

*The heart of your building™*



ONLINE MAINTENANCE REPORTING

**KONE eOptimum™**



## KONE eOptimum™

KONE eOptimum™ is an online maintenance reporting tool for elevators, escalators and automatic building doors. It provides real-time tracking of work in progress and information about past maintenance activities.

With KONE eOptimum™ you decide what you want to see: you can even receive automated reports by

email. KONE eOptimum™ invoice history makes budgeting easier. The KONE eOptimum™ service is fully transparent, so you know exactly what we are doing.

With KONE eOptimum™ you know the past, present and future of your equipment.

# Real-time reports

Real-time reports give real-time answers to real-time questions:

- What is the current status of the equipment?
- Has the technician arrived on site?
- When was the equipment back in service?
- What was the reason and what work was performed?

Open Service Request and Units out of Operation reports provide real-time data on your equipment. This way you can supervise your equipment without being on location.

**Open Service Requests** The heart of your building™ **KONE**

KONE International S.A.  
 Created: 04 of Thursday, May 31, 2007 2:58 PM  
 Not by viewing on a tablet header

Registered Site #	Address	Site Risk Number	Unit	Entrapment	Call Status	Equipment Status	ETA	Arrived	Unlocked
14202002 10:11 AM	LENOX SQUARE MALL 3208 REACHER ROAD NORTHEAST, ATLANTA, GA 30308	2294570	#11 FOOD CT ESC	No	Unknown	Running	1402006 10:23 AM		
40202006 6:02 PM	FASHION MALL 8732 WEYSTONE CROSSING, INDIANAPOLIS, IN 46240	2322073	WEST FOOD CT UP ESC 4486	No	Closed	Running	4240206 3:56 PM	4240206 6:30 AM	
502007 9:50 PM	ROSS PARK MALL 1008 ROSS PARK MALL DR, SMITHSON PROPERTY GRP PITTSBURGH, PA 15241	2084424	#1 ESCALATOR	No	Dispatched	Stopped			
542007 9:16 AM	CENTURY 3 MALL 3075 CLARIFON RD, WEST MIFFLIN, PA 15123	2084855	#1E LP ESCALATOR	No	Dispatched	Running			
542007 10:16 AM	LIVINGSTON MALL 112 BEECHMEYER PARKWAY, LIVINGSTON, NJ 07039	2085980	SEARS 1 TO 2 UP ESC	No	Interrupted	Stopped	5070307 9:06 AM	5070307 9:14 AM	
542007 9:30 AM	SOUTH HILLS VILLAGE 285 SOUTH HILLS VILLAGE, SMITHSON PROPERTY GRP PITTSBURGH, PA 15241	2086440	DOWN ESCALATOR	No	Dispatched	Stopped			
542007 12:47 PM	CENTURY 3 MALL 3075 CLARIFON RD, WEST MIFFLIN, PA 15123	2087252	CHRYSLER CT GLASS PASS	No	Dispatched	Stopped			
542007 9:38 PM	ROSS PARK MALL 1008 ROSS PARK MALL DR, SMITHSON PROPERTY GRP PITTSBURGH, PA 15241	2087521	#1 ESCALATOR	No	Dispatched	Stopped			
542007 10:18 AM	CENTURY 3 MALL 3075 CLARIFON RD, WEST MIFFLIN, PA 15123	2088216	#1E LP ESCALATOR	No	Dispatched	Stopped			
542007 1:17 AM	GALLERIA RETAIL 5075 WETHEMER RD, HOUSTON, TX 77056	2099054	04 #2 ORANGE *****	No	Completed	Stopped	5002207 8:39 AM	5012207 3:00 PM	5002207 4:19 PM

Open Service Request

## Register service requests online

You can contact KONE 24/7. With KONE eOptimum™ you can easily register a new service request online and the KONE Customer Care Center™ will take care of it for you.

Home > Create Service Request KONE eOptimum™

**New Service Request**  
 If this is an entrapment or an emergency service request, please call 8000-15963.

Location:

Unit:

Is the unit running?:  Yes  No

Car Doors are:  Open  Closed  N/A

Car Position:  At floor  Between floors  Unknown or N/A

Dispatch Time:

Contact Name:

Contact Phone Number:

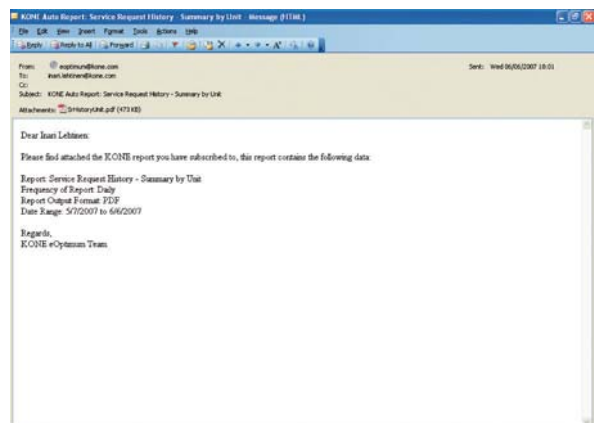
Description of the problem:

ALL FIELDS ARE REQUIRED

New Service Request

## Automated reporting by email

There is no need for you to login to the service. If you wish, you can automatically receive reports to your email at convenient intervals, tailored according to the parameters you have selected.



Auto Report email

# History reports

With KONE eOptimum™ you can monitor routine maintenance visits, including safety and inspection visits, and it gives you online access to equipment history reports on service requests, repairs and invoicing. All the contractual details are easily available.

You can tailor KONE eOptimum™ reports for your requirements. For the report you have selected, you can customize the equipment portfolio and the time period. Reports can be viewed on your computer screen or saved and printed out for archiving.

You can create individual profiles for your personnel and create reports that can be easily shared within your organization or with customers.

## Meeting performance targets

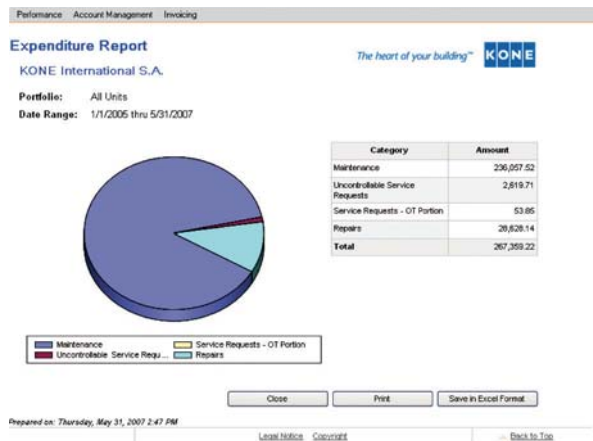
You can see at a glance the equipment availability and the time it took to respond to service requests, in both regular and entrapment situations.



Response Time graph

# Invoicing and budget planning

With KONE eOptimum™ you can see the invoices related to your equipment and the invoice status. You can see at a glance how much you have spent on planned maintenance compared to unexpected work. This helps you plan future budgets for maintenance and modernization.



Expenditure report

# Don't worry about your people flow – let us do it

At KONE, our goal is to keep your elevators, escalators and automatic doors running safely and reliably for the lifetime of your building. If you wish to hear more about KONE eOptimum, please contact us at [www.kone.com](http://www.kone.com).





KONE provides innovative and eco-efficient solutions for elevators, escalators and automatic building doors. We support our customers every step of the way; from design, manufacturing and installation to maintenance and modernization. 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 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, the 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.

KONE Corporation  
[www.kone.com](http://www.kone.com)