

Dedicated to People Flow™



PERFECT PARTNERS

# KONE Key Accounts



# Experience that counts

Through advanced technology and customer focus KONE has forged a position as one of the leading global elevator and escalator companies. KONE also provide a range of well established solutions for pedestrian and industrial doors, loading bays and access equipment.

Today in every city, town, shopping centre and business park in the United Kingdom you will find KONE engineers working to maintain the equipment that keeps passengers and goods safely flowing through their facilities.

As a global business KONE can provide solutions that embrace multinational and global customers through partnership, supply line and service agreements designed to match the need of today's wide-reaching markets.

## One point of contact

KONE's key account customers typically have diverse multi-site locations with a range of KONE and non-KONE equipment that support the easy and safe flow of people and goods through their facilities. This one point of contact relationship for managing the ongoing supply and maintenance needs of our customers' elevators, escalators and doors throughout the UK is not only well proven but, importantly, valued by all those who benefit from it.



## One-stop-shop

KONE provide a professional, fully integrated and harmonised one-stop-shop service. Your Key Account Manager will partner with you to ensure that we deliver a customer specific value proposition, covering new equipment, modernisation, maintenance and repairs. This dedicated service has supported our growth with customers who have multi-site and multi-equipment portfolios, saving them both time and the logistical management expense experienced when multiple suppliers work on the same project or site.

### **KONE Elevators**

The UK's leading supplier of new elevators including KONE MonoSpace®, the first and number one machine-room-less elevator.

### **KONE Escalators**

UK market leader for escalators and autowalks and the only company to have manufacturing facilities in the UK.

### **KONE Doors**

The UK's largest combined industrial and pedestrian door business having over 34 local service depots.

### **KONE Loading bay and access solutions**

Nationwide sales and service of high quality robust model and bespoke loading bay and access equipment including scissor lifts, dock levellers, disabled platform lifts and vehicle lifts.



# Account & portfolio management

KONE's key account management provides a dedicated and experienced member of the KONE team to project manage and oversee your entire activity with us.

Good communication always strengthens forward moving relationships. Your Key Account Manager will undertake regular reviews, working within a consultative relationship to report on our activity and establish if there are any issues that require attention.

## Supporting role

Technology reinforces KONE's solution focused approach to all key accounts management activity. Behind the scenes we have a team of dedicated account personnel to support your KONE Key Account Manager with in depth contract performance information for each of our joint regular meetings.

KONE is a participating member of the Strategic Accounts Management Association (SAMA). The association provides an international knowledge resource and platform allowing members to develop some of today's best global and strategic customer relationships which in turn deliver greater value to customers.





## Equipment portfolios

Complex portfolios of equipment in multiple locations requiring regular maintenance can be administratively problematic for owners and facility managers. Even with the benefit of cutting edge technology, many clients still have to rely on suppliers to provide the content for updating their databases with status information on equipment under maintenance.

KONE fully understand and appreciate this need and have developed a SAP based system and IT infrastructure which has been designed to support multiple location contracts. KONE's goal is to be an ideal partner and ensure your commercial objectives are achieved.



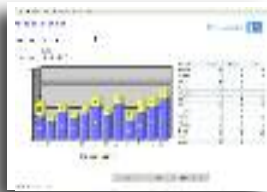
# Delivering performance

To ensure we maintain consistently high maintenance standards, irrespective of original manufacturer or installation environment, KONE have created Modular Based Maintenance (MBM), a detailed and strict process that ensures constant high quality workmanship, with measurable documented standards.

The KONE Field Mobility™ program (KFM) ensures engineers are provided real time access to the KONE maintenance database and KONE Customer Care Centre using the very latest handheld PDAs. Engineers can remotely access highly specific equipment history and profile reports to assist their on-site work. The PDAs also provide on-line back reporting, parts ordering and, importantly, emergency call-out information.

## **KFM key benefits:**

- KONE can determine the location of the closest engineer for customer call outs.
- The bespoke mapping software optimise's the engineer's routes, speeding up response time.
- Fast parts ordering on-site and overnight delivery to the engineer provides faster availability of parts, less travel for engineers and improved return to site time for parts replacement.



eOptimum™  
screen captures

## Information just a click away

Fast and accurate information is vital to determine what action is needed to keep passenger and goods moving when equipment fails.

To help achieve this KONE have eOptimum™ a powerful, password secure internet based portal to KONE's extensive maintenance database. The benefits for customers are immense providing accurate information about equipment history, real time status, call-outs and calls in progress. This enables customers to make informed decisions on potential and immediate expenses, equipment repairs or replacement.

KONE eOptimum provides access for customers who wish to view the following key activities and request call-outs:

### Call-outs

- Place call-out on-line
- Track the progress and completion of the call
- Confirm operational status of the equipment

### Reports and status information

- Asset register
- Service level agreement monitoring
- Reporting
- Availability
- Dates of visits
- Reliability
- Benchmarking
- Billing and account status
- Electronic data interchange
- Loler reports
- LG1 inspections



## Controlling costs

It's not only service excellence that KONE delivers but also a keen eye on managing maintenance expenditure. As a global business employing over 30,000 people, we understand the need for cost control and accountability and strive to ensure that our customers always receive the best value solution in everything we do.

As your partner KONE provide regular meetings to discuss the performance of your equipment and KONE's Care-for-Life™ survey which collectively help you make considered judgments on your return on investment.

The KONE Key Account Manager responsible for your account will have detailed budgetary information for all KONE business lines, elevators, escalators, doors and loading bay and access equipment. This information will include:

### **Total annual contract value**

### **Total spend all contracts year to date:**

- Maintenance
- Repairs
- Call-outs
- Modernisation
- Replacement

### **Average unit maintenance cost**

### **Forecast expenditure additional to contract value:**

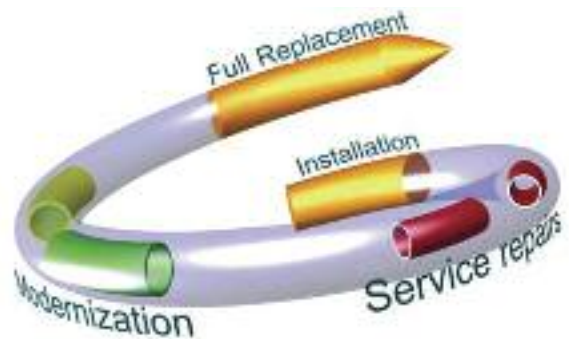
- Repairs
- Modernisation
- Replacement



## Care-for-Life™

The equipment we install and maintain is used daily and sometimes in very demanding environments. A thorough understanding of its condition is essential to establish the best action to take to ensure that it achieves its full life expectancy.

As part of KONE's commitment to our customers we undertake a Care-for-Life survey. The survey provides a detailed analysis of the equipment's status and a forecast of potential work required to ensure that the equipment reaches its optimum life expectancy before needing to be replaced.





## People & goods flow

For over a decade, KONE has been renowned for leading the way in highly efficient passenger flow and management solutions. KONE Destination Control System (DCS) for elevators uses fuzzy logic in its controllers, allowing passengers to call the elevator and select their destination at the building's entrance, saving time and adding to passenger convenience.

The control technology used in KONE's escalator/autowalk range also uses highly advanced micro processors controlling both speed and on demand starting. These eco-friendly features lower energy consumption whilst ensuring people flow is always maintained at the optimum level. The fuzzy logic found in these control systems also manages the safe operation of KONE's latest range of automatic pedestrian doors.

KONE's response to the increasing demands of the public and urbanisation is by providing innovative solutions for higher performance, improved space-efficiency and reductions in energy consumption. We are also committed to providing efficient services to maintain people and goods flow in our customers' premises 24/7 without interruption.

### **Working towards sustainability**

All of KONE's eco-efficient market leading products have been designed to take into account the drive towards sustainable buildings. KONE elevators now use smaller and more powerful drives requiring less energy than their predecessors.



Our escalator technology has also followed the same path and our pedestrian entry systems are now using low energy controllers.

When choosing KONE as your partner we will always work hard with you to protect the environment and continue to develop eco-efficient solutions that bring you tangible benefits.

#### **KONE eco-efficiency key facts:**

- The KONE EcoDisc® hoisting machine uses up to 50% less energy than a traction drive and 70% less energy than a hydraulic drive.
- KONE escalators use up to 30% less energy when standby speed or on-demand starting is used.
- KONE equipment modernisations can typically save between 50–70% energy against traditional solutions.

We are also working hard to lower our fuel emissions and we have initiatives in place to help achieve this:

- Mapping and optimising engineer's routes to reduce travel.
- KONE Field Mobility PDAs save on lost time and minimise travel.
- Fleet emissions reduction programme.

## **Your business our partner**

Should you wish to discuss any of the services described in the brochure or KONE's approach to perfect partnering please e-mail [sales&marketing.uk@kone.com](mailto:sales&marketing.uk@kone.com) or call our marketing team on 0845 1 999 999.



KONE provides innovative and eco-efficient solutions for elevators, escalators and doors. We support our customers every step of the way; from design, manufacturing and installation to maintenance and modernisation. KONE is a global leader in helping our customers manage the smooth flow of people and goods throughout their buildings.

Our commitment to customers is present in all KONE solutions. This makes us a reliable partner throughout the life-cycle of the building. We challenge the conventional wisdom of the industry. We are fast, flexible, and we have a well-deserved reputation as a technology leader, with such innovations as KONE UniDrive™, KONE MonoSpace®, KONE MaxiSpace™, and KONE InnoTrack™. You can experience these innovations in architectural landmarks such as the Trump Tower in Chicago, the 30 St Mary Axe building in London, Schiphol Airport in Amsterdam and the Beijing National Grand Theatre in China.

KONE employs over 30,000 dedicated experts to serve you globally and locally in 49 countries.

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- Branches



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