

KONE Service

Contract Service that Meets the Expectations
of a World-Class Hotel



COMPANY

Swissôtel & Resorts

MARKET SEGMENT

Hospitality

PROPERTY

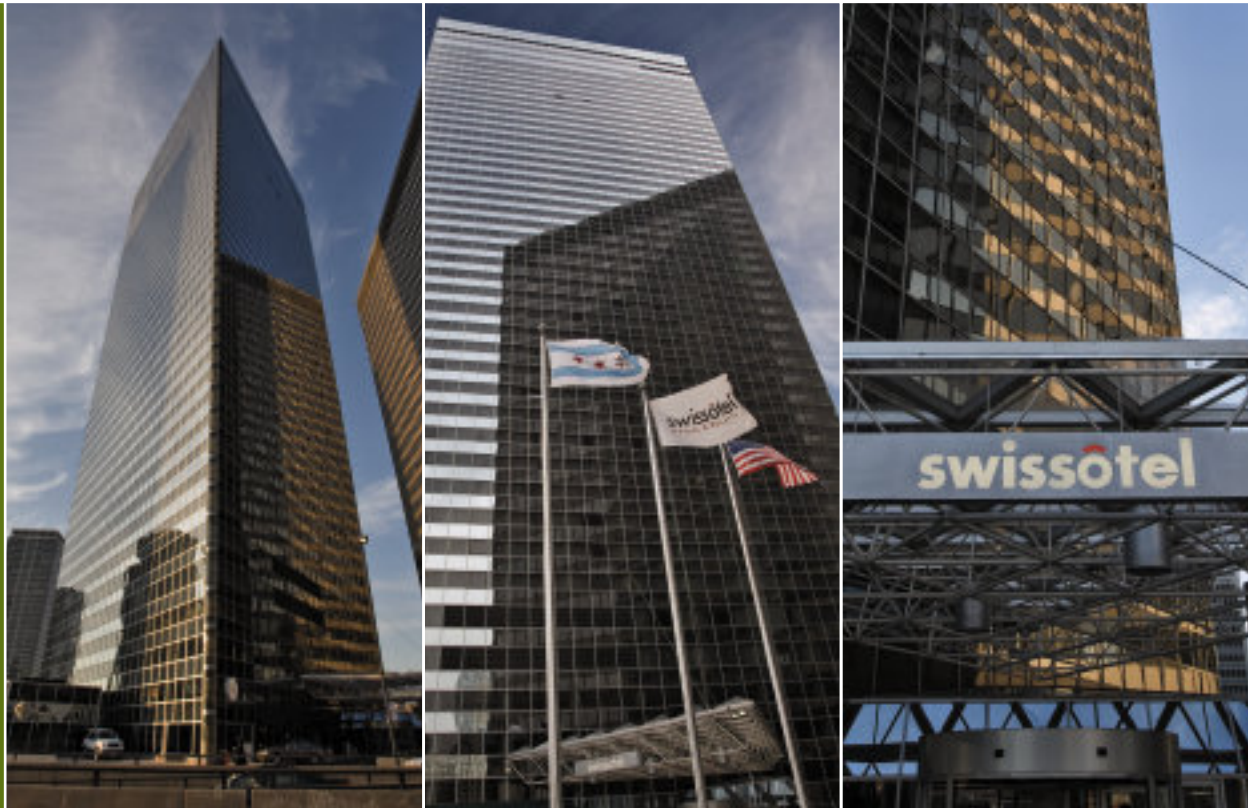
Swissôtel Chicago

CONTRACT TYPE

Full Service

YEARS OF SERVICE

17 Years
From Initial
Installation
(1989 to Present)



“Service is extremely important to Swissôtels because we’re open every day of the year – serving guests 24 hours a day. To us, service means fast response time, quality materials and top-of-the-line standards.”

Kevin Hanley, *Director of Engineering*

the challenge

- Provide contract service to a world-class hotel
 - Service 4 escalators, 9 traction and 2 hydraulic elevators
 - Offer uninterrupted service all day, every day
 - Transport guests in 632 rooms and suites within a 45-story hi-rise building
 - Reflect the upscale atmosphere and exceptional service of the hotel
 - Provide safe, prompt and comfortable service
- MKT-01-0159

the KONE solution

- On-site, dedicated technician
- 24 hours of guaranteed scheduled maintenance and inspections per week
- 24-7 immediate service call response, when needed
- Direct communications with technician and in-person monthly meetings with KONE engineers and account services staff
- Maintenance and repair service reports filed by technician are monitored daily
- On-site audits are prepared twice a year by KONE engineers

the benefits

- Hotel guests are pleased with the service, cleanliness and efficiency of their vertical transportation
- Minimal downtime as continuous maintenance and inspections nearly eliminate disruptions in service
- High comfort level for hotel staff because one dedicated technician responds with intimate knowledge of the equipment, maintenance and repair history

"I am very happy with the service from KONE. They are very responsive, forward with communication and extremely reliable. For us having a dedicated on-site technician is key. He knows the building, the equipment and the history so transportation downtime is minimal."

Kevin Hanley, *Director of Engineering*



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the client's situation

When four escalators and 11 elevators were installed in a new 45-story triangular, glass hotel in the heart of downtown Chicago in 1989, Swissôtel's buying decision was based not only on the quality of the product they were purchasing, but the quality of service they would receive when the hotel opened for business.

This world-class, four-diamond rated hotel, which serves an upscale business and leisure clientele, needs to provide its guests with vertical transportation that is safe, prompt and comfortable, runs uninterrupted day and night, and reflects the upscale atmosphere and exceptional reputation of the hotel.

With 632 rooms, restaurants, shops and a penthouse health club with pool, sauna and Jacuzzi, Swissôtel guests travel throughout the hotel often. Efficient vertical transportation also is critical from room to lobby for guests' business appointments and leisure activities.

With more than 27,000 square feet of meeting space, including a ballroom, Swissôtel serves thousands of convention and event guests annually. Vertical transportation downtime is never an option.

For the past 17 years, KONE has provided a full-service contract to this hotel property.

the KONE achievement

Swissôtel needs vertical transportation services that are safe, comfortable and efficient not only for its overnight and special event guests, but for the hotel staff who serve them.

What KONE delivers to Swissôtel, and has for the past 17 years, is a proactive maintenance service contract that ensures minimal downtime and disruption of service. A technician dedicated to the hotel property provides 24 hours of scheduled inspections and maintenance every week so that issues are resolved before a problem can occur.

Replacement parts are readily available and a familiarity with equipment location and operation makes service efficient. Immediate service response also is available when needed at anytime – day or night.

"Having a dedicated technician gives the hotel management peace of mind since direct communications between KONE service staff and the hotel is immediate," said Jeff Henderson, KONE regional service sales manager.

KONE account services staff also conducts monthly, in-person meetings with hotel staff to ensure any transportation issues are addressed.

KONE uses real-time computer technology to monitor maintenance and repair service reports filed by the technician daily. On-site audits by KONE engineers are completed twice a year. Work is checked for cleanliness of elevator equipment and quality of workmanship.

the bottom line

This KONE service contract provides the type of vertical transportation services that people expect – safe, prompt and comfortable. Because of continuous and proactive maintenance and service delivered by dedicated and trained technicians, Swissôtel experiences minimal downtime and disruptions of its facility's vertical transportation services. Communication on the front line and with KONE account services is direct and responsive.

