



**Schindler Service**  
Because life is a moving experience

**Schindler Service**



**Schindler**

[us.schindler.com](http://us.schindler.com)

# Schindler leverages the best people and technology to deliver seamless service.

## » Responsiveness

Structured maintenance routines and real-time dynamic scheduling are integrated to provide you the right service and parts at the right time.

## » Safety and Reliability

Highly trained technicians, supported by a global network of experts reduce service calls and maximize your equipment availability. Enhancing customer, end-user and employee safety are essential to providing first-class service.

## » Partnerships

By understanding and meeting your needs, we gain your trust. We actively measure our own performance and ask for your opinion. This is how we build lasting partnerships.

## » Connectivity

The Schindler Ahead digital closed-loop platform connects you, your equipment and passengers with our Technical Operations Center and technicians in real time.

## » Communication

Ongoing communications help to strengthen our partnership. Real-time access to your equipment status, email notifications, surveys and our dedicated people help keep you informed.



# We're here to get you there

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When you want safe, reliable elevator and escalator service, Schindler is the partner you can trust.

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## **Making relationships last**

Our mission is to anticipate and meet your needs for seamless mobility. We're focused on engaging with you, building your trust and being fully accountable.

## **Making buildings better**

Schindler Service has the flexibility to adapt to your building's unique environment, using proven maintenance programs — not just maintenance contracts.

We consider your key requirements:

- **Response times:** Will your building need immediate service, or will same-day response be sufficient?
- **Coverage:** Will basic coverage for parts and service be sufficient, or do you need a comprehensive plan for mission-critical installations?
- **Costs:** We work with you to structure and budget the program that best suits your needs.

## **Annual capital planning assistance**

With your account data, we work closely with you to develop three- and five-year plans to determine future maintenance needs, equipment upgrades and other considerations important to your operation. Plus we'll do it in a phased approach so you can budget for these improvements over time.

## **Safety is a given**

Safety is engineered into our products and services and in the way we work. We don't compromise on the safety of people who use our equipment or those who work on it.

## **Sustainability and energy efficiency**

We're continuously working to make our products and services more sustainable and energy efficient. We support customers seeking LEED® certification and work with employees and suppliers to limit our environmental impact.

## **A long and proven history**

Founded in Switzerland in 1874, Schindler is a leading global provider of elevators, escalators, moving walks and related services. Behind our success are over 60,000 employees in more than 100 countries.

LEED is a registered trademark of the U.S. Green Building Council.

» For more than 140 years, we've built lasting partnerships with trailblazing product and service innovations.





# Superior responsiveness

It's simple, really. Schindler determines what you need, and makes sure you get it when you need it.

## A partner you can rely on

As your partner, we'll determine what you need and make sure you get it. We:

- Maximize equipment uptime
- Carefully structure and deliver tailored maintenance programs
- Provide technicians with the most current and accurate information
- Use cutting-edge monitoring and communication technology.

## Consistent, reliable service at the right time

Our smart service tools like intelligent maintenance routines and real-time dynamic scheduling mean we're able to:

- Prioritize your needs
- Avoid disrupting your building's operations
- Maximize productivity.

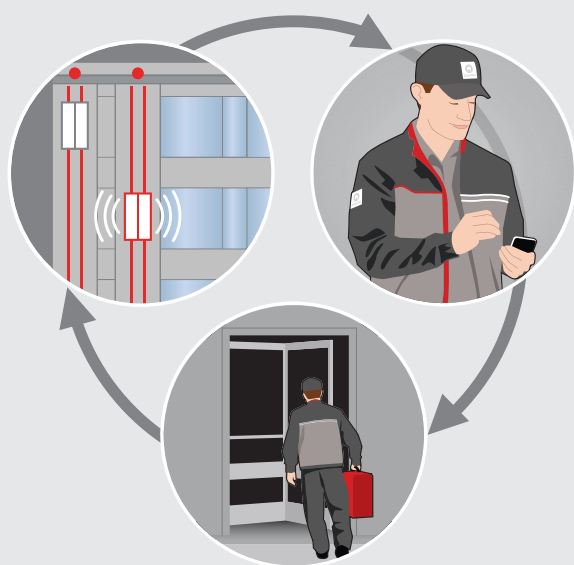
## Remote monitoring simplifies your life

With our interactive digital monitoring, we provide a superior service experience. We offer:

- Reliable 4G 24/7 monitoring
- Direct data and voice access to our customer contact center
- Skilled experts for professional assistance
- Real-time error and shutdown detection
- Trained technicians dispatched with prioritized solutions
- Advanced analytics to help preempt service interruptions
- Reduction of "running-on-arrival" costs.

## Rapid parts delivery

To expedite parts delivery, we keep our local inventories stocked with the most commonly replaced parts for leading brands of equipment. Parts not available locally, can be shipped from our global supply chain. When new parts are not the solution, we can also analyze and repair PC boards.



Faster return  
to service

**30%**

Up to

**33%**

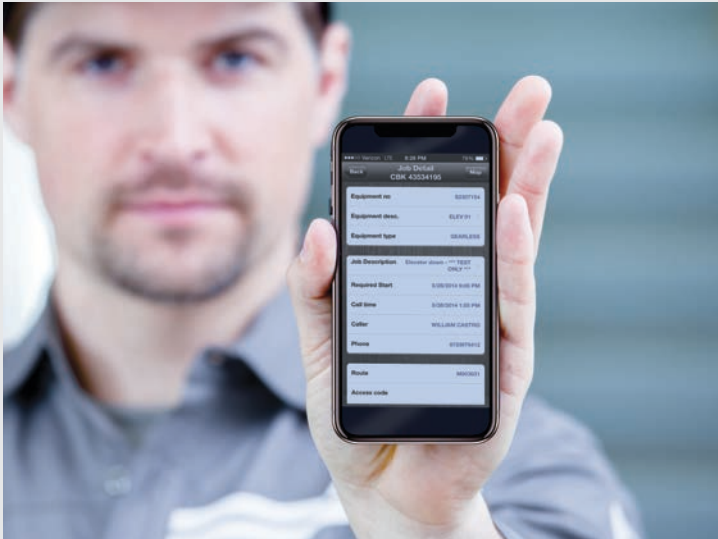
reduction in  
service calls

Improvement in  
first-time fixes

**20%**

### Remote monitoring: How it works

When a change in equipment performance is detected, remote monitoring automatically reports the issue to the Schindler contact center so a technician can be dispatched. The system also sends the technician intelligence and diagnostics to help return your equipment to service faster than traditional troubleshooting.



#### FieldLink

Enjoy the benefits of a digitally-equipped workforce providing proactive service.



#### Route optimization

Using real-time route optimization, our technicians spend less time on the road and more time on site servicing your equipment.



#### Help, when you need it

If you have an emergency, your technician is alerted and directed to make your request for service a top priority.

### Total connectivity at our technicians' fingertips

Schindler's multi-function FieldLink gives our technicians the best data so they can more quickly diagnose, repair and restore your equipment to service. Our technicians have immediate access to:

- Most recent customer feedback
- Repair history
- Maintenance routines
- Technical support data
- Troubleshooting routines
- Repair routines
- GPS that allows for real-time scheduling
- Parts ordering
- Call reporting.

### Empowering field technicians with troubleshooting assistance

Our On Site Callback Assistance Resource (OSCAR) provides field technicians with a short, prioritized list of the most likely reasons for the service call, to dramatically reduce downtime.

▮ You can count on Schindler technicians to be friendly, skilled and accountable.



# Refining safety and reliability

Your passengers will enjoy a smooth, dependable ride. You'll relax knowing their safety is of paramount importance to us.

## Safety is a fundamental value

Safety is engineered into our products and services and in the way we work. One billion people move through life's experiences using our elevators, escalators and moving walks every day, and we're committed to continuous improvement in product, employee and passenger safety. Safety is the heart of everything we do.

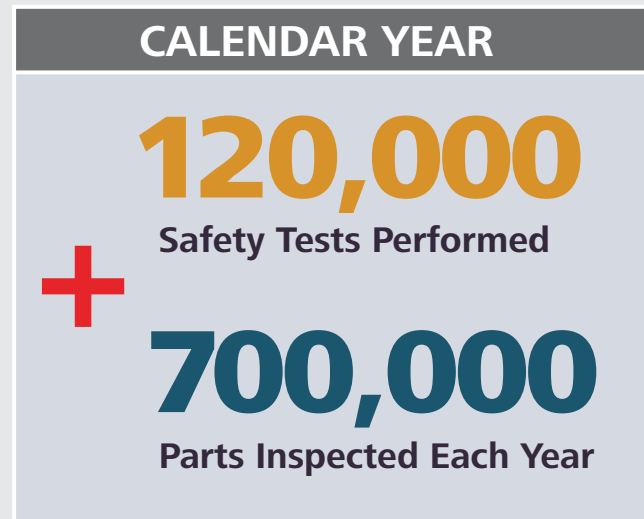
## Safety inspections

Our comprehensive seven-point safety inspection:

- Surpasses local codes
- Is conducted annually
- Includes every piece of equipment we maintain.

## 360° of safety

120,000 safety tests are performed and 700,000 parts inspected each year. In addition, our superintendents do more than 10,000 quality-walk equipment inspections with mechanics on their routes.



## Count on Schindler

We strive to increase reliability with:

- Continual investments in technology improvements
- Safety inspections surpassing code requirements
- Integrated global, national, regional and local support
- Trained service technicians who have expertise in all leading brands of equipment.

You get:

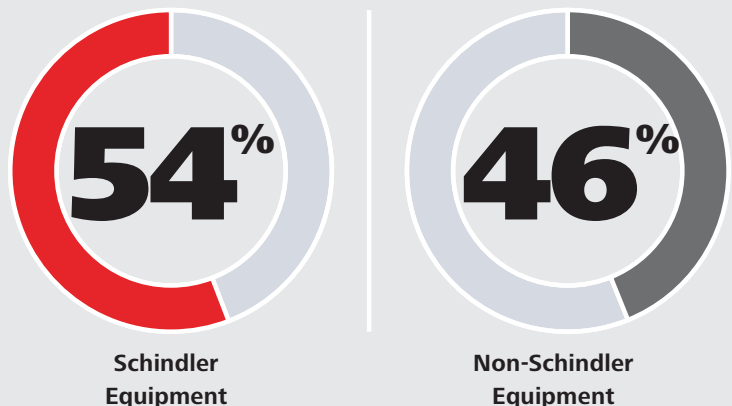
- More uptime
- Fewer callbacks and inconveniences
- Happier tenants and guests
- Greater peace of mind.

## Technology Improvement Program

We realized a 37% reduction in callbacks by investing millions of dollars in component upgrades and by focusing on preventive maintenance.

## Schindler's national service portfolio includes all leading brands

It may surprise you to know a significant percentage of our existing service base is non-Schindler equipment.





### Service support network

Schindler technicians are friendly, reliable, skilled, engaged, trustworthy and accountable. They're dedicated to providing service excellence as part of a global support network that also includes:

- Local office teams of managers, sales representatives, adjusters, and superintendents
- Regional experts in engineering and operations
- National support teams that monitor trends and usage data to provide technical expertise and sales support
- Global research and development teams constantly working on advancements in manufacturing, performance and safety.



#### Local service with world-class support

Only a leading company like Schindler, customer focused and technology driven, can bring decades of global mobility experience to your building.

» Our technicians are dedicated to keeping your mobility systems safe and sound.

### Extensive technical training

Every year our technicians receive more than 50 hours of training to keep their skills sharp and current. They're trained to service equipment built by Schindler as well as all other leading brands.



#### Your personal elevator and escalator expert

Schindler technicians are instrumental to the operation of your building.

# Enduring partnerships

Our goal is to ensure that you have the best possible experience and would refer us to your friends and colleagues.

## Your opinion matters

We measure our success using the well-known NPS® method developed by Bain & Company. We reach out to every customer and ask one simple question: "On a scale from 0 to 10, how likely is it that you'd recommend Schindler products and services to your friends or business colleagues?" Every customer has a voice and we care what you think which is why we have one of our team members follow up with you within two business days to get your feedback.



## We work to earn your trust

At Schindler, we pride ourselves on exceeding customer expectations by being:

- Easy to deal with
- Accountable
- Engaged
- Honest.



### Strong partnerships yield results

We look at your specific requirements to develop a customized maintenance plan tailored to the needs of your building. We make sure that you stay well-informed and we keep in contact to make sure we're meeting your expectations. We focus on helping you operate more efficiently while keeping costs down. Across our entire portfolio, we see measurable results.

### Fewer calls for service means more uptime

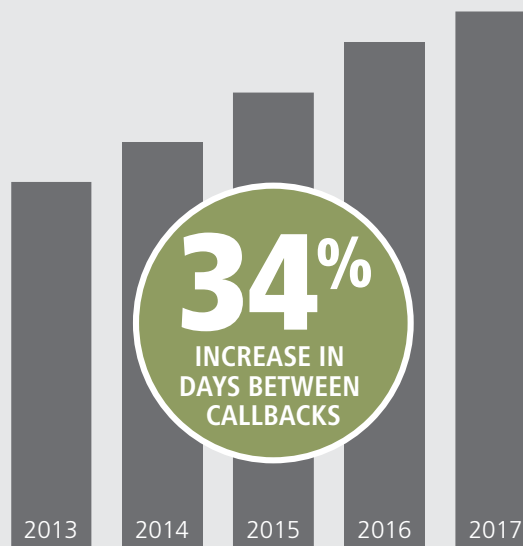
We've seen a steady increase in the time between calls for service. This is a strong indicator that our seamless approach to service is working.



We strive to provide the best experience in the industry.

### Days between callbacks

Thanks to our Schindler Service program, the number of days between callbacks has increased 34% over the last five years.





# Seamless connectivity

With Schindler Ahead, we turn data into results for customers and passengers.

## **Schindler Ahead. Made for today. Ready for the future.**

Schindler Ahead is a cloud platform, powered by GE Predix. Using 4G connectivity, this closed-loop digital platform allows your connected equipment to become part of the Building Internet of Things (IoT). Secure, automated data collection and real-time analytics provide insights that allow for predictive maintenance, equipment visibility, maximized uptime and more accurate capital planning. Building owners, facilities managers and passengers can have the relevant information they need, when they need it.

## Key benefits of Schindler Ahead



**Building Manager /  
Owner / Developer**

**Facility Manager /  
Administrator**

**Passengers**

- High reliability and uptime improves overall building performance
  - Insights about component lifetime allow for better mid-term planning of repairs and modernizations
  - Complete digital documentation of equipment portfolio
  - 24/7 digital emergency service
  - Increased building value by connecting to the Internet of Things
  - Cost-saving solutions with service guarantees and removal of phone line
- High reliability and uptime with fast reaction times, thanks to predictive maintenance
  - Real-time information on equipment status and performance
  - Full transparency on status of maintenance activities, due to push notifications via app, text, or email
- Reduced wait times and increased reliability lead to potential improvements in the passenger experience
  - Regular status updates about equipment and maintenance work via the app, text, or email
  - Increased convenience thanks to interactive and personalized information

## Schindler Ahead

### The Building Internet of Things

#### Turning data into results

##### Uptime



Data generated from connected equipment provides advanced analytics, enabling us to predictively identify, analyze and resolve possible service issues before they occur. This reduces and eliminates costly downtime.

##### Insights



Building owners and facility managers have access to operational, performance and commercial data about their equipment portfolio, leading to increased communication for better building maintenance and management.

##### Convenience



Interactive monitoring and connected devices provide a superior client experience. Schindler's Technical Operations Center and web-based tools like ActionBoard enhance the communication.

##### Cost Control



Removing the elevator analog phone line and switching to 4G connectivity results in potential cost savings. There is also a reduction of unexpected or overtime shutdowns and a no running-on-arrival (ROA) bill guarantee.

# Unprecedented communication

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See your entire portfolio in real time with Schindler ActionBoard.

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## **Complete equipment transparency**

When you connect to the Schindler Ahead digital maintenance, monitoring, and information platform, life gets much easier for you, your equipment and passengers. One of the most useful and empowering tools available with Schindler Ahead is Schindler ActionBoard. ActionBoard provides real-time data like equipment status, ongoing activities, performance indicators and usage statistics of your elevators and escalators.

## **At your desk or on the go**

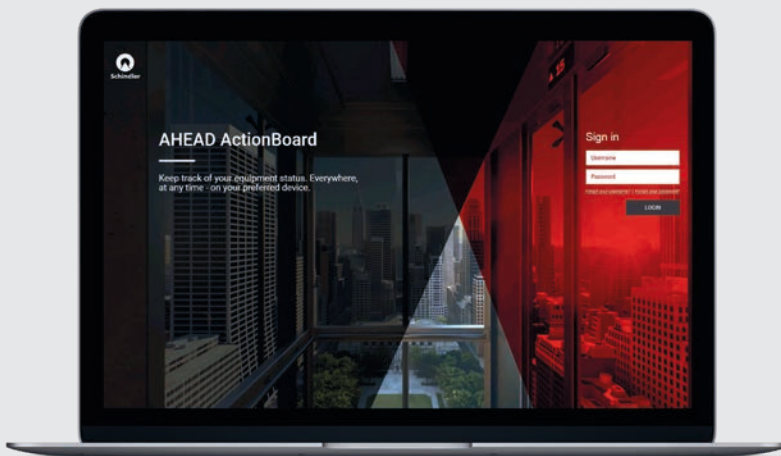
Using your computer, you have access to detailed information about your portfolio. If you're away from your desk, you can access ActionBoard using our mobile app. You can get all the information you need to stay informed.

## **Real-time data keeps everyone current**

Schindler ActionBoard draws data directly from your enabled equipment. Real-time information is sent to the on-site building manager who can keep tenants advised on issues as they unfold. Building managers can even have tenants informed automatically on equipment status changes.

## **As much information as you need**

The Schindler ActionBoard user-friendly cockpit gives you essential information at a glance. You can also track specific pieces of equipment with real-time status updates or plan ahead with Schindler ActionBoard customizable reports.



» Schindler ActionBoard reports equipment status in real time.



**If you need to call for service**

For fast, reliable service, call the Schindler Customer Service Network (SCSN) at 1.800.225.3123. Based in Holland, OH, SCSN:

- Answers all phone, email and online requests
- Communicates in English, French and Spanish
- Provides instant, live translations for other languages
- Never allows calls to go to voicemail.

**SCSN responds quickly and effectively**

Schindler considers calls for service a high priority. So the majority of calls to SCSN are answered within 15 seconds. That's part of the reason why Schindler Service customers give SCSN a 96% approval rating for how they handle calls for assistance. We're still shooting for 100%.

Calls answered within

**15**

seconds



# We keep moving so you never stop

If you're happy and moving, then we've done our job.  
We're proud to be a company that is constantly evolving and  
creating new ways for you to trust and believe in our services.

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 and customize a comprehensive and  
detailed maintenance proposal for you.

Join us as we redefine reliability. Call your Schindler representative,  
or visit [us.schindler.com](http://us.schindler.com) to set up your consultation.

## Schindler Your First Choice Trusted. Professional. Smart.

For more information, including location of the  
Schindler office nearest you, please contact:

U.S. Headquarters. Morristown, New Jersey  
Tel. 973.397.6500  
**[us.schindler.com](http://us.schindler.com)**

Canada Headquarters. Toronto, Ontario  
Tel. 416.332.8280  
**[ca.schindler.com](http://ca.schindler.com)**



Schindler is a member organization of the  
U.S. Green Building Council.



Schindler has received renewal to ISO 9001  
and ISO 14001 certificates.



Schindler prints with vegetable-based ink on  
paper containing post-consumer waste fiber.