



Willkommen bei Schindler

Digital Real Estate Summit 2016

Wenn der Lift bis zur Cloud fährt

Brugg-Windisch, 1. März, 2016
Dr. Adrian Stauer
Head of Schindler Internet of Elevators & Escalators



Schindler

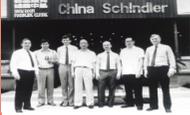
Digital Real Estate Summit 2016

Agenda

- Schindler – Who we are
- Digitization @ Schindler
- Digitization Example: New IoT-based service «Schindler Direct»
- Summary

Schindler Group History

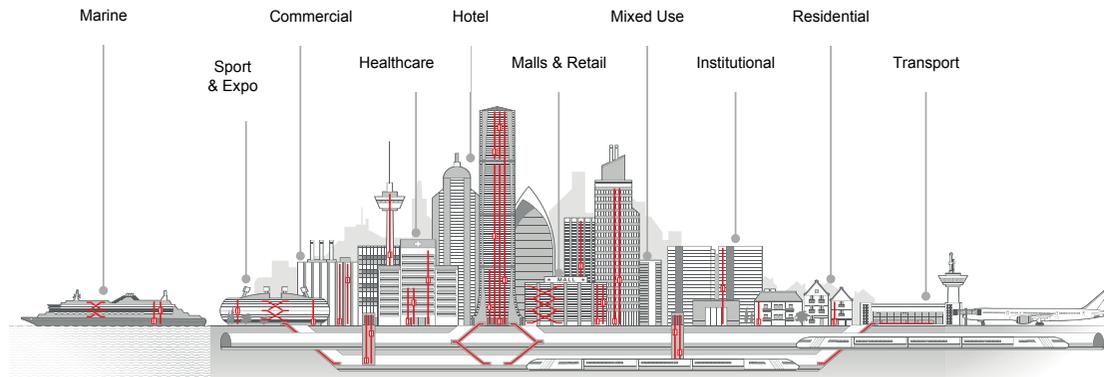
140 years of experience

<p>1874 Establishment of the company by Robert Schindler</p> 	<p>1889 Start of Elevator manufacturing</p> 	<p>1900 Factory construction in Lucerne</p>	<p>1956 The world's first electronically controlled AC-driven elevator</p> 	<p>1980 1st western industrial joint venture with PR of China</p>	<p>1993 Number one in Escalator Business worldwide</p> 	<p>1997 World's first machine-roomless (MRL) Elevator</p>	<p>2000 World's first synthetic elevator rope</p> 	<p>2003 Establishment of Schindler Award</p>	<p>2011 Partnership with Solar Impulse</p> 	<p>2014 Opening of new factories in China and India</p> 	<p>2015 Schindler wins MIT Sloan CIO Leadership Award 2015</p> 
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Schindler enables Urban Mobility

We move one billion people a day...



Our product is mobility



Elevators



Escalators



Moving Walks



Transit Management

Schindler Key Figures 2015

- Employees: 57'000
 - Front people: >30'000
- Revenue: 9'391 MCHF
- Orders received: 9'967 MCHF
 - Europe: 25%
 - Americas: 30%
 - Asia-Pacific: 45%

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Schindler's Digital Business Transformation

Cornerstones of Digital Strategy

Customers



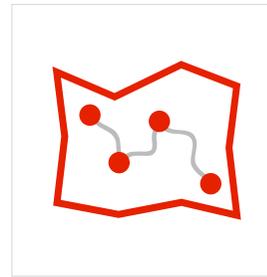
Superior Customer and Passenger Experience through new Customer Portal & Apps and Digital Passenger Tools

People



30'000+ Field Staff digitized supporting their day-to-day work with a digital tool case in an Integrated Ecosystem

Processes



Processes based on Smart Digital Algorithms drive Quality, Productivity and Efficiency

Products



Schindler's Smart & Connected Products communicate over the Internet of Things and enable Predictive Maintenance based on Remote Monitoring and Big Data

Enabled through Schindler's Global Business Process Platform



Schindler's Digital Business Transformation

Cornerstones of Digital Strategy

Customers



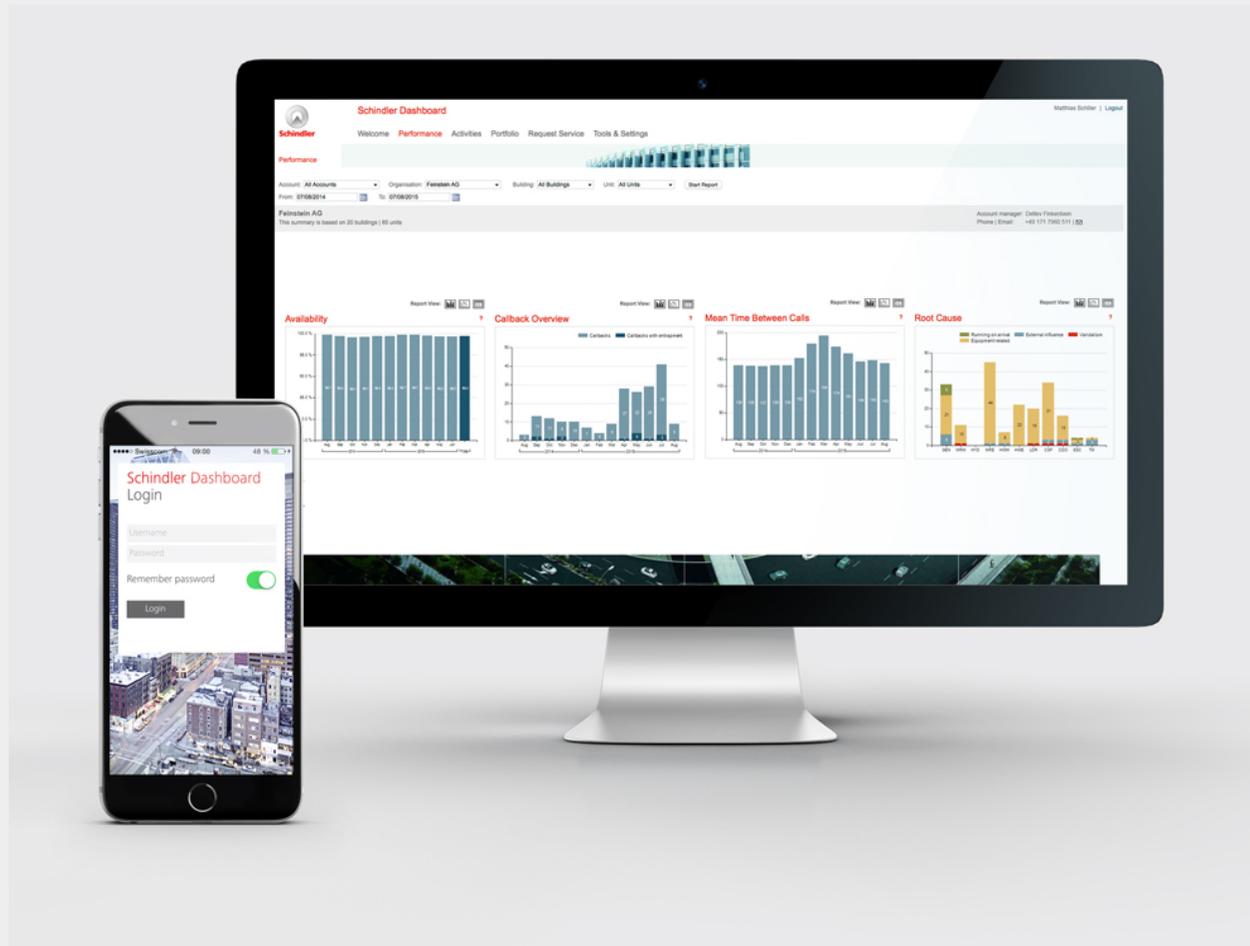
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SHAPE 
Schindler Harmonized Applications for Process Excellence

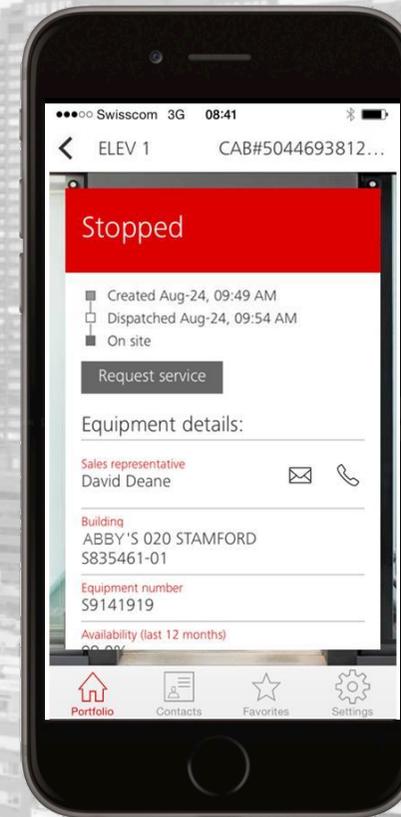
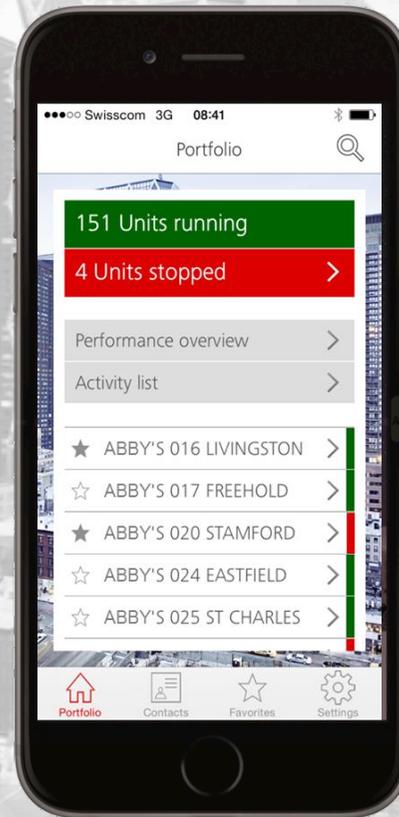
Schindler's Digital Business Transformation

New Customer Experience – Schindler Dashboard



Schindler's Digital Business Transformation

New Customer Experience – Schindler Dashboard Mobile



Schindler's Digital Business Transformation

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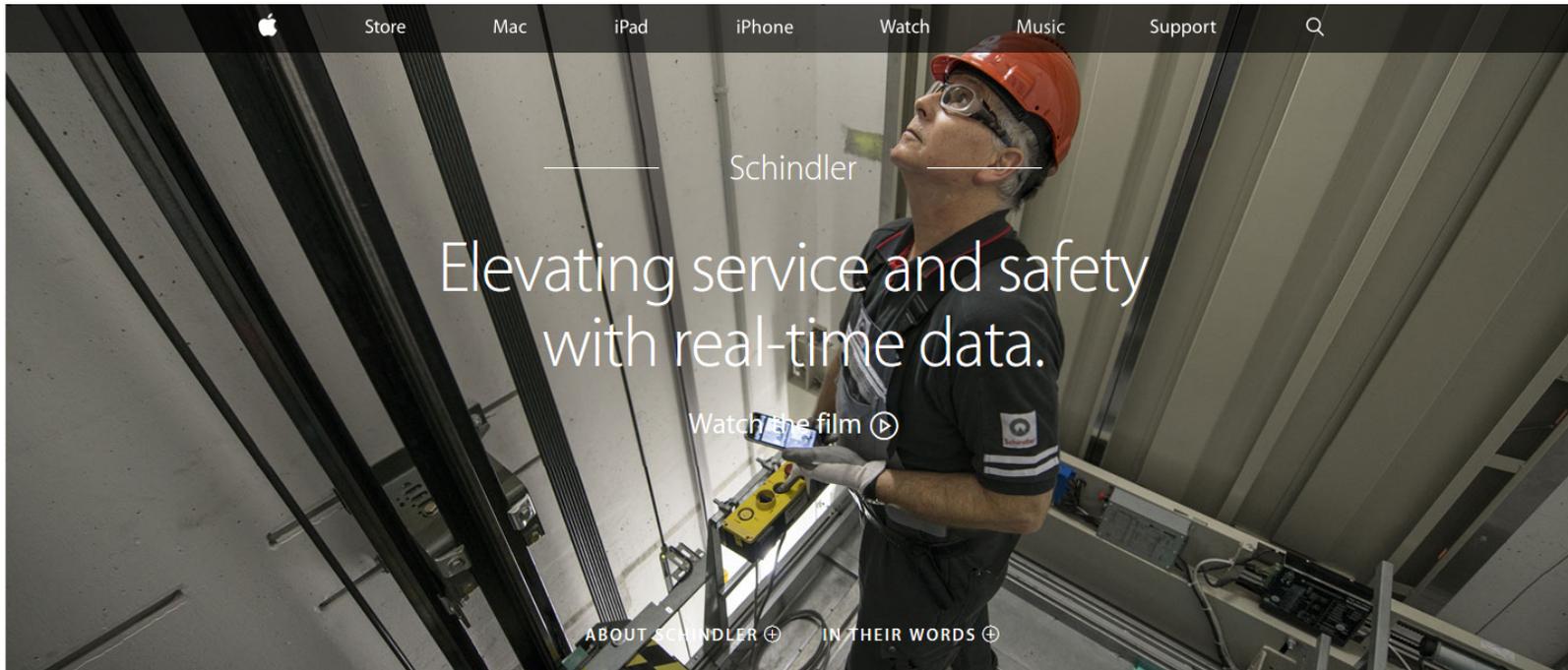
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Being Proud of our Heroes in the Field

Key Facts on Service Technicians

- 30'000+ Field Staff worldwide
 - Majority of Service Technicians
 - Intense customer contact
- 3 Core Processes
 - Callbacks (Break-Downs)
 - Maintenance
 - Repair



Moving the industry forward with data and mobility.

If you've been on an escalator at the airport or an elevator at a hotel, chances are you've taken a ride on a Schindler product. The company moves over a billion people every day. To keep people moving safely and reliably, Schindler's workforce is equipped with mobile solutions powered by iOS and custom apps that tap into critical systems and data.

Schindler's Digital Business Transformation

Cornerstones of Digital Strategy

Customers



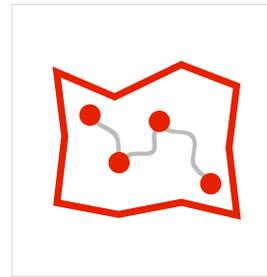
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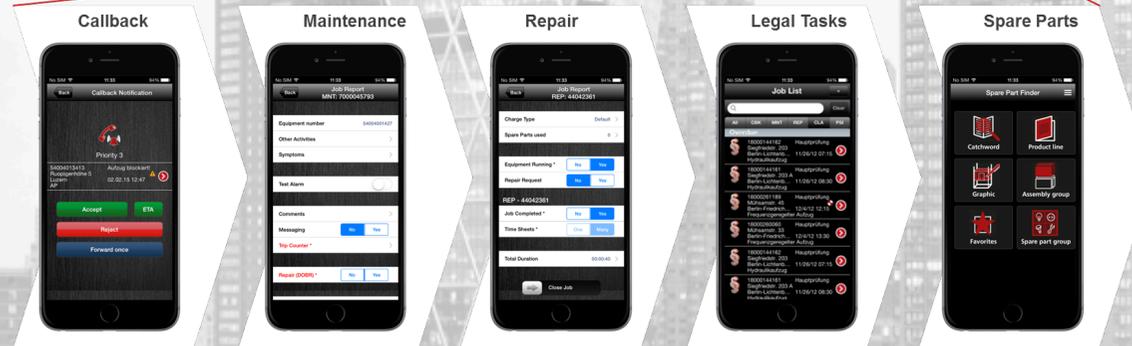
Processes based on Smart Digital Algorithms drive Quality, Productivity and Efficiency

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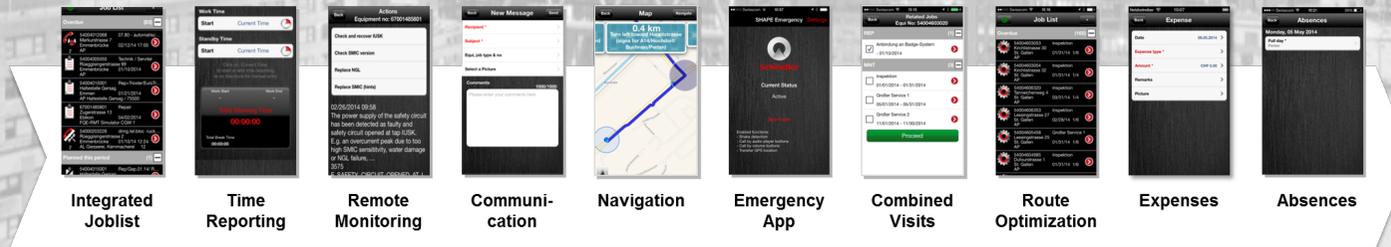


Schindler's Digital Business Transformation

Schindler FieldLink™ – the Digital Toolcase for Field Service



Cross-process functions



Schindler's Digital Business Transformation Cornerstones of Digital Strategy

Customers



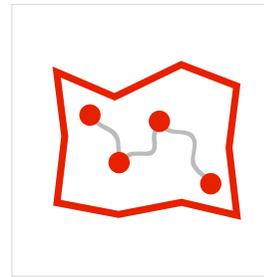
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Smart Products
Connected over the
Internet of Things (IoT)

Sensor Technology

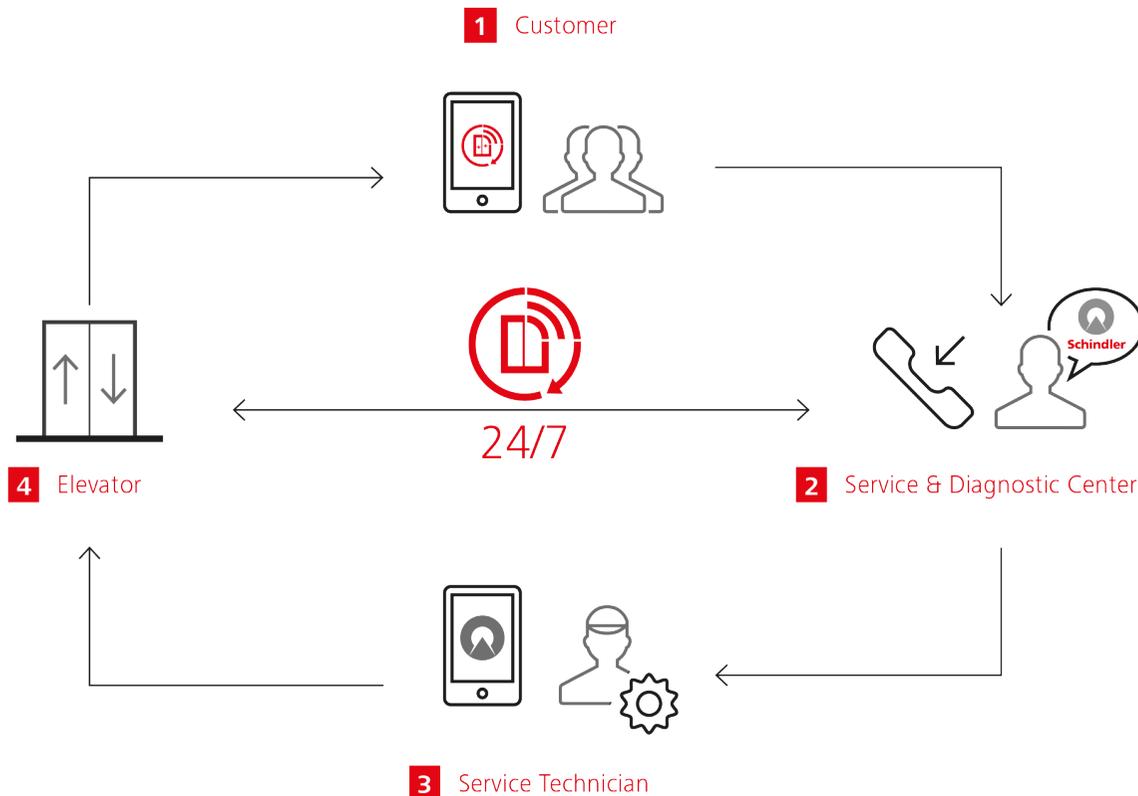


Electronic Controller



Improving our customer service with IoT technology

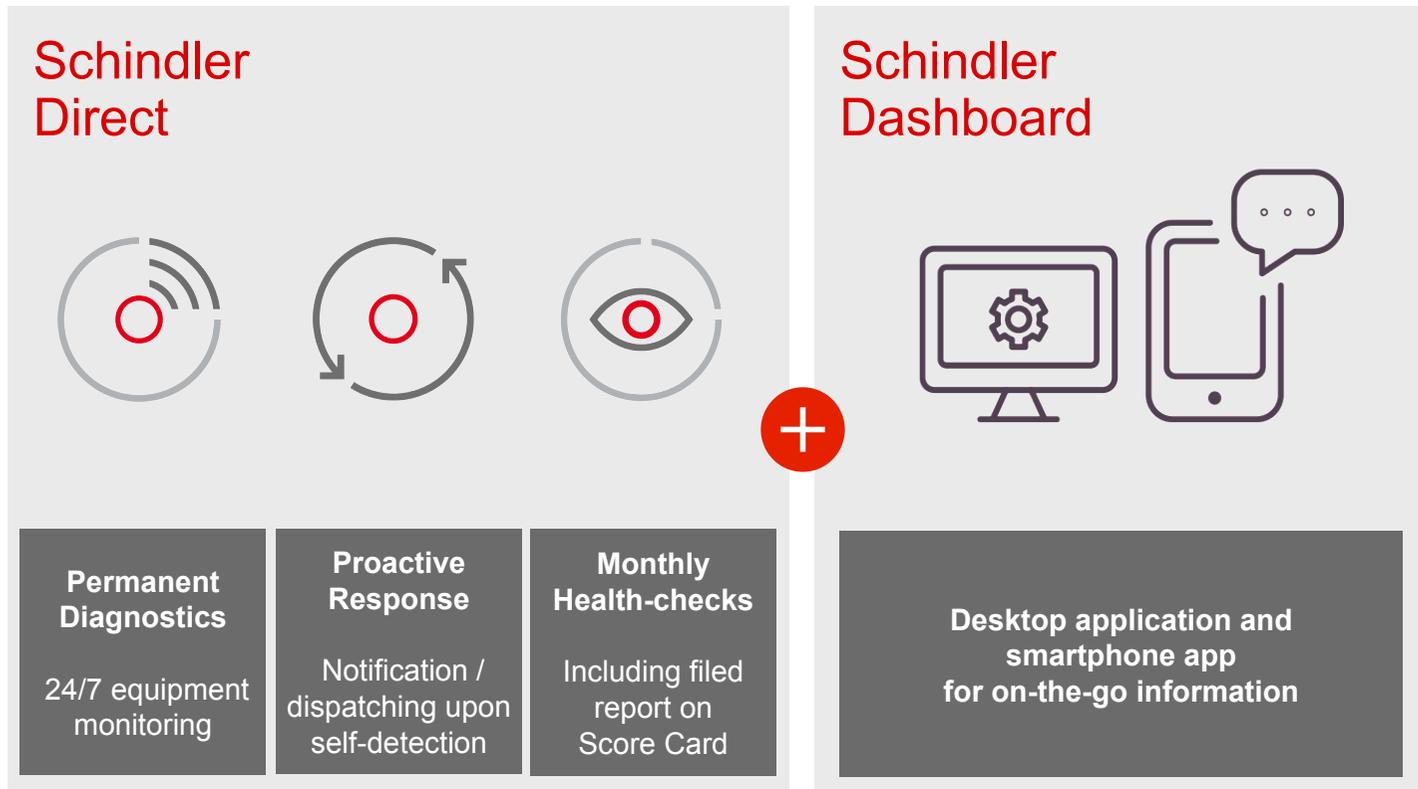
Schindler Direct – How it works



- 1. Customer**
Real-time information on equipment status
- 2. Service & Diagnostic Center**
Proactive handling of incoming data
- 3. Service Technician**
Guided troubleshooting
- 4. Elevator / Escalator**
24/7 data transmission

Schindler Service supported by IoT technology

New Service Packages

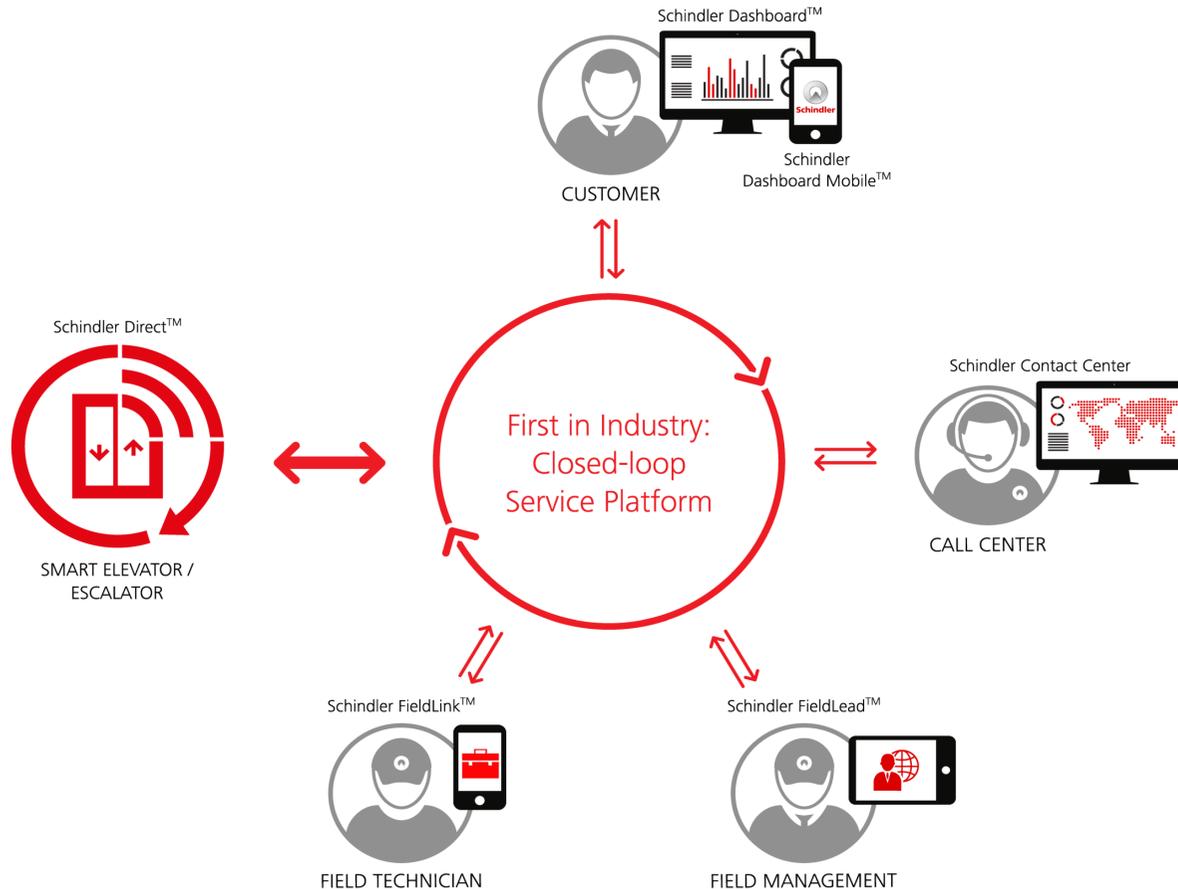


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- Customer: Ambition to create better service to our customers
- People: Simple tools that make the front-people's life easier
- Processes: End-to-end solution is essential. One missing piece in the process – and it won't work
- Products: Make use of the increasing "smartness" of products