



IFMA's
World
Workplace[®]

Your Facility
Conference & Expo



Oct. 16-18, 2019
Phoenix, Arizona

Phoenix Convention Center

Leveraging Elevator IoT to Unlock Your Building's Potential





Presenter Introduction

Chris Bowler

Senior Director Global Service Marketing

Otis Elevator Company

- **Started his career at Otis in 1990 and also worked for various GE business units in leadership roles. Over 15 years of vertical transportation industry experience.**
- **In this role he is responsible for growing the service portfolio, launching the IoT connected elevator, and developing services to improve the passenger experience.**
- **Holds a BEng from Manchester University and an MBA for Purdue University**



Review Session Learning Objectives

- **Learning Objective 1: Identify areas to leverage elevator IoT to grow revenue**
- **Learning Objective 2: Learn how elevator IoT can provide a valuable new source of information**
- **Learning Objective 3: Determine the correct applications for using data from elevator IoT**

Moving 2 billion people every day

We're the world's leading provider of elevators, escalators and moving walkways.

OTIS

\$12.9 BILLION
2018 revenue

> 2 MILLION
units under service

68,000
employees

33,000
service mechanics

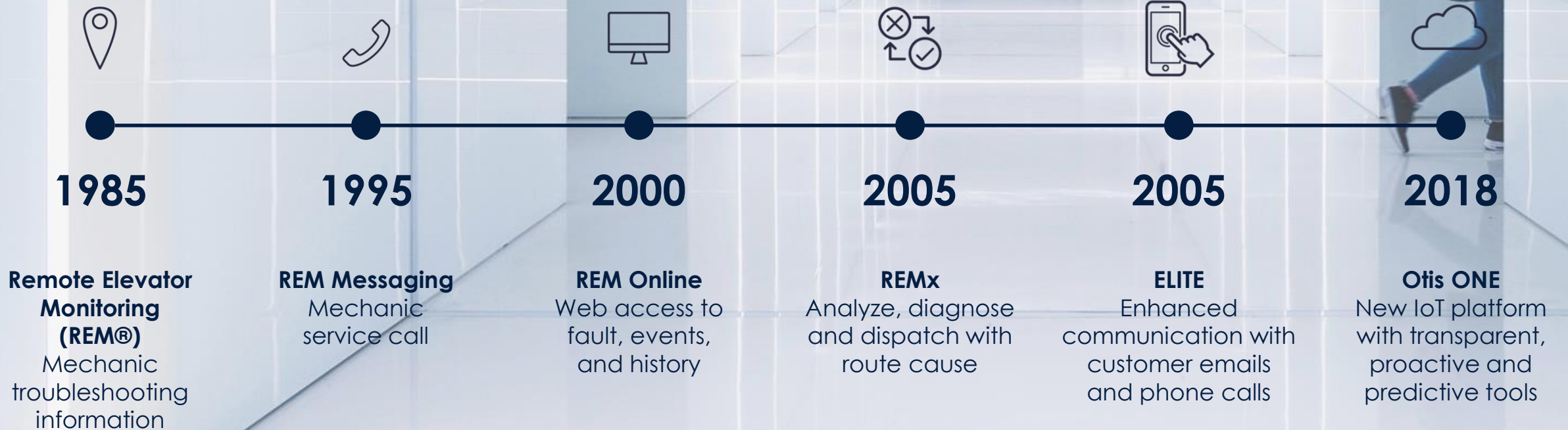
CELEBRATING 166 YEARS
of industry leading innovation

Serving customers
in more than

**200 COUNTRIES
AND TERRITORIES**

New IoT platform

30+ YEARS OF CONTINUOUS INNOVATION



Turning data into outcomes



Advanced monitoring

REAL
←-----→
TIME



Cloud



Gateway

REAL
←-----→
TIME



Big data analytics



Sophisticated algorithms

REAL
←-----→
TIME

GATHER

SECURE TRANSFER

INSIGHT

TRANSPARENT
view of service

PROACTIVE
real-time communications

PREDICTIVE
insights reduce shutdowns

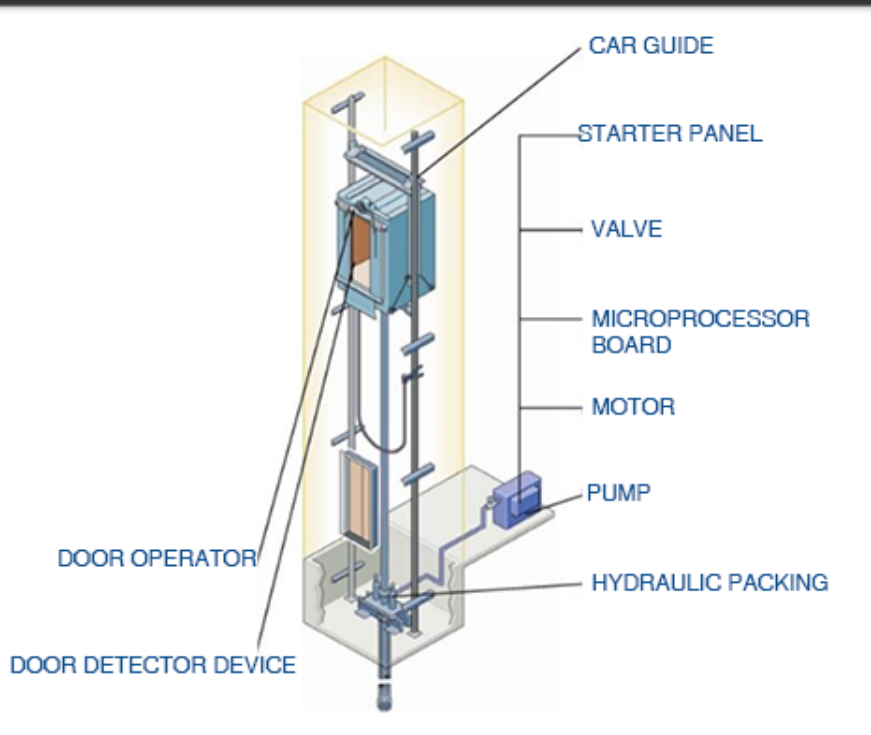
OUTCOMES



Building Name : JWS Hospital
Unit Name : Lobby B elevator 3

Contract Type : Full / Premium Coverage

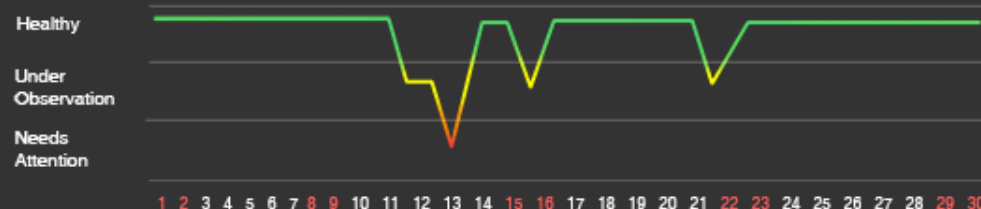
Last Fit Lift Report : 7 Aug 2018



Current Door Health



30 Day Door Health Trend



30 Day Uptime



Unit Usage Trend

From 04-05-2018
To 05-15-2018



(YTD) Closed Service Requests

Scheduled Maintenance

4

Last Maintenance Visit
23 Jan 2018

Otis ONE Service Request

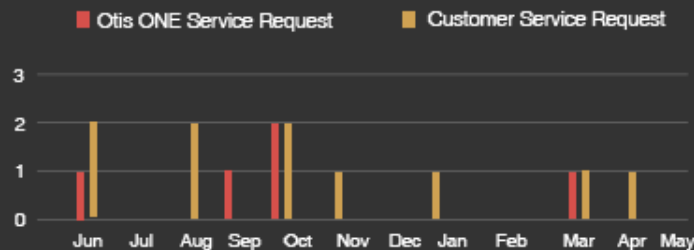
2

Last Service Call
5 Mar 2018

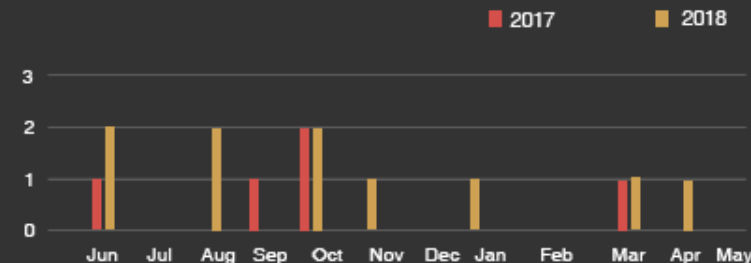
Customer Service Request

1

Otis ONE Vs Customer Generated Service Request



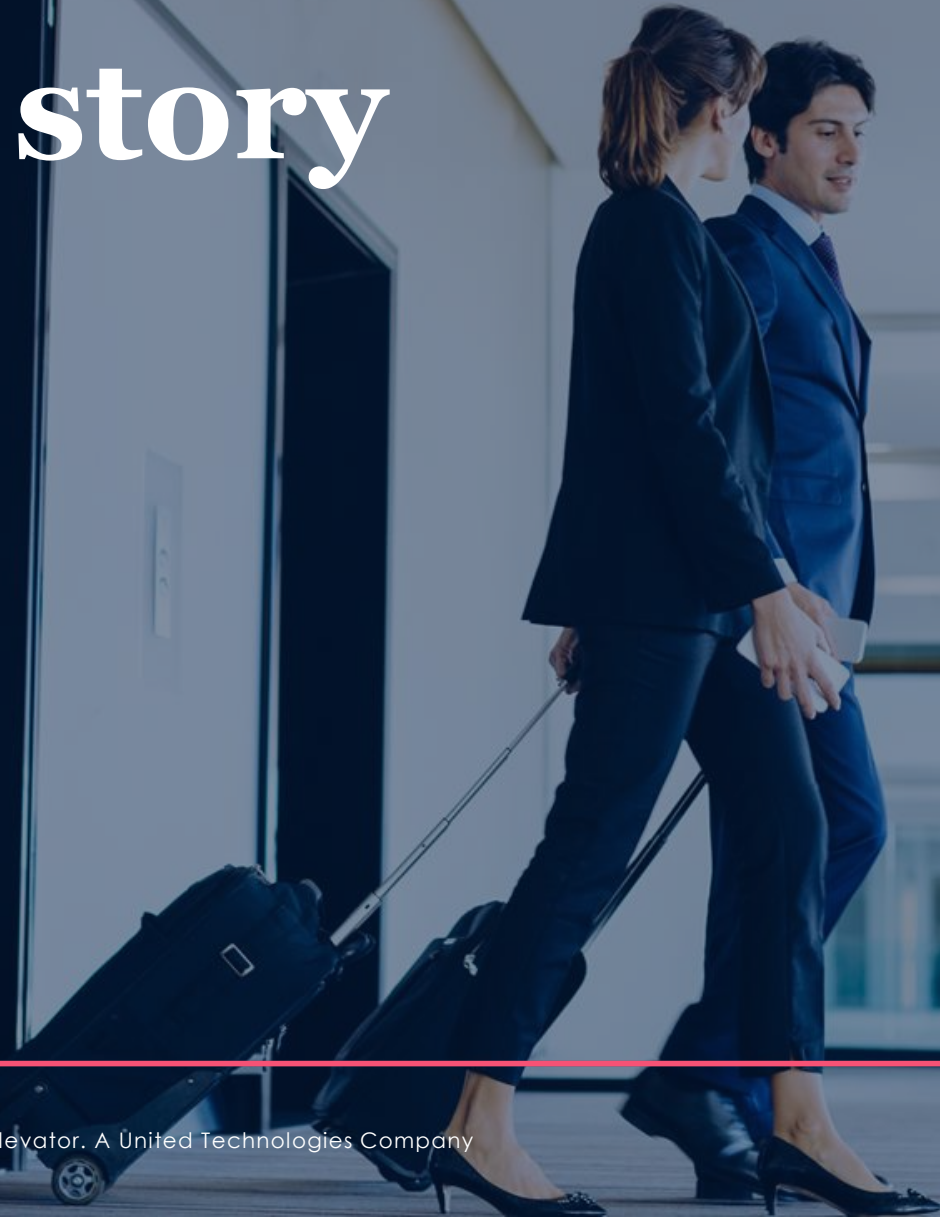
Customer Service Request Trend



A low-angle, upward-looking photograph of several modern skyscrapers against a clear, light blue sky. The buildings are dark with many windows, and the perspective makes them appear to converge towards the top of the frame. The central building is the most prominent, with a bright light flare near its base.

**To make sense of all
this new data, we also
need to understand
how people move**

Every ride tells a story



OTIS

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 Tuesday

 8:43 AM

 AB Company

 14 sec

 2 passengers

 1 stop

 Floor 24

 Friday

 12:00 PM

 AB Company

 60 sec

 10 passengers

 5 stop

 Floor 24



**“Data will talk to
you if you’re
willing to listen.”**

JIM BERGESON

OTIS

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Seamless entry



Mobile integration



Predictive maintenance



Intelligent dispatch



Efficient trips



Faster travel

A woman with dark hair, wearing a black sleeveless top, is standing on an escalator. She is looking down at a smartphone in her left hand. The background is a blurred, modern building interior with other people on escalators. The overall tone is professional and tech-oriented.

What if you could unlock more value?



Built in 1999



500 ft tall



1000 tenants



50 floors



12 elevators



10 retailers



**500 average
trips per day**



**Busiest between
12-4pm**



Unlock value for the facility manager

PRIORITIES:

- ACTIVE MONITORING
- MAXIMIZING UPTIME
- MINIMIZING DISRUPTION
- REDUCING WAIT TIMES


Schedule deliveries and moves



Least busy on Tuesday



Anticipate HVAC needs

 Tenant comfort

 Energy Savings

 Environmental impact

Staff security



**High volume
after hours**

Empower your facility manager

- SCHEDULE DELIVERIES AND MOVES
- ANTICIPATE HVAC NEEDS
- STAFF SECURITY



Unlock value for the retailer

PRIORITIES:

- MAXIMIZE SALES
- MINIMIZE COSTS
- TRAFFIC-GENERATING LOCATION
- VISIBILITY AND EASY ACCESS
- BUILDING MANAGERS THAT KEEP THEM INFORMED

Plan promotions

↓ ↓ 10% traffic decrease

Coordinate staffing and supplies



↑↑ 40% traffic increase



Attract retailers with efficiencies

- EFFICIENT STAFFING
- ACCURATE SUPPLIES
- STRATEGIC PROMOTIONS



Unlock value as a property owner


PRIORITIES:

- MAXIMIZE PROPERTY VALUE
- OPTIMIZING BUILDING OPERATIONS
- MAINTAINING TENANT SATISFACTION
- STRATEGIC PORTFOLIO

How does your building stack up?

YOUR BUILDING PERFORMANCE

- WAIT TIME: 25 SEC
- UPTIME: 98%
- HANDLING CAPACITY: 17% / 5 mins



AVERAGE BUILDING PERFORMANCE

- WAIT TIME: 45 SEC
- UPTIME: 96.5%
- HANDLING CAPACITY: 12% / 5 mins

YOUR BUILDING PERFORMANCE

- WAIT TIME: 25 SEC
- UPTIME: 98%
- HANDLING CAPACITY: 17% / 5 mins



Access potential revenue

- STRATEGIC ADVISORY
- IMPROVED PERFORMANCE
- HIGHER DEMAND
- DRIVE LEASE RATES
- MODERNIZATION PLAN



WHAT'S YOUR ELEVATOR REALLY TELLING YOU?



CEUs & CFM® Maintenance Activities

You are eligible to receive Continuing Education Units and Certified Facility Manager® maintenance activity credit for attending sessions at IFMA's World Workplace.

To receive CEU points, you must add the US\$25 processing fee to your registration. (Full Event PLUS! registration includes the CEU processing fee.)

All CEU participants are **required to scan your badge upon entrance of the session**. If you do not scan in, you will not receive CEUs for the session. You must attend the entire session and pass the assessment. Following the conference, IFMA staff will verify attendance and passing scores then email an electronic CEU certificate for each session.

Managing CEUs:

- Log into the **Attendee Service Center**: <http://worldworkplace.ifma.org/features/attendee-service-center>
- Your log-in information was sent to you when you registered for the conference.
- Click "Start CEU Process" on the left-hand side.
- Click "Start" next to the session you attended.
- Complete the session evaluation.
- Click "Start Test" next to the session.

**If you wish to receive CEUs or LUs for other organizations, you must contact those organizations for instructions on reporting credit hours.

To Receive 1 CFM Maintenance Activity (6 required for recertification)

- Record your attendance for the three-day conference on your CFM Recertification Form in CAMP. Credentials Staff can verify your attendance.
- At re-certification time, submit your completed CFM Recertification Form.





Your Feedback is Valued!

Please take the time to **Evaluate Sessions**

Log into the Attendee Service Center

<http://worldworkplace.ifma.org/features/attendee-service-center>