



KONE **case study**

Vodafone Global M2M
KONE's remote monitoring solution
improves smart elevator maintenance

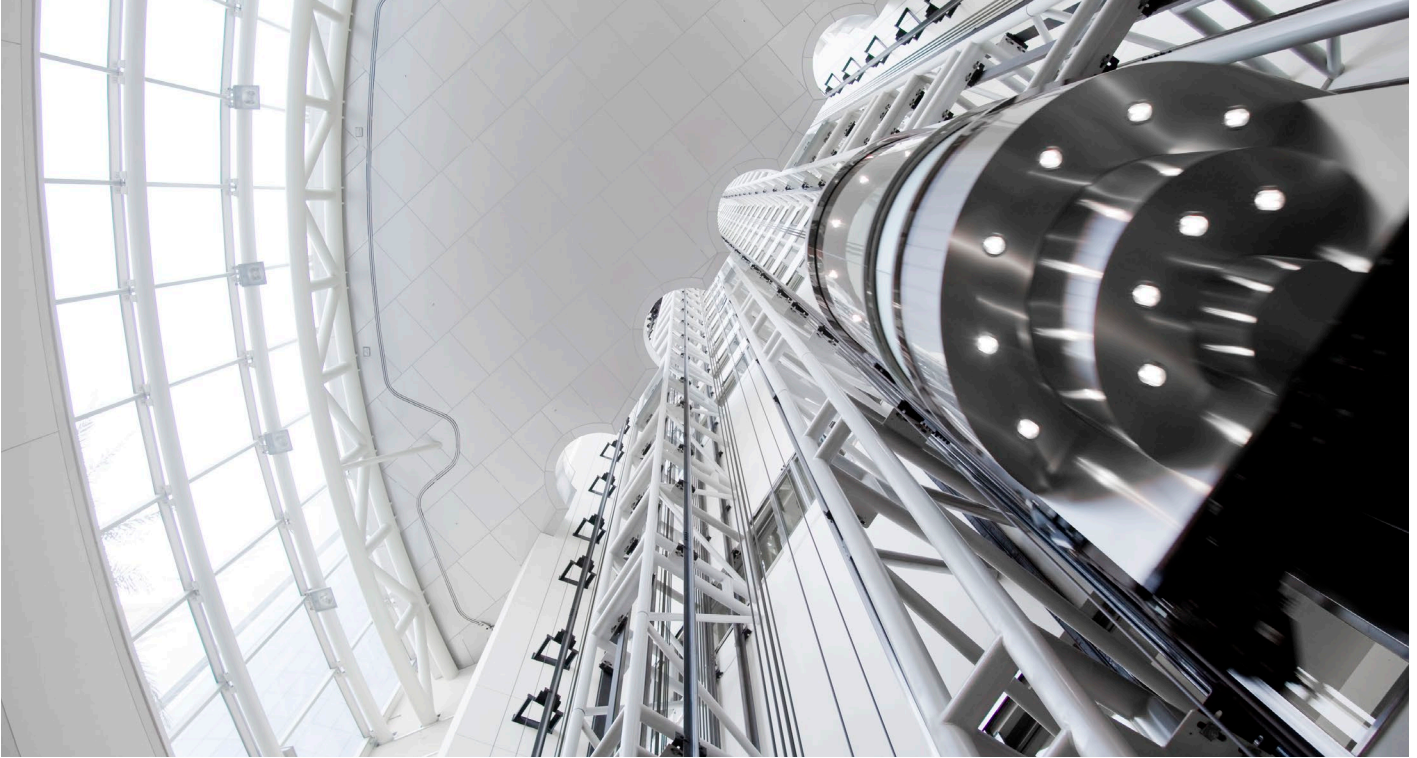
Vodafone
Power to you

KONE's remote monitoring solution, created with Vodafone Machine-to-Machine, improves smart elevator maintenance and reduces the disruption of service to customers

KONE is a global leader in the elevator and escalator market, they are a highly innovative organisation and continually look to improve. Vodafone connectivity and global reach enables KONE to create new diagnostic services and improve the way people move around urbanised buildings in a safe, organised and comfortable way.

KONE is a global leader in the elevator and escalator business. In 2012 revenues were €6.3 billion, split equally between sales of new products and on-going support services, including the maintenance of non-KONE products. Sales were up 20% on the previous year.





While booming construction sectors across Asia mean there is a high demand for new products, the more mature European and the Americas markets still account for around two thirds of group revenues. More than half of the estimated 5m European based elevators are more than 20 years old, and this number is expected to rise to 60% by 2020. With KONE's commitment to ensuring the maximum availability of equipment, it was essential to identify innovative approaches to take KONE's service to the next level.

The need

By raising safety levels and improving the quality of service, KONE continually strives to keep its customers ahead of changes to building regulations. KONE's vision is to improve People Flow™ by developing and delivering solutions that enable people to move smoothly, safely and comfortably around buildings and without experiencing unnecessary delay.

Regulations already require elevators to include a phone line to allow voice calls in the event of an emergency and additionally send basic location data. Thomas Hietto says in this instance the use of fixed lines is not ideal:

"It can be difficult to get a fixed line into an elevator. The building might be ready, but if there are delays in getting the fixed line installed we can't use the elevator. We realised the solution had to be mobile."

As a legacy from its operations across multiple countries, KONE had acquired multiple contracts with telecoms providers around the world. This added complexity to the issue. "We needed a single, global provider," says Hietto.

“We want to be the best maintenance partner for our customers and provide a high quality level of services. Vodafone’s M2M solution really helps us to meet that aim.”

Thomas Hietto,
Senior Vice President,
Maintenance Service Business,
KONE Corporation



The solution

The Vodafone solution sees Global M2M SIMs installed in elevators. The SIM can be activated immediately as the elevator is installed on site, whatever the location, meaning no delays. Simpler still, there is standard global coverage, ensuring the smooth roll-out of the new service.

The Vodafone M2M solution transmits daily updates on the elevators’ operational data (e.g. number of journeys) along with reports from microprocessors monitoring key components. This data is then logged against historical reports. It now allows KONE to monitor trends and anticipate potential issues. The more data KONE has, the better able it is to plan maintenance visits and improve maintenance quality.

The benefits to the business

“Being better able to analyse data will facilitate a more proactive approach to maintenance,” says Hietto.

The primary upshot is safer equipment and fewer disruptions for the customer.

The feedback offers KONE useful operational data which assists the research and development teams. In addition, it will help develop a more tailored maintenance plan for each customer. Customers can choose a basic support package or add more bespoke elements.

The longer term impact promises to be far greater. Vodafone M2M will enable remote management of various People Flow solutions, such as access control, destination guidance and information management. The partnership also sees KONE invited to Vodafone innovation workshops, where the KONE R&D team and Vodafone collaborate and devise approaches tackling future challenges and service innovation. The innovation workshops don’t simply approach what can be achieved today, but more importantly where KONE hopes to be in three years’ time.

“We want to be the best maintenance partner for our customers and provide high quality services. Vodafone’s M2M solution really helps us to meet that target,” concludes Hietto.

Executive summary

Business need:

KONE is a global leader in the elevator and escalator business. It required a mobile solution to deliver voice and data connectivity to improve its diagnostic capabilities and raise customer service levels. It needed a partner capable of serving markets across the globe, and capable of expanding with KONE's growth.

Solution:

The Vodafone Global M2M Platform provides KONE with an industry leading global M2M elevator monitoring solution.

Business benefits:

- Establishes a real-time library of global operational data allowing improvements in equipment safety and in maintenance service quality
- Allows proactive servicing and reduces elevator down-time
- Facilitates SIMs to be pre-installed at the factory and activated onsite, reducing commissioning and implementation time
- Consistent, predictable and manageable singular global contract, rather than multiple disparate connectivity agreements



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