




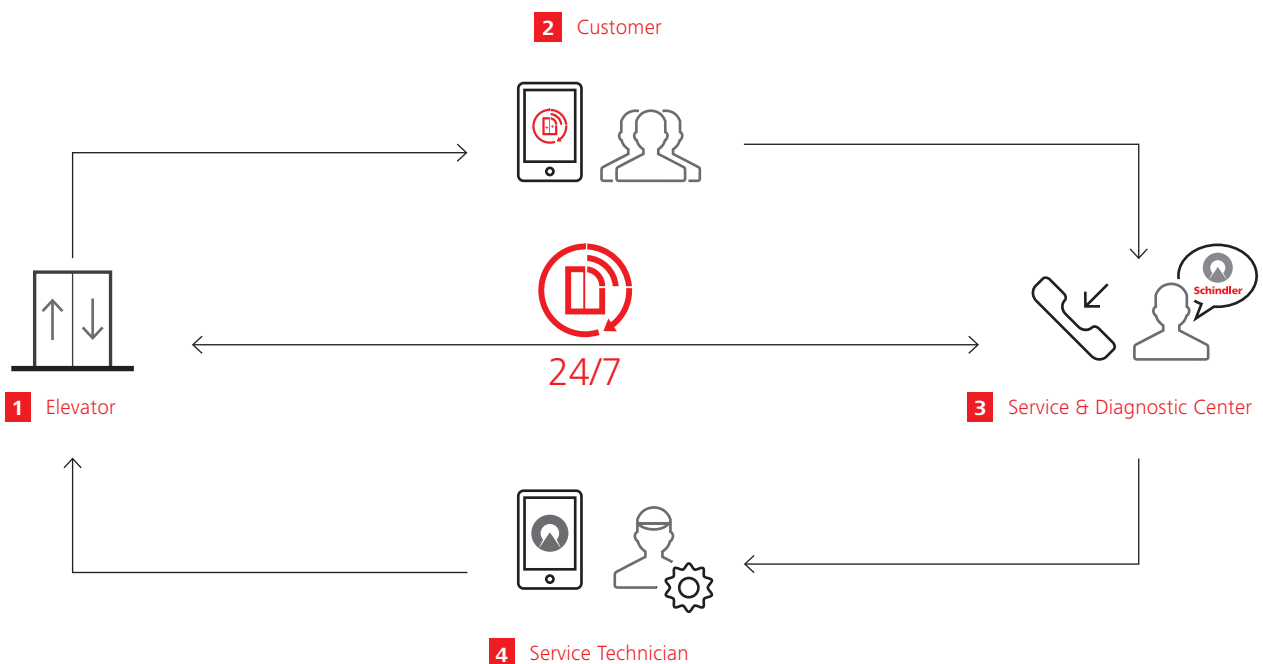
**Schindler Direct**  
Stay one step ahead  
with our new services



# Get connected

Introducing the smart service of Schindler Direct. In a circular rotation, information is collected, analyzed and translated into precise instructions on what needs to be taken care of. Incoming messages are automatically evaluated within seconds and assigned to our service technicians. You get the benefits of both worlds: human expertise and advanced technology.


**70% of stoppages** detected before reported to Schindler<sup>1)</sup>  
**3 hours quicker** in launching corrective actions<sup>1)</sup>  
**Max. 30 minutes** after fault detection, customers get notification<sup>1)</sup>



## 1 Elevator / Escalator

- always directly connected to the Schindler Service & Diagnostic Center
- 24/7 data transmission with remote access to equipment

## 2 Customer

- real-time information on equipment status and service activities
- actual updates by push-notifications

## 3 Service & Diagnostic Center

- smart automatic data analysis and processing
- proactive handling of incoming information with fully embedded business processes

## 4 Service Technician

- guided troubleshooting on site for quick problem resolution
- Reduction of repeat service calls through in-depth analysis of elevator performance history

<sup>1)</sup> Figures result from a field test period of 16 months with more than 3'000 elevators.

# Keep confident

## Enhanced Uptime

If uninterrupted operation is what you are most interested in, so are we. Schindler Direct enables us to detect and react to issues before you are even aware of them. Of course you will be informed in case authorization is required or work has been accomplished - but by then you can be sure it has already been taken care of.

## Real-time information<sup>1)</sup>

Track, trace and manage your elevators and escalators via your personal Schindler Dashboard. Selected Schindler Direct activities are displayed in real-time and also via push-notifications. It gives you access to important data, when you need it.

## Easy integration

Schindler Direct enables services based on permanent monitoring technology. On our new elevators and escalators the hard- and software is already built in. For other products or older technologies, we can provide the corresponding upgrades. Schindler Direct includes:

- permanent remote diagnostics & services
- wireless data connection & management
- information updates either via e-mail / short messages or the Schindler Dashboard online portal / App<sup>1)</sup>

## Schindler Direct features & benefits



**Permanent Diagnostics**  
24/7 equipment monitoring and data analysis



**Continuous**  
permanent monitoring and data evaluation allows for condition-based maintenance planning

**Compatible**  
Schindler Direct works with most types and ages of equipment<sup>2)</sup>



**Pro-active Services**  
launching of services after self-detection of issues



**Convenient**  
automated service processing - for less disturbance during your daily business

**Fast**  
excellent response and return to service performance



**Monthly 'Health Checks'**  
remote equipment tests incl. status reports



**Hassle-free**  
maximum service and safety inspections for preemptive interventions<sup>3)</sup>

**Up-to-date**  
instant information about performance and service status



Real-time information via the Schindler Dashboard.  
Available as desktop and mobile application.

<sup>1)</sup> Access to information requires a Schindler Dashboard account.

<sup>2)</sup> New Schindler elevators and escalators are ready with Schindler Direct.

<sup>3)</sup> In addition to on-site service inspections and visits as per agreed maintenance scheme.

# Where vision meets discipline. Schindler partners with Solar Impulse.



Schindler is a main partner of **Solar Impulse**, the zero fuel airplane aiming to fly around the world propelled only by solar energy.

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