

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 or follow @OtisElevatorCo on Twitter.

OFFICES:

Head Office & Western Region (Mumbai Operations):
Otis Elevator Company (India) Ltd.,
9th Floor, Magnus Tower,
MindSpace, Link Road,
Malad (West), Mumbai - 400 064.
Tel.: 022 - 2844 9700 / 6679 5151,
Email: response@otis.com

Eastern Region:
Bengal Intelligent Park,
Building-Delta, 4th floor,
Block EP & GP, Sector V, Salt Lake
Electronics Complex,
Kolkata - 700091.
Tel.: 033 - 40524343 / 40524300 /
40524301

Northern Region:
271 & 272, Aggarwal Cyber Plaza-II,
C-7, Netaji Subash Place,
Pitampura, New Delhi - 110034.
Tel.: 011 - 46069000 / 46069211 /
46069100

Southern Region:
Otis House, MK Towers,
27, Langford Road, Shanti Nagar,
Bangalore - 560025.
Tel.: 080 - 22111190, 40314500

Western Region - Area Operations:
1st Floor, Amar Synergy Building,
Next to Vijay Sales & Sadhu Vaswani
Chowk, Near Pune Railway Station,
Pune - 411001.
Tel.: 020 - 67045100

MANUFACTURING:

Bengaluru:
No.92, Kiadb Industrial Estate,
Phase II, Jigani Industrial Area,
Anekal Taluk, Bangalore - 560105.
Tel.: 080 - 782 5401 / 5402 / 5403
Email: response@otis.com

SERVICE CENTRES:

Western Region:
Mumbai, Navi Mumbai,
Thane, Nashik.

Eastern Region:
Agartala, Angul, Bhubaneswar,
Bokaro, Dhanbad, Durgapur,
Guwahati, Jamshedpur,
Jhadsuguda, Kahalagaon, Kolkata,
Patna, Ranchi, Shillong, Siliguri.

Northern Region:
Agra, Aligarh, Allahabad, Amritsar,
Bareilly, Chandigarh, Dehradun,
Ghaziabad, Gurgaon, Gwalior,
Haridwar, Jalandhar, Jaipur, Jodhpur,
Jammu, Kanpur, Kota, Ludhiana,
Lucknow, Meerut, Moradabad,
New Delhi, Noida, Rohtak, Shimla,
Shaktinagar, Sonebhadra, Srinagar,
Udaipur, Varanasi.

Southern Region:
Bengaluru, Calicut, Chennai,
Coimbatore, Ernakulam, Erode,
Hubli, Hyderabad, Kaiga, Kottayam,
Madurai, Mangalore, Mysore,
Ootakamund, Pondicherry,
Quilon, Ramagundam, Salem,
Thiruvananthapuram, Thirunelveli,
Trichy, Trichur, Vellore, Vijaywada,
Vishakapatnam.

Western Region - Area Operations:
Ahmedabad, Ankleshwar,
Aurangabad, Bhopal, Goa, Indore,
Jabalpur, Kolhapur, Korba, Nagpur,
Pune, Rajkot, Raipur, Solapur, Surat,
Vadodara, Valsad.



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.

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 service, Otis Service has the tools and solutions to keep any building's elevators and escalators running smoothly. Our 24/7 call center and global service network ensure that we'll be there whenever you need us. And specialized training on our 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 elevator and escalator related service request. With a history of your equipment at their fingertips, they will quickly dispatch the appropriate mechanic with the right tools to your location.

Extensive Parts Inventory

Just as important as local mechanics is our global parts network. Our national service parts warehouse is supported by the worldwide Otis supply chain. It stocks a comprehensive range of spare parts all of which are thoroughly tested. Centralized purchase ensures supply of genuine spares with high safety & quality standards. A competent engineering team ensures the right spares for the job.

Extensive Service Network

Wherever you have an elevator or escalator, Otis has service. With the most comprehensive service network, consisting of over 80 centers spread across approximately 300 towns and cities, we can respond quickly to any need and provide consistent service to all your locations across India.

Technologically Driven

As the world's largest service provider for elevators, we are committed to making service to our customers easier and faster with the help of technology. Otis' global presence allows us to apply collective knowledge, best practices and benchmarks from around the world. It keeps us at the forefront of technological innovations and engineering challenges.

Remote Elevator Monitoring (REM®) System allows 24*7 monitoring of your elevator, connected online with OTIS-line.

eService provides round-the-clock access to elevator information about service requests.





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.

Customer Commitments

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.

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 consultant will work with you to maximize the value of your assets and put together a proposal that works for you.



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.

First in India

Otis' roots in India go back to 1892 when it installed the country's first elevator at the Raj Bhawan at Kolkata which still runs today. As India continues to transform year after year, decade after decade, our technologies keep Indians moving forward.

Global Perspective, Local Service

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. Being in India for over 60 years also means that we have the largest maintenance portfolio in India. This means you can surely count on our industry-leading expertise.



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.

