

# KONE Care™ Predictive

Effortless service that combines expert knowledge with AI-based data analytics to anticipate your maintenance needs, reduce unexpected repairs and enable fact-based planning. Predictive maintenance is available for any make or model.



## Predictive maintenance

Real-time monitoring and intelligent data analysis enable anticipation of maintenance needs and a faster response to issues.

- ✓ Built-in 24/7 Connect sensors monitor your equipment in real-time
- ✓ AI-based analytics use data to evaluate equipment status and health
- ✓ Potential issues can be identified and solved before causing bigger problems

## Proactive planning

Data-driven insights and expert planning support enable a flexible maintenance plan that adapts over time to help you optimize the life of your equipment.

- ✓ A tailored maintenance plan that adapts to data-driven insights
- ✓ The plan remains flexible and responsive to equipment health insights
- ✓ Planning information and equipment status is available online any time
- ✓ Reports and insights help you make informed decisions for the future
- ✓ Solutions and support across all aspects of the equipment lifecycle

## People-centric services

Knowledgeable experts and a large global support network are always available to provide timely personal service.

- ✓ KONE offers 24/7/365 customer support
- ✓ Skilled technicians are available to quickly solve challenging issues
- ✓ A large global support network offers access to expert knowledge
- ✓ Technicians respect your time by preparing in advance for a service visit

### 40%

fewer customer-reported elevator and escalator issues over a 3-year period

### 24/7

online access to planning details and equipment status

### 10 sec

average response time to an alarm call

### 40%

fewer elevator entrapments over a 3-year period