



Schindler Ahead

Smart urban mobility

We Elevate



Schindler

Elevators you can rely on

Keeping your building running smoothly

Keep tenants on the move

Tenants get upset with slow and out-of-service equipment, building owners pay higher costs and building managers feel stuck in the middle. We offer an optimized service to minimize elevator downtime and related stress for you and your tenants.

Maintain tenant satisfaction

Getting real-time information via our web-based app or email when your equipment is down, in maintenance or returns to service enables you to take preventive actions and inform tenants even before they noticed the issue. That keeps your tenants happy and you free to concentrate on other tasks.



Turning data into results

Smart operation, clarity and convenience

Schindler Ahead is designed to streamline the maintenance process and help building managers keep their elevators running at peak efficiency. It does that by showing them where to focus their maintenance efforts and when – solving issues before they become problems.

Our platform connects all relevant parties and shares necessary information in real time with Schindler's Technical Operations Center and technicians via its digital closed-loop platform – putting the information and expertise at the push of a button.

Our digital solutions can seamlessly integrate into the existing infrastructure – benefiting building owners, managers and residents alike.

Simply put, Schindler Ahead has created a new standard of efficiency and reliability for elevator systems across the globe.



Smart insights

True understanding of operational, performance and commercial data that make it possible for managers to know when to act.



Uptime

Data generated from connected equipment provides advanced analytics enabling us to identify, analyze and resolve possible service issues before they occur – thereby improving uptime.



Convenience

Accurate and transparent elevator information, including elevators in service and their availability levels, re-defines the passenger and building operations experience – from travel to operations.



Schindler digital services

Keeping you ahead of the game

Customer satisfaction is usually measured in terms of shorter and fewer service interruptions. With the internet of things (IoT) and machine learning, we're offering our customers radically improved and intuitive maintenance services and options – creating a solid foundation for making maintenance decisions.

Permanent remote monitoring

Sensors built into the equipment continuously collect, analyze and transmit valuable information that is key to detecting errors. Filtered real-time data makes it possible to solve problems before they affect operations. It also creates an ecosystem through which all key stakeholders always have a complete and accurate overview.

Schindler SafeCall wireless emergency phone option

With the Schindler SafeCall wireless emergency phone line option you can enjoy full compliance with local regulations ensuring regular line tests, self-checks, emergency electrical power supply and alarm filtering. It also helps reduce risk for re-inspection/re-mobilization due to a failed phone line inspection. What's more, Schindler SafeCall allows for potential cost savings from switching from analogue to wireless phone line.

Measurably improved response time during a breakdown

Quality

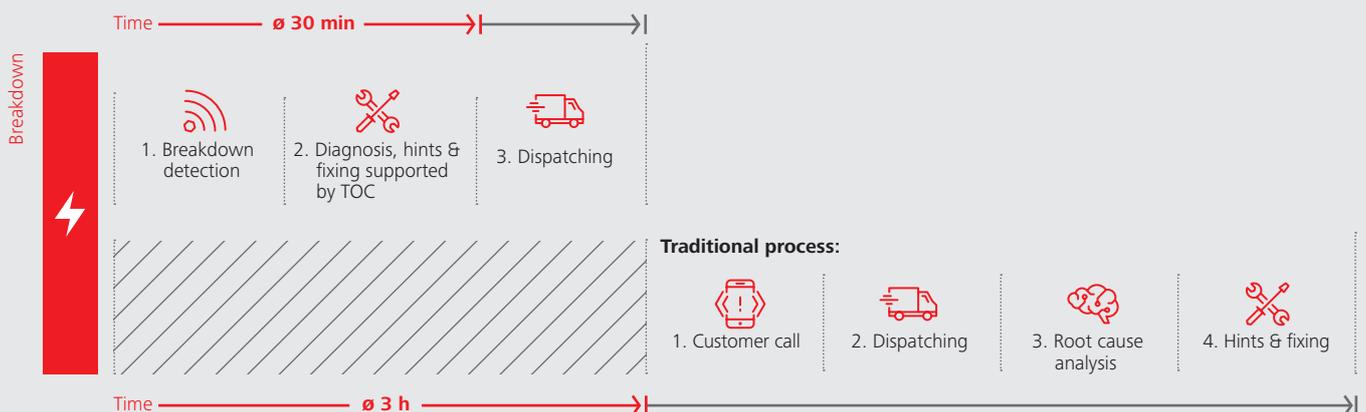
Less breakdowns due to automated fault detection

Speed

Time advantage through self-detection of breakdowns

Operations

Faster fixing of faults



Technical Operations Center (TOC)

Artificial and human intelligence united

Schindler Ahead-connected elevators, escalators and digital products are monitored 24/7. Malfunctions are detected within minutes so appropriate steps can be taken – with full transparency provided by the the Ahead ActionBoard app & web portal.

Modern maintenance

Going beyond static maintenance schedules, modern maintenance relies on real-time information and data from the Schindler Ahead ecosystem. For customers, this means better maintenance quality, faster reaction and higher overall uptime.

Shared insights

Technical Operation Centers work with a global platform of real-time elevator & escalator data. There they provide real-time solutions to the most common malfunctions to service technicians through their FieldLink devices. The recommendations from TOC are then rated to ensure an ever-improving knowledge base.



Capabilities

Connected units and their connectivity are monitored constantly and issues are immediately addressed.

Service technicians receive real-time information on detected malfunctions and advice how to best solve them.



Our knowledge base is always improving with in-field technician feedback through FieldLink devices & advanced analytics.



When a breakdown is reported, we verify before sending a technician, for immediate peace of mind and less cost.



The Schindler Ahead Suite

One innovative group of products

The Schindler Ahead range of products ensures that building managers and technicians have active communication in a closed loop information system. With the latest in both analytics and expert services, and emergency and monitoring services, finding out which steps to take and when is as easy as looking at a dashboard.

Schindler Ahead Connectivity

With the installation of the CUBE – an essential piece of hardware that enables wireless digital connectivity – services such as edge computing, remote monitoring, as well as voice and data can be integrated into mobility systems quickly and efficiently. Schindler Ahead Connectivity allows for future solutions and services to be upgraded over the air.

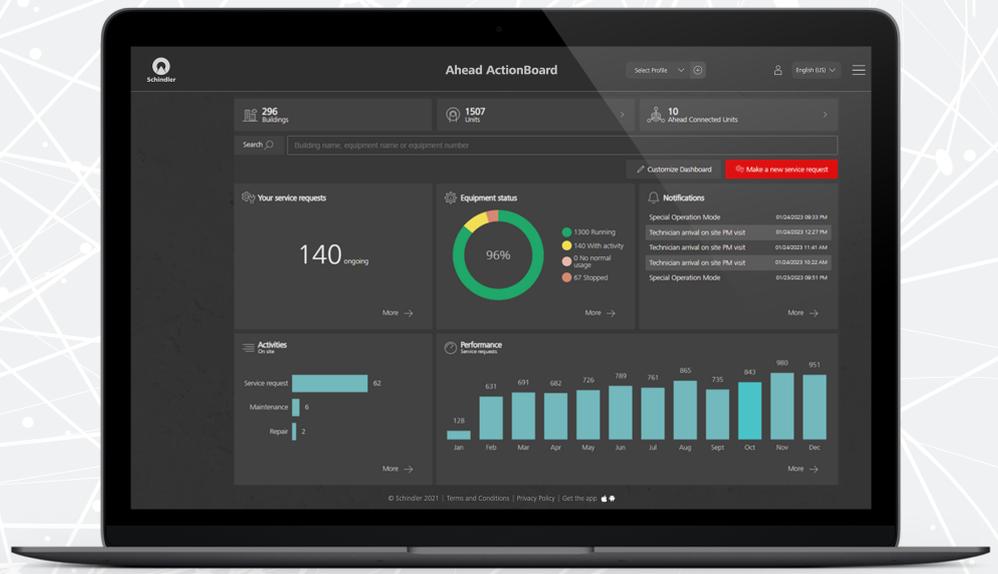
- ✔ **Future ready.** Security updates can be performed over-the air regularly. Similarly, new digital services can also be activated remotely.
- ✔ **A benchmark of data security.** With strict policies for device and user management software to ensure that only verified teams have access to sensitive data.
- ✔ **Uninterrupted operation.** Voice and data are transmitted wirelessly.

The CUBE

The brains behind the whole operation.

With the CUBE your equipment becomes smart and connected. Relevant machine data like door movement or lifecycle utilization are securely collected, pre-analyzed, and transmitted to the Cloud Platform. And more, the CUBE runs apps, streams multimedia content, and can handle emergency voice calls.





Schindler Ahead Remote Monitoring

In the world of mobility, customer satisfaction is usually measured in terms of shorter and fewer service interruptions. Ahead Remote Monitoring is our market-leading digital solution that gives you clear insights into your equipment's health around the clock. Filtered real-time data makes it possible to act proactively as the diagnosis achieved via real-time remote monitoring means you are better prepared to address any issues before breakdowns occur.

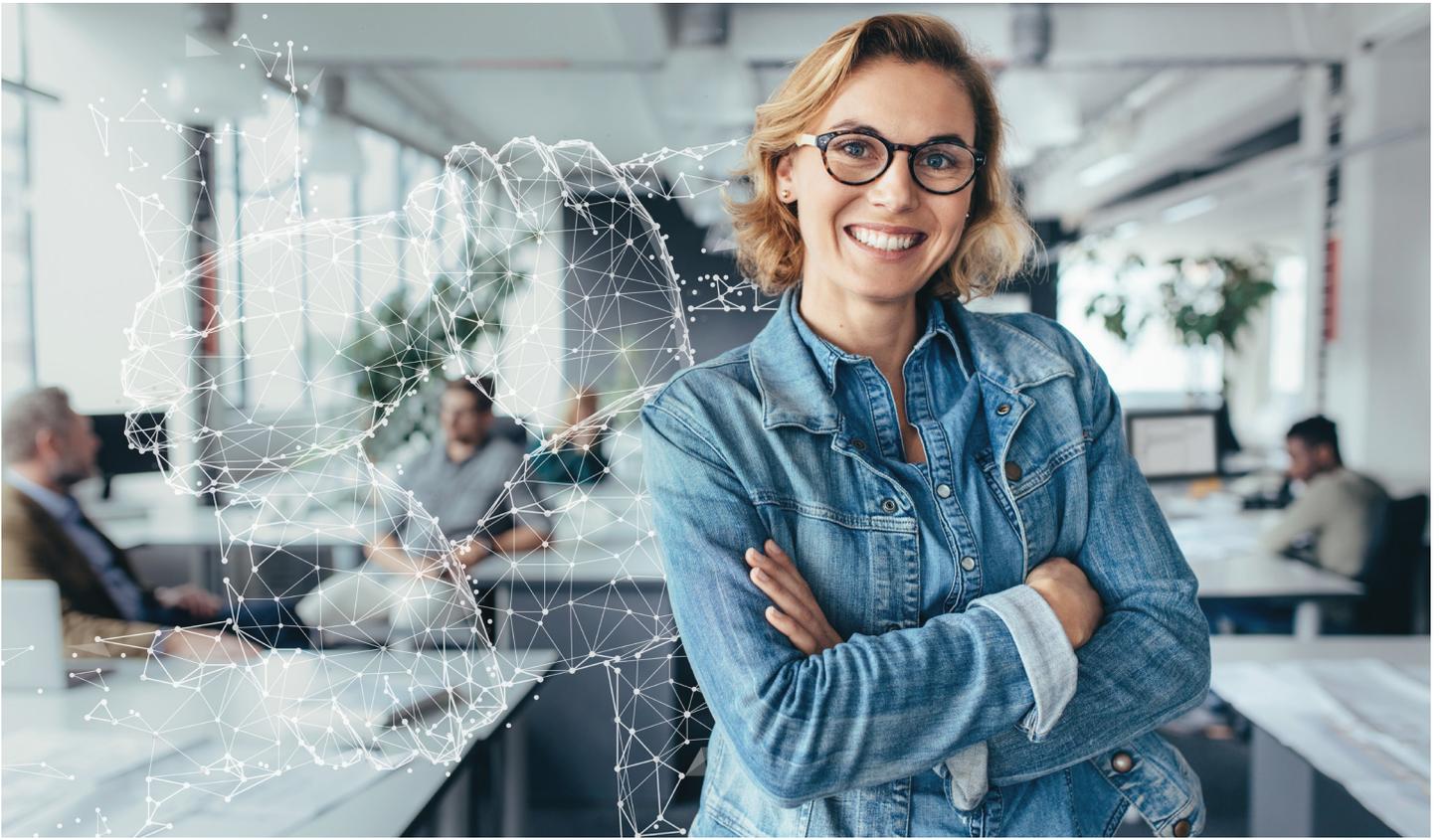
- ✔ **Continuous.** Permanent monitoring and data evaluation allows for condition-based maintenance planning.
- ✔ **Convenient.** Automated service processing for less disturbance during your normal daily business.
- ✔ **Hassle-free.** Timely detection of errors and pre-emptive interventions help keep the equipment running.

Schindler Ahead ActionBoard

A complete information platform providing up-to-date overviews of the elevator and escalator activity for units under your care. With real-time and actionable insights, it's easier to prioritize tasks such as routine statistics, performance checks and more.

Ahead ActionBoard gives you a clear overview of your equipment. This means issues can be detected much faster, making it easier to prevent interruptions and achieve better overall planning of service schedules. This information is available anytime online or via the dedicated App.

- ✔ **Complete.** Real-time overview anywhere, anytime.
- ✔ **Clarity.** Via improved transparency and communication flow.
- ✔ **Informed.** Better decisions and faster response time.



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

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Schindler has received renewal to ISO 9001 and ISO 14001 certificates.

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