



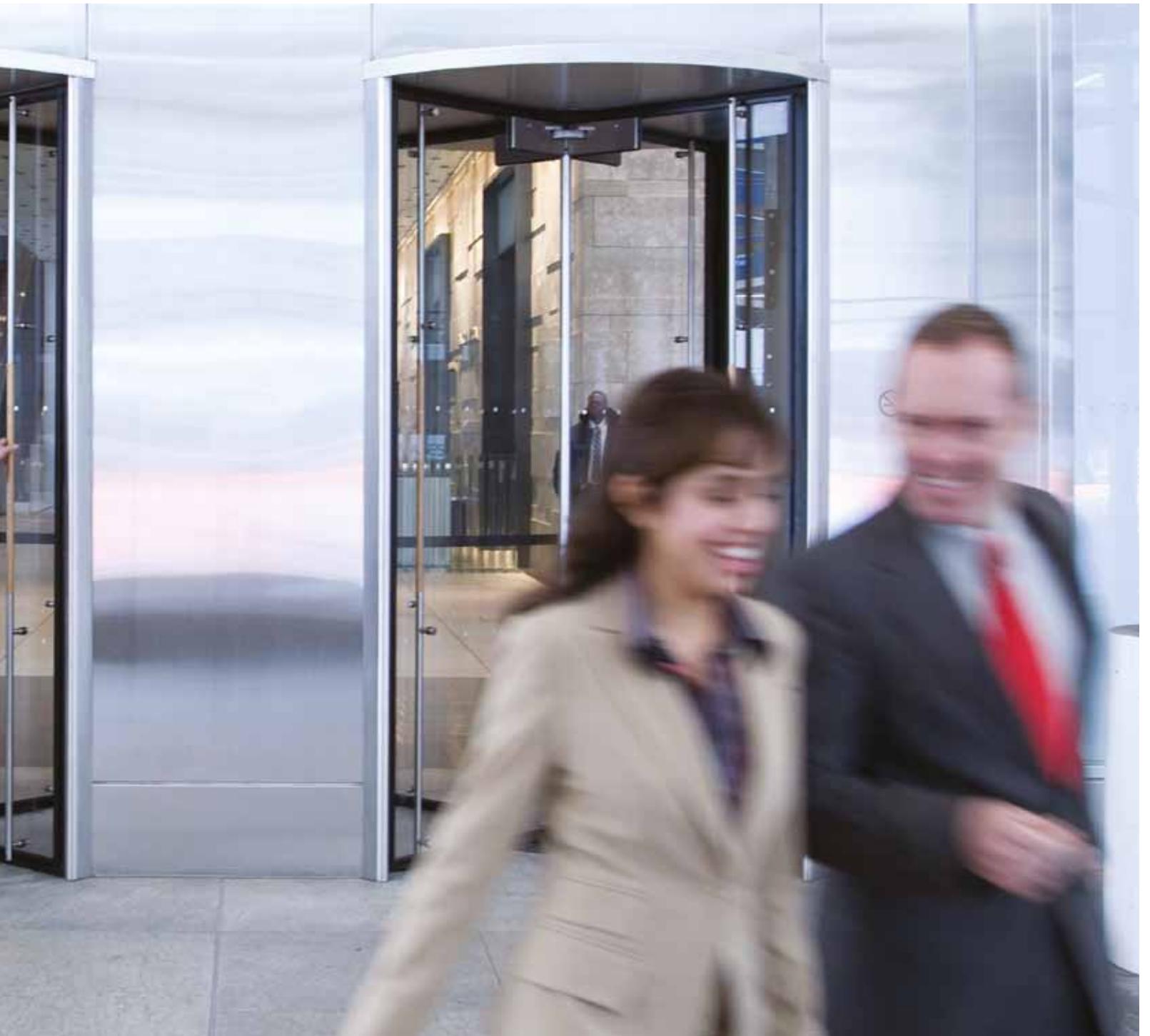
Service Excellence

A revolutionary approach
to elevator and escalator service





A revolutionary
breakthrough in service

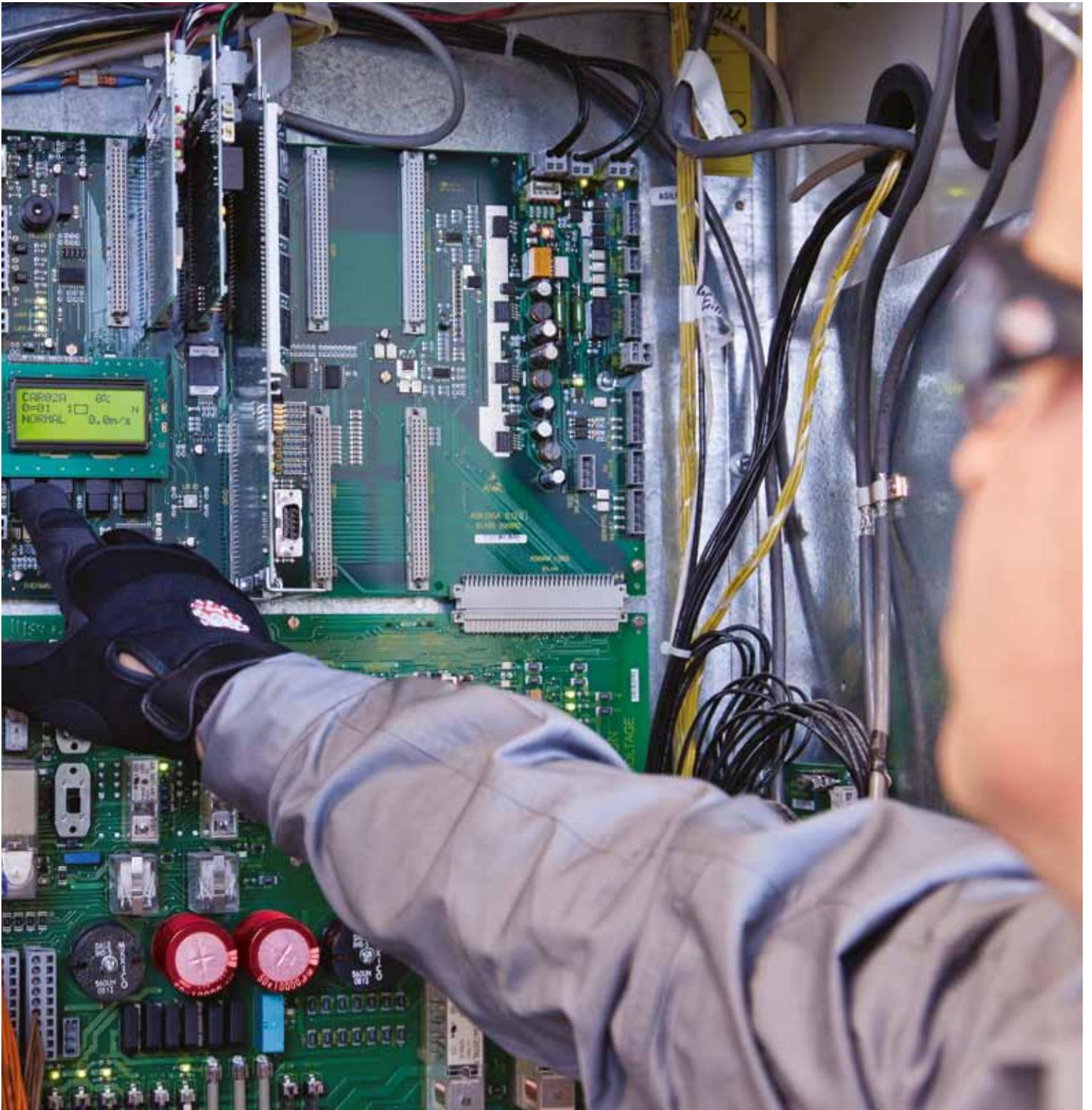


At Schindler, we are committed to providing our customers with the absolute best service in the industry. Over the decades, we've introduced numerous advancements that have helped our technicians work more efficiently to provide you with reliable mobility. As a result, we were awarded ISO 14001 certification for our environmental stewardship, and we're the first in North America to receive the ISO 9001 quality certification.

Now, we've raised the bar even higher.

Working through our proprietary service delivery systems, we are the first in the industry to fully integrate all of our service technology tools into one seamless SAP platform. This is not an evolution of our service, it is a revolution. A revolution in the way we communicate. A revolution in the way we provide maintenance. A revolution in the way we serve you.

Revolutionizing Reliability





More reliable service, more reliable products, more reliable repairs. Schindler's commitment to Service Excellence assures all three. With our trailblazing technology and highly trained technicians, we can provide you reliable service and repairs every time, which means fewer callbacks and fewer inconveniences for your tenants or guests. No other service company can offer you these integrated benefits.

Intelligent maintenance

Our integrated system gives technicians a clear step-by-step guide for maintenance and repairs. Downloaded to the technician's proprietary FieldLink™ hand-held computer, maintenance modules are on the job and always ready. All your needs in the palm of our hand.

Integrated Schindler Remote Monitoring

This system, which can be tailored to meet the specific functionality of your equipment, is designed to help keep your equipment running smoothly. Schindler Remote Monitoring allows us to monitor your equipment 24/7 for malfunctions, so we can respond quickly and proactively. Schindler tailors our maintenance solutions to the needs of each individual piece of equipment. Every customer. Every time. Plus, SRM provides our engineers with valuable data they can use to improve our products and services.

Technology Improvement Program

With our Technology Improvement Program (TIP), we can apply our current technology to older equipment to improve reliability, safety and performance at no cost to you.

In harmony with the planet

Our new technology is not just a giant leap in service, it is also a positive step for the environment. With a system designed around quality, reliability and efficiency, our goal is to reduce callbacks, reduce our time on the road, reduce our gasoline consumption and reduce our overall carbon footprint.

Revolutionizing Speed

Schindler can provide you with a faster return to service than ever before, and we are committed to making sure that the problem is fixed right the first time. Here's how.

Real-time dynamic scheduling

Thanks to this revolutionary technology, we are always on top of your maintenance needs, whether you have an issue that requires immediate attention or you're due for routine maintenance. With real-time scheduling, we are able to quickly identify and prioritize your needs with minimal disruption to your operation.

Integrated repair planner

With a few simple keystrokes on their FieldLink hand-held computer, our technicians can access pre-arranged modules that specify exactly what work needs to be done and when. This ensures that all of our customers receive the most consistent, reliable service every time.

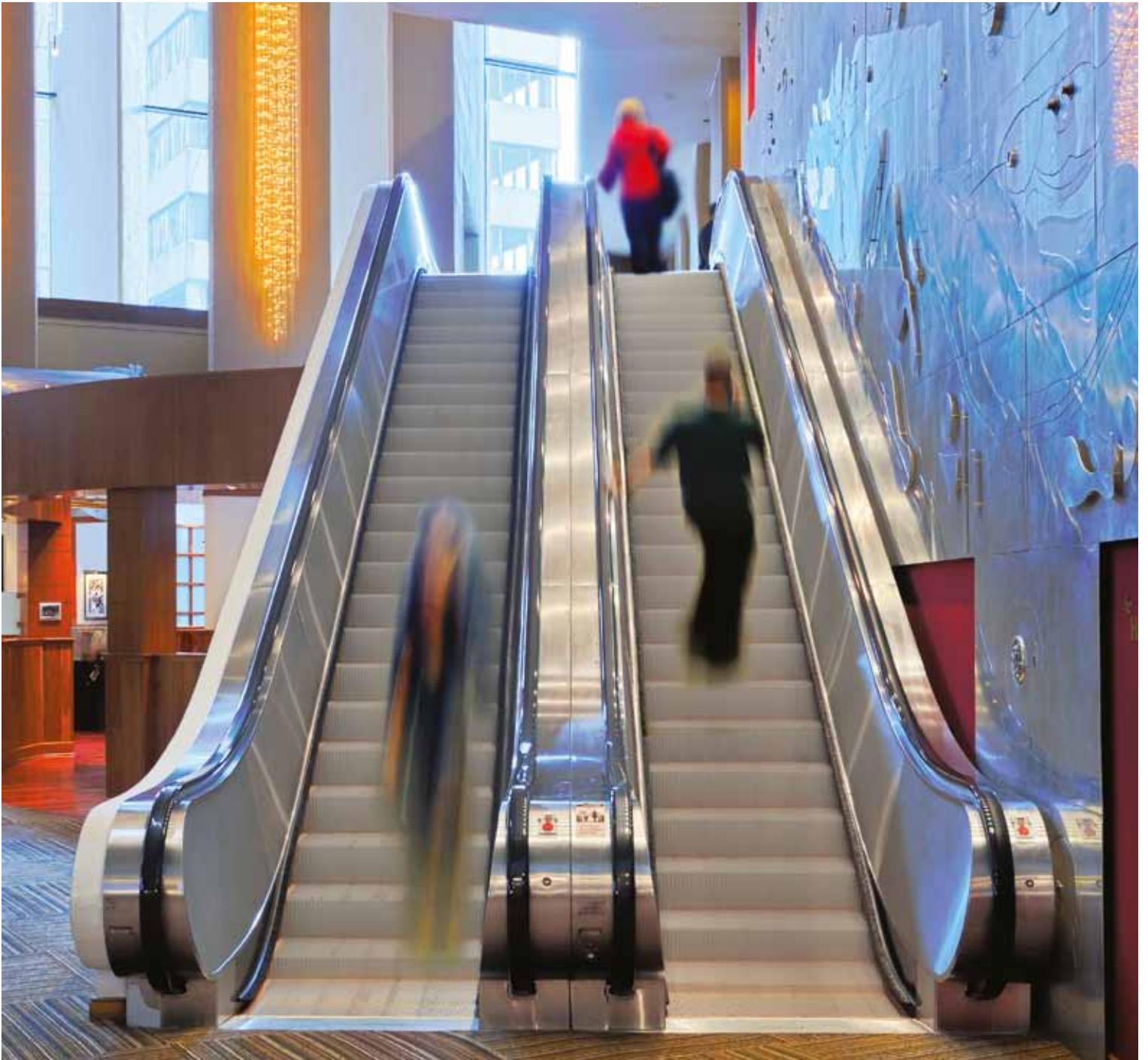
On-Site Callback Assistance Resource

OSCAR helps technicians eliminate the guesswork. With a few clicks on their FieldLink hand-held instrument, technicians can quickly identify causes and solutions for specific equipment issues. This unique technology, which is unmatched in the industry, drastically improves customer service and satisfaction.

Route optimization

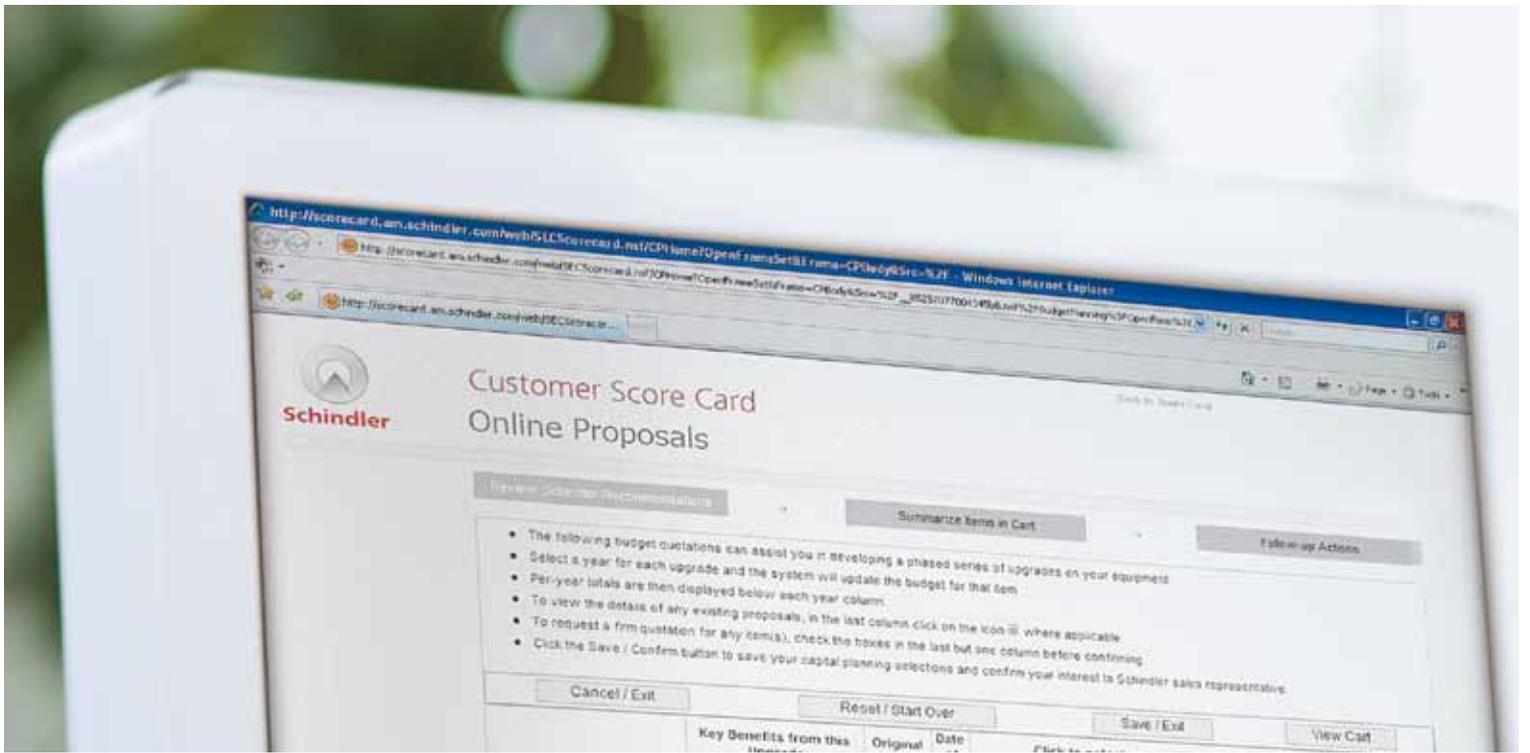
We can ensure that our service technicians are spending less time on the road and more time with our customers. And because we're working in real time, we can change schedules on the fly to meet the most urgent needs of our customers. We're also able to optimize our customers' preventive maintenance, which improves both consistency and quality service overall. All this information is conveyed in real-time to the technician via the FieldLink computer.





Revolutionizing Communication





You are the most important part of our Service Excellence program, and you have a voice in the way your service is provided. With that in mind, we have developed tools to improve the way we work together.

Schindler Customer Score Card™

This evaluation tool gives you unlimited, real-time access to your account data. From the comfort of your computer, you can get a complete history of all your service calls, recommendations and costs for upgrades, and even request a service call. With a touch of a button, you can get printable reports of your equipment's performance.

Annual capital plans

With your account data, we will work with you to develop three- and five-year capital plans to determine future maintenance needs, equipment upgrades and other considerations important to your operation.

Planned Excellence

Your building's design, occupants and traffic patterns are unique, and so are your service demands. At Schindler, we've developed service options to accommodate your individual requirements. We offer proven maintenance programs, not just maintenance contracts. To help you find the ideal plan, we look at three major criteria:

Response times

Does your building need immediate two-hour service, or will 24-hour response be sufficient?

Coverage

Will basic coverage for parts and service do, or do you need a comprehensive plan for mission-critical installations?

Costs

What are your budget requirements? We can help you find a plan that works within your cost parameters.

By evaluating your service response time requirements, coverage needs and budget parameters, we can help you determine which of our maintenance plans best fulfills your requirements. Once the evaluation process is complete, we will work with you to choose a program that best suits your needs.

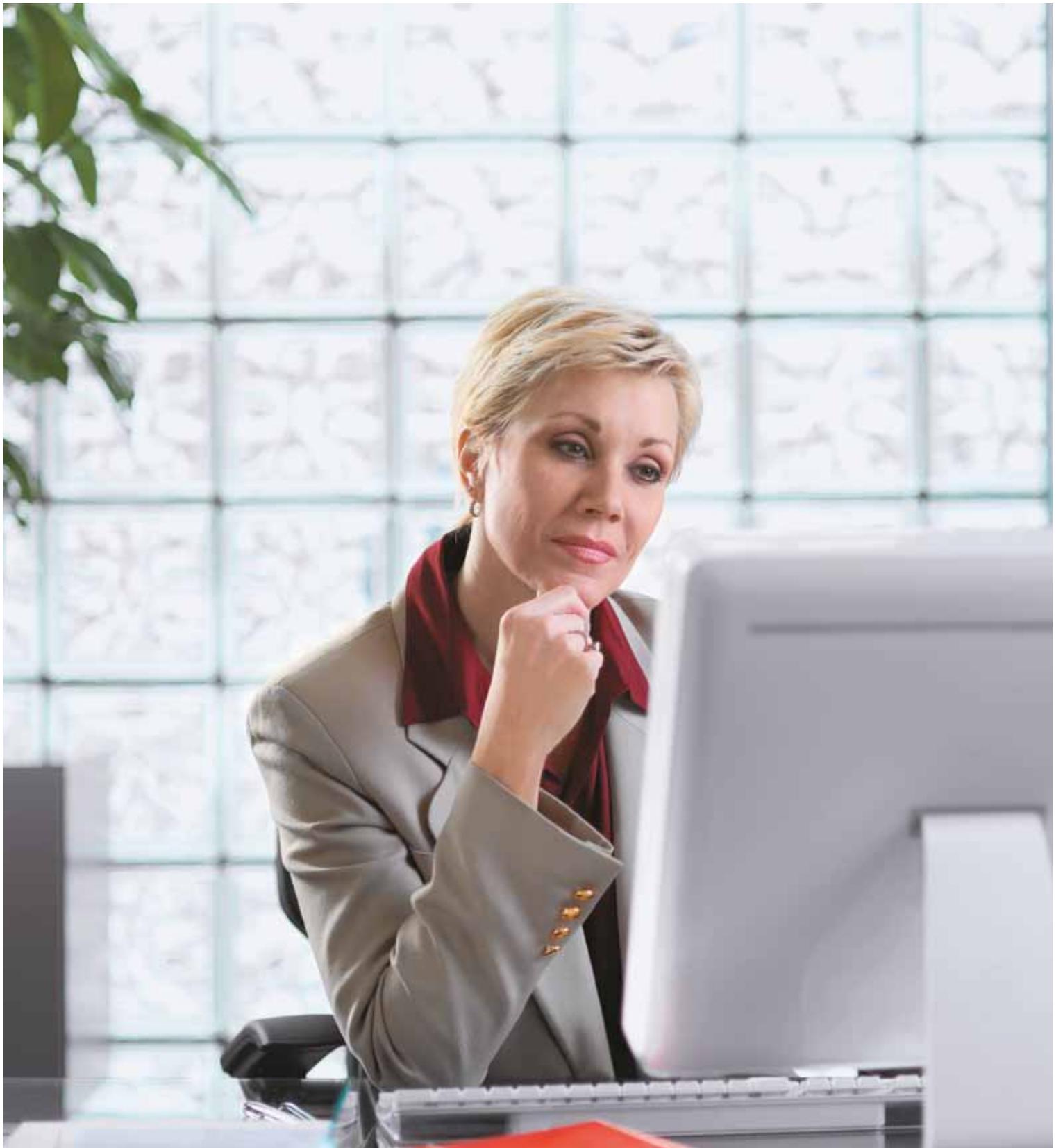
Standard or customized

Schindler's maintenance programs can help improve the reliability, safety and the life expectancy of your equipment. We offer programs for all building types, from those with low traffic, to those with higher traffic and more demanding tenants. All Schindler maintenance programs utilize the latest technologies available to help assure efficient, effective and consistent service delivery.

While our standard agreements cover a variety of needs, we understand you may have a very unique situation that may necessitate a customized maintenance program. We can provide a maintenance plan tailored to the unique requirements of your building and your tenants. Schindler's service professionals have the expertise to assess your requirements and provide a customized plan designed specifically for you.

All programs include Schindler Remote Monitoring™ on equipment where SRM is installed.

Regardless of which plan you choose, our closed-loop, ISO-certified service delivery process helps ensure that your equipment performs reliably, safely and consistently. Which is exactly what you would expect from Schindler.



Reliable In everything we do

Beyond technology, Schindler goes to great lengths to ensure quality control and customer satisfaction.

Technicians in training

At Schindler, every technician must go through rigorous and continuous training. Even our most experienced technicians spend an average of five days a year honing their skills on the latest equipment and maintenance procedures.

Inventory in time

To ensure that we're ready to meet the repair needs of our customers, we keep our local inventories stocked with the most commonly replaced parts for various brands of equipment. If the part is not available locally, we can:

- Order the needed parts from our vast inventory
- Employ our global supply chain for replacement parts
- Receive technical support
- Get the parts shipped overnight.

Accessible in an emergency

With one call to our Customer Service Network at 1.800.225.3123, you can access a customer service associate who will begin the process of helping you.

- Almost instantly, your Schindler technician will be notified via FieldLink regarding your specific issue
- The problem will be diagnosed by a technician who can use FieldLink to access repair history, technical data, trouble-shooting guide, repair routines and more
- The technician will perform the necessary repairs and have you up and running as quickly as possible.

Safety in the field

At Schindler, we perform a seven-point safety inspection on every elevator we maintain. It is not required by code, but it is necessary to keep your equipment running at the peak of safety and reliability.

On average, we:

- Perform 120,000 tests each year
- Inspect 700,000 parts annually.

Excellence in action

The Schindler Center for Service Excellence in Holland, Ohio, is the nerve center for our revolutionary service program. It is here that we:

- Provide training, technical expertise and sales support in all areas of service and repair
- Give customers and consultants immediate access to our latest technologies
- Work with our Service Technology and Methods team to improve our service quality programs.



Revolutionize Your relationship

It's time to expect more from your service provider. It's time to make a call to Schindler. Once we survey and analyze your equipment, we will create a comprehensive and detailed maintenance proposal customized for you.

Be part of the revolution, call your Schindler representative, visit www.us.schindler.com or email us at uswebmaster@us.schindler.com to set up your consultation.



