Leading the way in industry transformation

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People Flow™

24/7 Connected Services – Global leader in RM&D

KONE

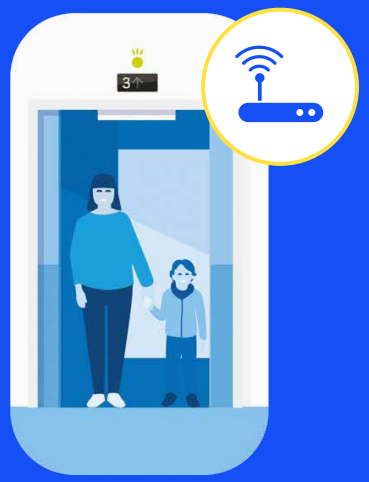
Launched in 2017

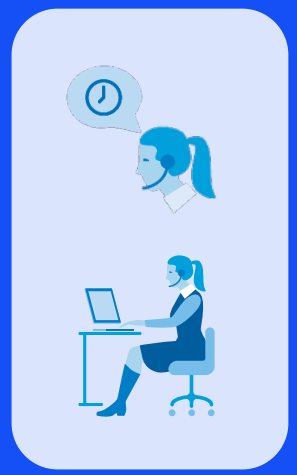
All equipment types, major brands, ages

330K+ connected units, 50K+ NKE

Approved by BCA RM&D Sandbox

Integrated closed-loop processes is key to robust analytics





aws

1 DETECT

Proprietary sensors collect data that is sent to KONE Digital Platform (KDP) for analysis

2 DIAGNOSE

KDP, powered by AWS, uses advanced AI/ML to identify issues

3 RECOMMEND

Issues are prioritized and recommended actions generated by KDP

4 ACT

Technician will carry out servicing/ rectification actions received via mobile app

5 FEEDBACK Technician logs findings and actions taken into KDP

Multi-year journey with BCA and JTC

2018

The Beginning

- KONE launched 24/7 Connected Services in Singapore
- Preliminary discussion with BCA on RM&D

2019 to 2021

POC

- Implemented 24/7 CS in JTC
- On-going monitoring, discussions and sharing of learnings

2022

RM&D

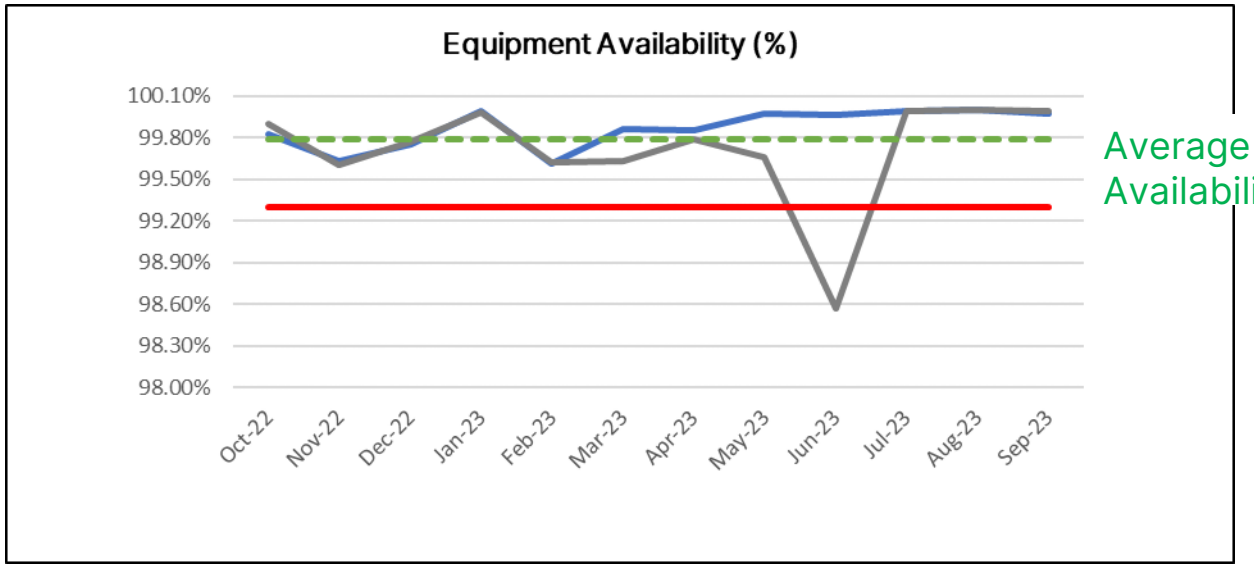
- BCA launched RM&D COP
- 52 units in JTC portfolio granted approval to transition to AMR

2023+

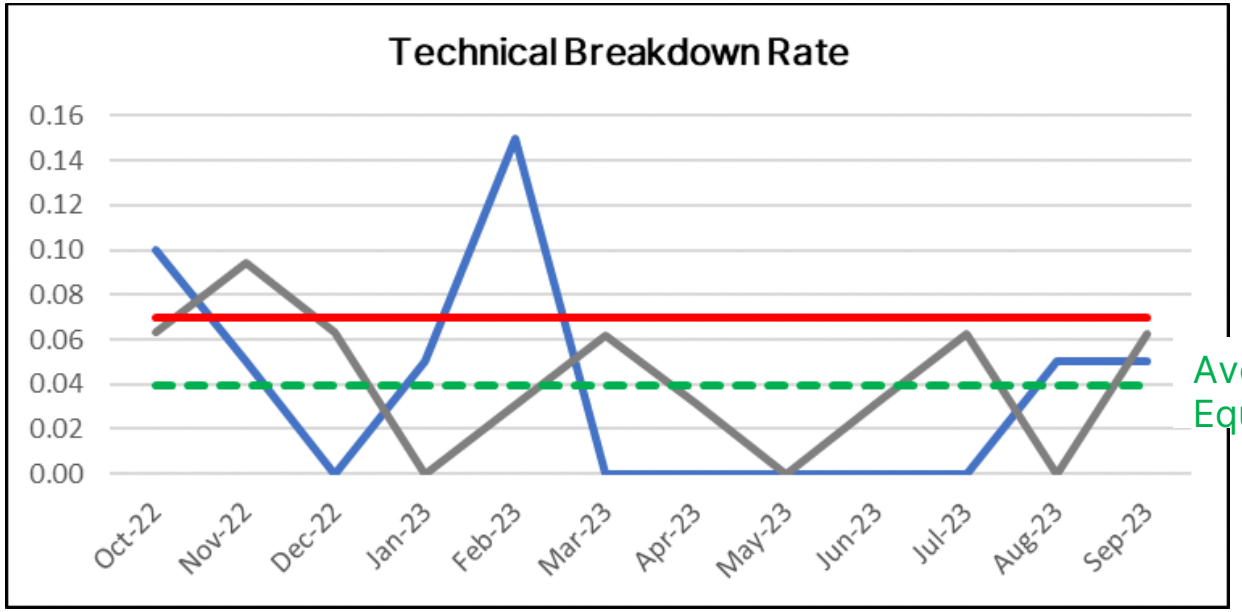
Ramp Up

- Units under AMR increased to 100 units

KONE 24/7 Connected Service consistently outperforms JTC benchmarks

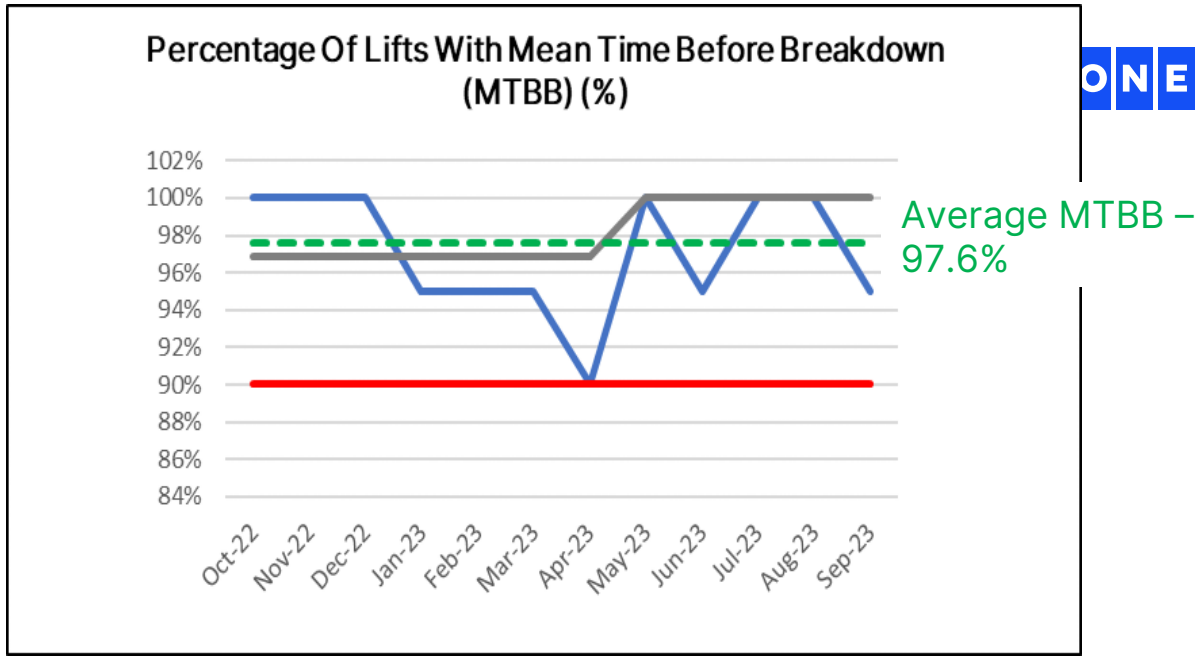


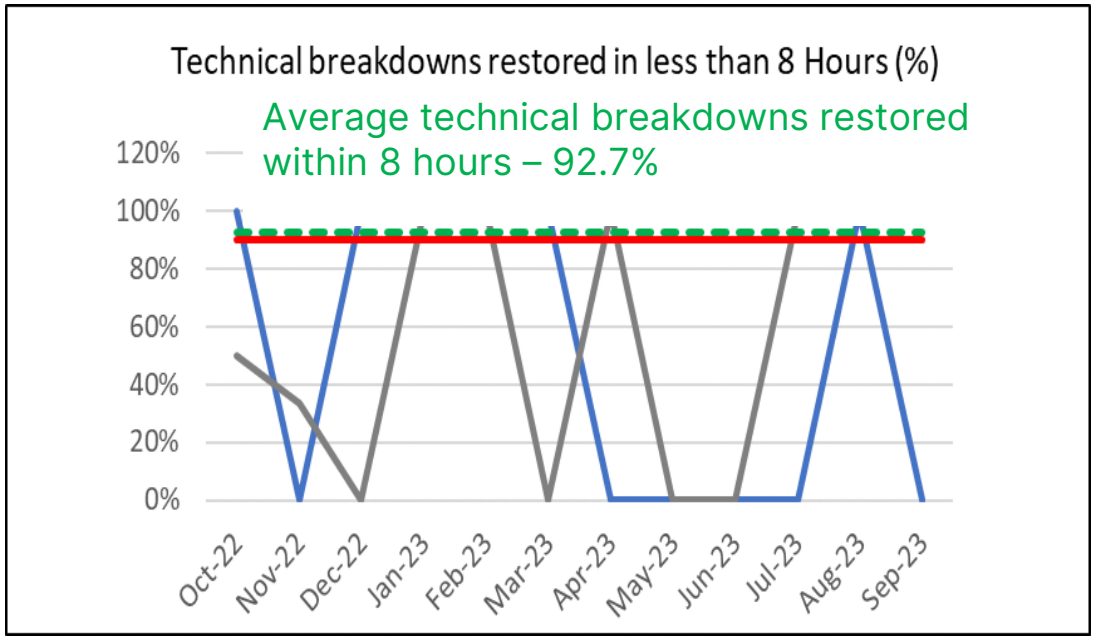
Average Equipment Availability (%) - 99.8%

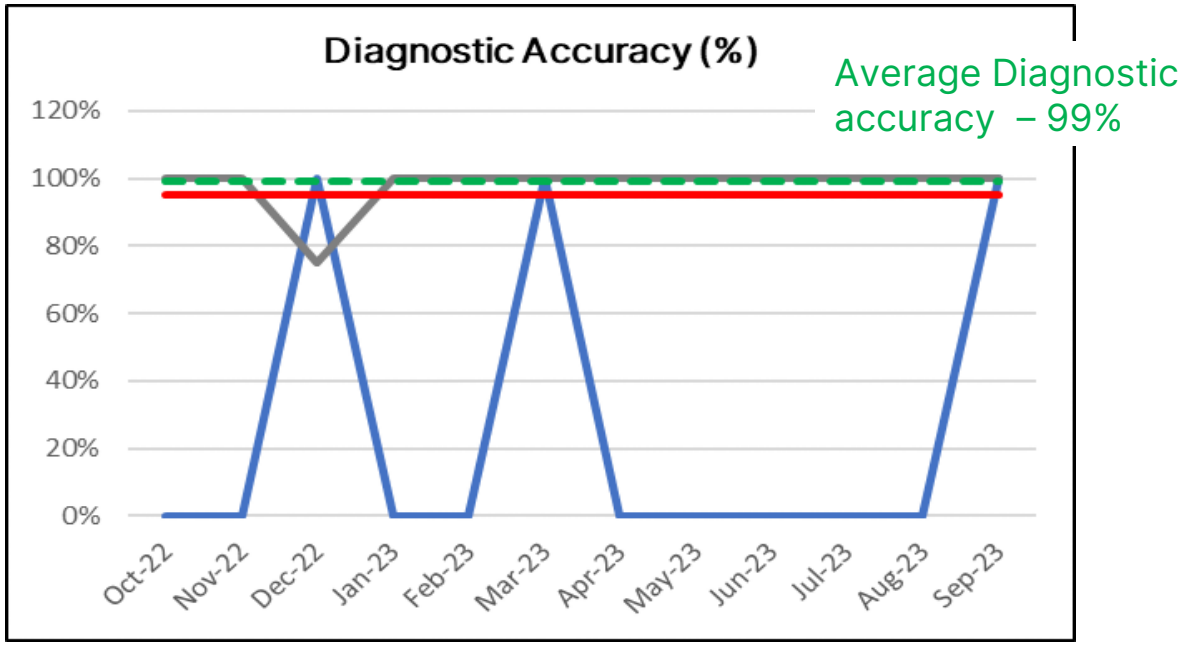


Average Technical Faults Per Equipment - 0.04

KONE 24/7 Connected Service consistently outperforms JTC benchmarks







Proven benefits after 4+ years of collaboration with JTC

PEACE OF MIND

With round the clock monitoring we can cut the risk of elevator entrapments by 40% and keep everything running smoothly around the clock.

EFFECTIVE BUILDING MANAGEMENT

Preventive maintenance saves you time, provides you with all the data you need, and cuts the facility managers' workload.

BETTER BUSINESS

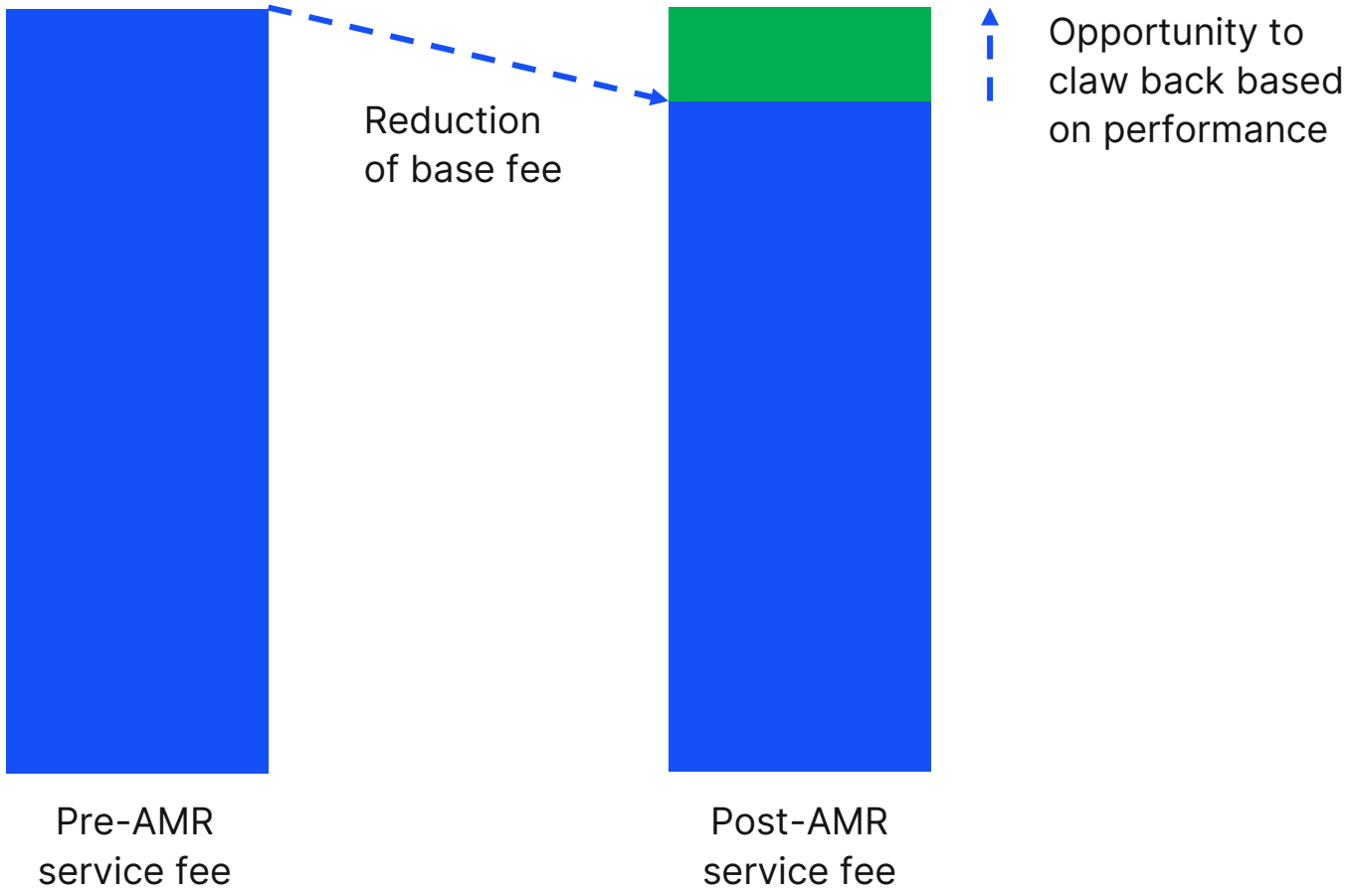
Addressing potential problems early results in longer-lasting equipment and fewer costly faults, and enables you to plan ahead with confidence

40%
FEWER BREAKDOWNS

30%
FASTER FAULT RESTORATION

99%
PREDICTION ACCURACY

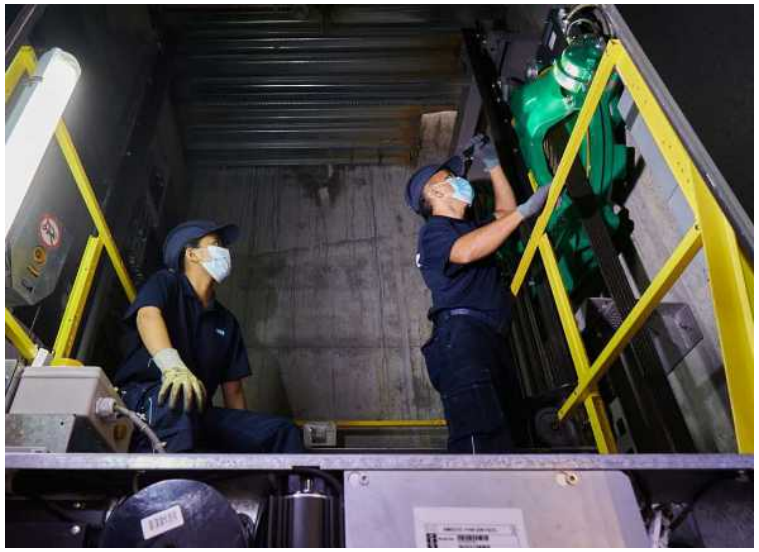
Collaborative performance-based contracts with JTC



Learnings from JTC partnership and customer engagements

Current condition and desired performance

- Current state of equipment
- Existing and projected usage level
- Desired performance level



Performance based collaborative contracts

- KPIs
- Pricing
- Contract type
- Tenure

Operating model design should be a priority

- Closed-loop operating model
- Process changes

KONE
Maintaining
every moment
Dedicated to
People Flow™