

A man in a dark suit and tie stands next to a technician wearing a grey and black uniform and a black cap. They are both looking at a smartphone held by the technician. They are standing in front of an open elevator shaft. The background is a dark, modern building facade.

# Ahead RemoteMonitoring

## Permanently monitored for an individual service schedule.

In the world of mobility, customer satisfaction is usually measured in terms of shorter and fewer service interruptions. We are now leveraging the potential of the internet of things (IoT) and machine learning to offer our customers radically improved and intuitive maintenance services. Ahead RemoteMonitoring is our digital solution that provides customers and service professionals round-the-clock status with clear insights into the equipment's health. Timely and accurate information is the basis upon which smarter decision can be taken in order to prevent or even avoid unwanted incidents.

### Real-time performance data

Sensors built into the equipment continuously collect, analyse and transmit valuable information that is key to detecting errors. Filtered real-time data makes it possible to act proactively rather than reactively. It also creates an ecosystem whereby all key stakeholders always have a complete and accurate overview.

### Predictive maintenance

A broad range of factors can interfere with the performance of your equipment: from environmental conditions to a component that reaches its maximum operation time or spare-part malfunction. With Ahead RemoteMonitoring identifying irregularities and anomalies is not only faster but also more precise. Reliable diagnostics improves your ability to be better prepared and address issues before breakdowns occur.

# SCHINDLER AHEAD



## Schindler



# Ahead RemoteMonitoring

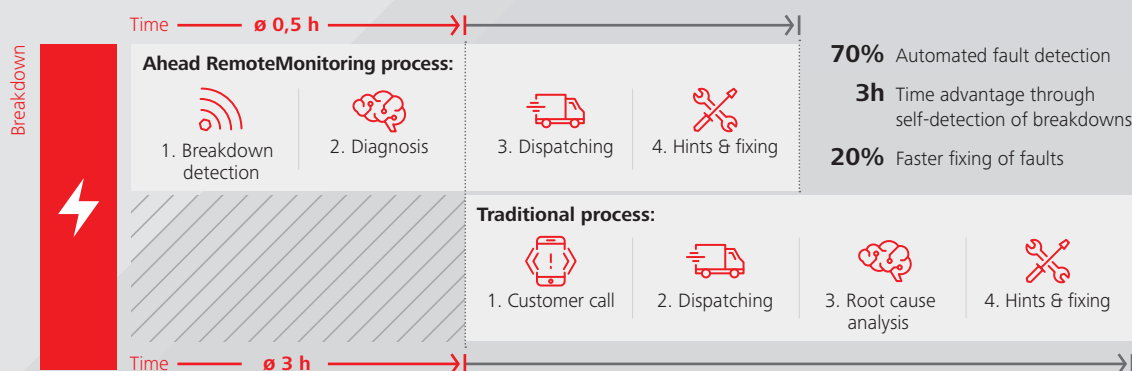
## Better planning of resources

Systematic automation ensures that all incoming alerts concerning your equipment are instantly evaluated and assigned to our service technicians. Informed decisions can be taken to plan service schedules, allocate resources and avoid unnecessary inspections. Building managers and tenants can be appropriately informed about service schedules and duration.

## Easy integration

Ahead RemoteMonitoring provides services that use the latest monitoring technology. For our latest product range of elevators, the necessary hardware and software are already built-in. For older equipment, suitable upgrade options are available. Similarly, this service is fully compatible with and can be made available for non-Schindler products as well.

### Measurably improved response time during a breakdown



## Features

### Permanent Diagnostics

Permanent remote diagnostics and services with wireless data connection.

### Pro-active Services

Service processes are initiated automatically or upon a pro-active verification with you – based on self-detection of issues.

### Remote health-checks

Remote equipment tests including status reports. Clear overview helps in maintaining longevity and long-term operation of your equipment.

### Active information

Information updates provided either via e-mail, short alerts, or made available on the Ahead ActionBoard platform.

## Benefits

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

**Convenient.** Automated service processing for less disturbance during your normal daily business, to simplify your tasks and to provide dependable service to the passenger.

**Consistent care.** Timely detection of errors and preemptive interventions keep the equipment safe from major security issues.

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