



# Schindler Remote Monitoring™

## A proactive approach to problem solving

Wouldn't it be nice if your elevators and escalators were monitored every second of every day? If problems were automatically reported? If they could anticipate future issues before disruptions occur?

And wouldn't it be nice if that service were available for all your equipment at no cost to you?

With Schindler Remote Monitoring™, it is. Schindler has redefined service excellence in a bold new way with the introduction of a revolutionary new integrated service delivery model. As a part of this advanced maintenance delivery system, SRM monitors your elevators and escalators 24/7 and helps return equipment to service up to 22% faster than traditional troubleshooting methods.






SRM keeps an eye on a variety of operational features to detect changes in performance, and quickly reports equipment malfunctions. This system is so advanced, we may know there's an issue before you do. And when equipment malfunctions are found, SRM relays the intelligence and diagnostics to our technician, so we can correct the issue faster.

SRM is available as part of your overall Schindler service plan for any piece of equipment in your portfolio. Schindler Remote Monitoring can help improve equipment uptime, enhance reliability and, best of all, provide you peace of mind.



**Schindler**



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 <p>On-board sensors monitor operational parameters 24 hours a day and notify the SRM center if a problem is detected.</p>	 <p>Intelligent diagnostics analyze problems, generate a corrective action plan for the technician and communicate the plan automatically to the technician's FieldLink™ hand-held computer.</p>	 <p>The technician receives detailed information and corrective action plan allowing return to service with minimum downtime.</p>	 <p>The technician reviews corrective actions taken with customer on FieldLink.</p>	 <p>Performance information is uploaded in real time to Schindler Customer Score Card™.</p>

### Identify to rectify

Schindler Remote Monitoring is not just a watchdog. It's an important diagnostic tool that can often determine the cause of a problem and allow us to respond more quickly and efficiently. Schindler Remote Monitoring's advanced diagnostic system can identify a problem, map out a solution and even dispatch a technician to your site – sometimes before you're aware of the issue.

But sometimes, problems are slow to develop and don't present themselves for a while. That is why this system also provides a "dashboard" that gives our local and national experts important information about the full history of your equipment. SRM automatically collects detailed performance and usage data over time. SRM dashboard also allows us to spot trends and identify unusual operations that could create problems in the future – enabling us to adjust your overall maintenance schedule accordingly and maximize your uptime.

### Maintaining upward mobility takes a full-circle approach

- On-board sensors monitor your equipment's operational features 24 hours a day. If a problem is detected, Schindler's Remote Monitoring center is automatically notified.
- All problems are routed through our advanced diagnostic systems. This "intelligent" system analyzes the problems, generates a corrective action plan for our technicians and then communicates that plan automatically to the technician's FieldLink™ hand-held computer.
- Your technician receives this data, detailed information about the issue to be addressed and the corrective action plan. Performance data is used to update your equipment history as well as adjust maintenance procedures prescribed for the next scheduled service date.
- You can see all of this performance any time because it's uploaded in real time to your Schindler Customer Score Card account at [www.us.schindler.com](http://www.us.schindler.com).

# Greener, Better



You'll find our commitment to environmental responsibility in every corner of our company. We're continually working to incorporate sustainable green features into our products and services. We're working with our customers to help them achieve LEED® certification. And, we developed systems that reduce travel and help us cut down on fossil fuels. These efforts have contributed to our ISO 14001 certification and to our commitment to environmental stewardship. At Schindler, being "green" isn't something we just talk about, it's something we do. Every single day.

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

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

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



Schindler has received renewal to ISO 14001:2004 and ISO 9001:2008 certificates.



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



**Mixed Sources**  
Product group from well-managed forests, controlled sources and recycled wood or fiber  
[www.fsc.org](http://www.fsc.org) Cert no. SGS-COC-88547  
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