential issues, it drives an evolution in processes from proactive to predictive, and it delivers analytics to act on.

With Smart Building Management, buildings are optimized for the assets that help improve the flow of people. Smart buildings also enhance personal comfort, safety and security. Because preemptive action anticipates problems before they occur, and because technicians know what to expect before they arrive onsite, elevators and escalators may be less susceptible to shutdowns during peak hours.

REAL-TIME TRANSPARENCY TO OPERATIONS

Today, KONE is creating an entirely new ecosystem as we connect more than one million elevators and escalators to the cloud. Through the analytic genius of IBM Watson™, KONE utilizes data and information from equipment to predict issues faster and more intelligently. That's the power of Smart Building Management: identifying problems before they become problems, helping you avoid downtime.

For the building owner and operator, Smart Building Management delivers peace of mind and confidence through real-time transparency to operations. By tapping into IBM Watson™, KONE leverages big data analysis, predictive analytics and customized dashboards. You'll know how your building is operating at any given moment, and



WHAT IS SMART BUILDING MANAGEMENT?

- Real-time view of asset performance
- Real-time problem identification
- Predictive maintenance enabled
- Equipment optimization

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you'll be able to track historic trends – anytime, anywhere: on a building automation interface, or via mobile phone, PC or tablet.

With a flexible set of services and tools tailored to your buildings' needs, there are no wild cards. IBM Watson™ joins forces with condition-based maintenance practices – including utilization of IBM Predictive Maintenance and Quality (PMQ) – to identify repair needs and dynamic scheduling logistics before equipment goes out of service. Technicians can be fully informed with data, understanding of issues and material before they even arrive at the jobsite.

INTELLIGENT SERVICES FOR ELEVATORS AND ESCALATORS

KONE's 24/7 Connected Services uses IBM Watson™ and other advanced technologies to bring intelligent services to elevators and escalators. In your building, you'll see less equipment downtime, fewer faults and deeply detailed information on maintenance work.

Using IBM Watson™ to store and capture data from millions of elevators, escalators, doors and turnstiles, KONE applies advanced analytics tools such as machine learning algorithms to create deep insights in people flow. People using elevators and escalators spend less time waiting and more time enjoying a personalized experience – like that delivered by KONE Destination solutions.

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

CUSTOMIZED TO GUARANTEE OPTIMIZATION

The KONE Online dashboard is customized to your building's unique needs. No cookie-cutter template, the KONE dashboard reflects your goals and priorities – so you gain real-time transparency into your building's operation. It's all about you: the security of your information, your elevators and escalators, and analysis of your building's data points.

KONE Smart Analytics acts as the brain of Smart Building Management. Diagnostic data from countless sensors are monitored in real-time. Our sensor technology utilizes vibration, acceleration and location data to ensure exceptional ride quality. And our dynamic mobility platform puts highly trained technicians on potential issues quickly and efficiently.

What does Smart Building Management mean to you? It means constant optimization today and continuous improvement for the future. It means problems are solved earlier or avoided completely, thanks to real-time insight delivered by KONE and IBM Watson™. It means you can take a breath. We've got your back.

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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 2017, KONE had annual net sales of EUR 8.9 billion, and at the end of the year over 55,000 employees. KONE class B shares are listed on the Nasdaq Helsinki Ltd. in Finland. For more information, see www.kone.us.



CAN MACHINES TALK?

How does an elevator communicate with IBM Watson®? Listen, real-time, at www.machineconversations.kone.com



About the author: **Danilo Elez** is the Senior Vice President of Service for KONE Americas. In this role, he leads the service and maintenance business in the U.S., Canada and Mexico, while also further developing the service and sales

strategy. He also oversees the strategic accounts, industry spare parts and business process change teams.