

OTIS SIGNATURE SERVICE®

# Service is our signature

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**OTIS**



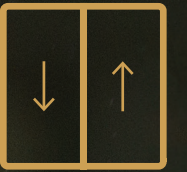


# We keep the world moving

As the world's largest elevator and escalator service provider, Otis is focused on keeping the world moving. Not only did we invent the safety elevator, we revolutionized its care. It was Charles Otis who gave his personal commitment to quality and customer service, handwriting our first maintenance contract and signing his name to it in 1861.

Today, we're doubling down on his promise of personalized service and how we deliver it through our local service teams. We're harnessing emerging technology and the internet of things to deliver the personalized experience people know and want in today's digital age. Our teams are smarter, our customers are more informed and our equipment is more efficient. At the same time, passengers enjoy the safety and comfort we've been known for all these years. It's modern intelligence to support a legacy of personal touch.

Our name is Otis – and service is our signature.



**2 MILLION**  
units under contract



**2 BILLION**  
passengers per day



**200**  
countries and territories



**30,000+**  
trained mechanics



**30+**  
years remote  
elevator monitoring



# Investing in your future

Every day, our teams roll up their sleeves to keep two billion people on the move. They wear the Otis logo as a badge of honor and see your building as their own. Now armed with mobile tools, each one is empowered to eliminate repeat problems, avoid shut down units, build stronger customer communication and, above all, keep employees and passengers safely on the move.

## SMART MAINTENANCE PLANNING

Service is designed for your specific environment. We analyze your equipment's physical characteristics and performance to inform mechanics as needs change and new codes apply. It's our job to deliver maximum uptime and safe, comfortable rides for your passengers.



## + HIGHLY TRAINED MECHANICS

We put safety first and provide continuous training to ensure quality service and maximum uptime for Otis and non-Otis equipment alike.

## + SERVICE TOOLS

Proprietary service apps allow your mechanic to diagnose equipment health, order parts and generate maintenance reports instantly.

## + GLOBAL NETWORK

No matter your location, our global supply chain and local distribution sites ensure that stocked parts are processed and shipped usually next day.

## + 24/7 SUPPORT

Whether you have questions about contracts, invoicing, maintenance, equipment or passenger support, you can call or click to chat with a service representative at any time.



# Customized approach

Smarter service is not just about moving efficiently; it's about a better day-to-day experience – for you and for everyone who passes through your building. Whether you need real-time updates, a capital plan for the future or just the sense of security that everything is running smoothly, we'll design a unique set of services to give you peace of mind.



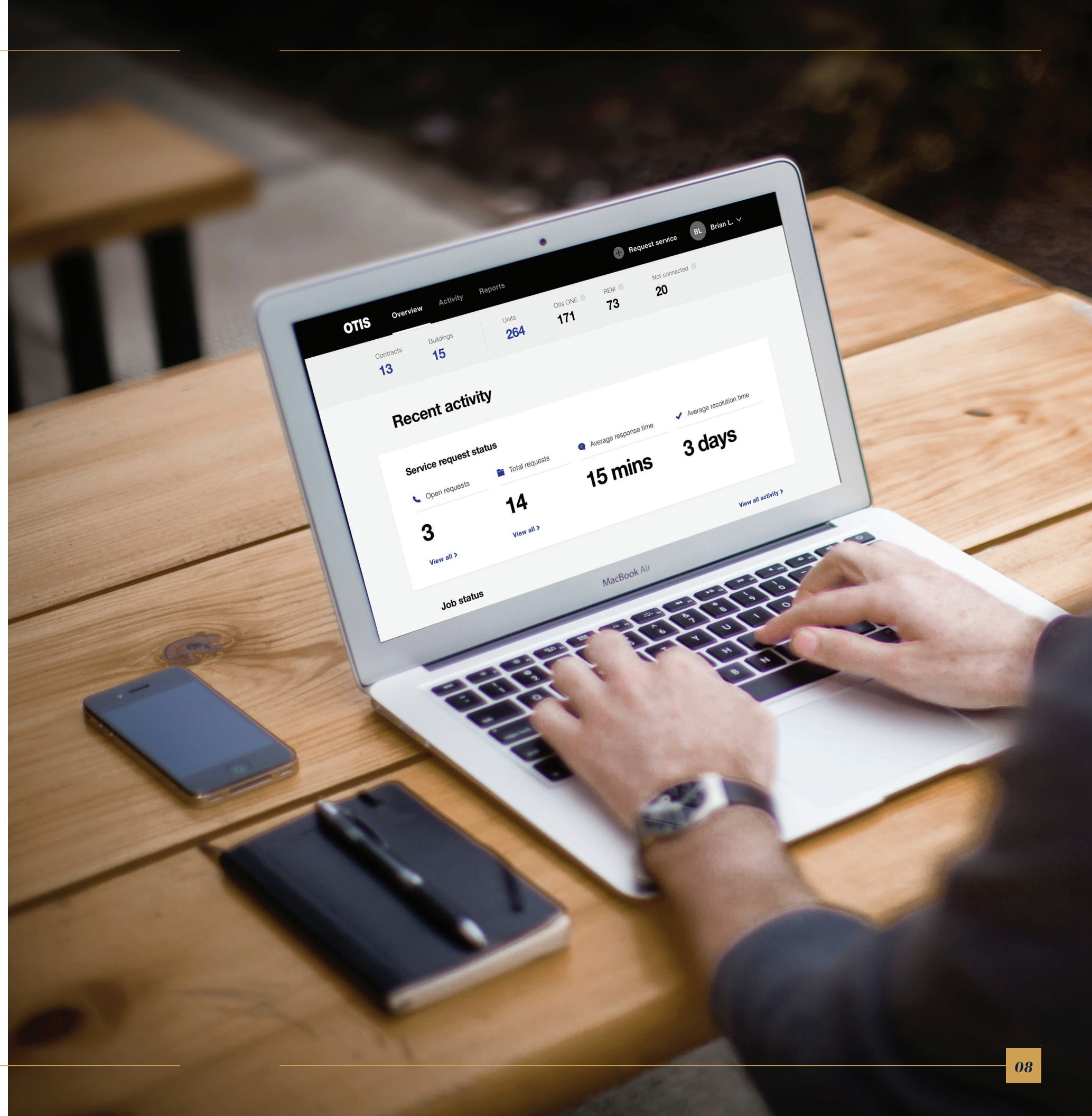
- + PERSONALIZED CONTRACTS**  
We offer flexible options for maintenance and connectivity. We'll help you define your needs and design the right service package in an easy-to-read format.
- + CUSTOM NOTIFICATIONS**  
Set your communication preferences by type (mechanic en route, maintenance work completed, etc.) and by delivery method (via text, email, etc.) right from your customer portal.
- + EVENT ALERTS**  
We continually monitor your account to alert you about important events like new building regulations, capital planning preparation or an upcoming account renewal.
- + CAPITAL PLANNER**  
We tailor recommendations based on your elevator type, age, usage and environment so you can budget for future upgrades, increasing the lifetime and value of your units.



# Information on demand

You need peace of mind and a hassle-free daily experience with your elevators. So we provide you with instant access to all of your account and service information via an intuitive customer portal. Find out when your mechanic is arriving, what work is completed and review performance trends over time.

- +
**EQUIPMENT SURVEY REPORT**  
 We audit your equipment for peak performance and send you a follow-up report when necessary maintenance is complete.
- +
**HEALTH REPORTS**  
 Monthly email reports summarize key metrics about your equipment health.
- +
**CAMPUS VIEW**  
 View the real-time health status of every unit in your portfolio on a single map.
- +
**API INTEGRATION**  
 Seamlessly connect the data stored in the Otis cloud to your existing building management applications.





# Turning data into action

The future of service is a move towards predictive maintenance to address issues before they occur. We're investing in tools and technology that not only ensure your systems are up and running more often, but also deliver faster service, cost benefits to your business and a better experience for your riders.



#### INFORMED REPAIRS

Service apps alert mechanics to fault information and parts needed before they arrive, and provide resolution suggestions to support a faster return to service.



#### WE'LL NOTIFY YOU

Advanced monitoring tracks your elevator health 24/7 so we can dispatch a mechanic and notify you first if there's a problem.



#### PASSENGER ALERT

Elevator sensors detect occupants in case of a shutdown and automatically connect them to OTISLINE® representatives to make sure riders are safe and avoid undue stress.

#### POWERED BY OTIS ONE™

Our connected IoT solution combines deep analytics and machine learning to predict service needs sooner.



#### GATHER

We collect machine data directly from your equipment via smart sensor technology.



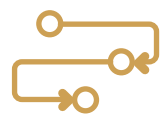
#### TRANSFER

Secure data is sent wirelessly to our cloud in real time.



#### ANALYZE

Machine learning and big data analytics produce unit-specific insights.



#### DELIVER

Digital tools empower service teams to deliver a superior customer experience.



— Otis Elevator Company is the world's leading manufacturer and maintainer of people-moving products including elevators, escalators and moving walkways. With headquarters in Farmington, Connecticut, Otis employs 68,000 people globally. Founded 165 years ago by the inventor of the safety elevator, Otis offers products and services in approximately 200 countries and territories and maintains two million elevators and escalators worldwide. For more information, visit [www.otis.com](http://www.otis.com) or follow Otis on LinkedIn, YouTube and as @OtisElevatorCo on Twitter, Facebook and Instagram.