



# OTIS

## SERVICE

We keep you moving.



# Keeping the heart of urban life beating.

Movement. People in constant motion through buildings, through cities, may be what most defines our world today. It's the very heart of urban life. Your building is part of that life, and its elevators and escalators are vital systems. Without them, life in your building slows or even stops.

Otis Service™ knows just how important it is to keep that heart beating. That's why, from the experience and training of our people to our innovative tools and global resources, our entire workforce is dedicated to just one thing. Keeping you moving.

## Performance

We enable maximum productivity by ensuring your equipment is performing at its absolute best.

## Commitment

Our focus on exceeding expectations empowers our dedicated employees to deliver service excellence.

## Innovation

We continually improve ourselves and our products, and strive to make your passengers' next ride better than their last.

## Leadership

We are the world's local service provider and a leader in safety and reliability.



# Performance

From our highly trained people to our industry-leading expertise, Otis Service has the tools and solutions to keep any building running smoothly. Our 24/7 call center and global service network ensure that we'll be there wherever and whenever you need us. And specialized training on both Otis and non-Otis equipment and an extensive parts inventory mean we'll know exactly what you need when we get there.

## OTISLINE® Call Center

Any time you need us, Otis Service is here. OTISLINE® is manned 24/7, 365 days a year with Otis-trained operators ready to respond to any request. With a history of your equipment at their fingertips, they will quickly dispatch the appropriate mechanic with the right tools to your location. The operators will stay with your request until it's completed, tracking each request to ensure our response meets your expectation.

## Extensive Parts Inventory

Just as important as local mechanics is our global parts network. With locations in every region and an extensive inventory of both Otis and non-Otis parts, we can minimize your downtime with our expedited parts delivery. Most in-stock parts ordered by the close of business can be on the jobsite the next day with our priority delivery.

## Extensive Service Network

Wherever you have an elevator or escalator, Otis has service. With the most comprehensive service network, we can respond quickly to any need and provide consistent service to all your locations across the globe.





# Commitment

We work as hard at being your first choice in service as we do enhancing the performance and safety of your equipment. Our flexibility and transparency ensure that you know exactly what service we are providing and what the best options are for your building. From planning improvements to mobile performance updates, we're with you every step of the way.

## Customer Commitments

Some things are so obvious you might not think to say them. But when they are as important to us as our commitment to unparalleled service, you put them in writing. That's our 8 Commitments, and they cover everything from our unwavering dedication to safety and communication to our determination to deliver the finest service with a smile.

## Customer Defenders

At Otis Service, if we don't get it right, we'll make it right. To make sure that happens every time, Otis has specially trained customer defenders. They advocate on your behalf, making sure your problem is resolved. They also follow up on your behalf so you can get back to doing your job.

## Asset Planning

If it's time to modernize your equipment, Otis can work with you to make sure it gets done with the least disruption to your schedule – and your budget. Our consultants will work with you to maximize the value of your assets and put together a proposal that works for you.



# Innovation

As cities and buildings change, so do we. We're continually developing new and innovative tools that provide quicker response and increased uptime. And from personalization to modernization, we continue to find ways to deliver a better ride for your passengers and increased efficiency for you.

## Otis Elite® Service

With Otis Elite® Service, you get our best at your fingertips. It starts with our Otis Elite® Service engineers that can analyze and in some instances even adjust your equipment. They can resolve issues before passengers are even aware there has been an interruption of service. It gives you peace of mind with guaranteed uptime and guaranteed response times. And it extends to everyday operation of your equipment by giving you the ability to easily customize key aspects of your elevators, such as the door opening and closing speeds at each landing.

## Gen2® MOD

While many Otis elevators perform flawlessly year after year, technology has advanced. Our Gen2® elevators with ReGen® drives use up to 75% less energy than conventional elevators, take up much less space and require less cooling and lubrication. Combined with LED lighting and standby modes, replacing an older elevator with Gen2® MOD can save significant energy and give your passengers a smoother, quieter ride.

## eService Mobile

First in the industry, our eService mobile app puts complete information about your elevator in your hand. In addition to contact and scheduling tools, you can see how your equipment is performing anywhere, any time.





# Leadership

Wherever you are in the world, Otis is perfectly positioned to keep you moving. We have the efficiencies and reach of a global organization, but our extensive local service network means an experienced Otis mechanic is never far away. And it's all backed by our 160-year history and our unwavering commitment to safety and reliability.

## Safety First

We put people first. The safety of our employees and the riding public is our paramount concern. Known for inventing the safety elevator, we keep safety at the core of all we do. From self-audit to hazard scans, and from sales to mechanics, we don't compromise on safety.

## 160 Years of Experience

No one has more experience than the industry leader, Otis. The pioneer, we are still the leader, with many of the world's most recognizable buildings under contract. As the world continues to urbanize, our technologies and tools keep people and the world moving forward.

## Number One Global Service Provider

With almost 2 million units covered by Otis Service and 160 years of experience, we're not only the most experienced but also the most extensive service network in the world. Wherever you are, we – and our industry-leading expertise – are nearby.





**“Providing a consistently high level of service with a cost-effective approach is critical in the facility management industry. This is why we have come to rely on Otis as a key partner in the servicing of our elevators and escalators. Their ability to innovate the customer experience and focus on improving efficiencies is directly aligned with how we add value to our clients and tenants.”**

*- Brian J. Dolan, Senior Managing Director, Cushman & Wakefield*





The performance we can deliver, the intelligence of our solutions, our commitment on your behalf and our global leadership all work together to help you reach just one goal: to keep moving.

Movement is how business gets done, how progress is made.

It's the heart of urban life – and we keep it beating.





**Otis Elevator Company** is the world's leading manufacturer and maintainer of people-moving products including elevators, escalators and moving walkways.

Founded more than 160 years ago by the inventor of the safety elevator, Otis offers products and services through its companies in more than 200 countries and territories, and maintains more than 1.8 million elevators and escalators worldwide.

Otis is a part of UTC Building & Industrial Systems, a unit of United Technologies Corp., a leading provider to the aerospace and building systems industries worldwide. For more information, visit [www.otis.com](http://www.otis.com) or follow @OtisElevatorCo on Twitter.

