

Otis Integrated Dispatch™

DATA SHEET FOR SERVICE ROBOT PROVIDERS



GET MORE DONE IN THE BUILDING

Hospitals, hotels, commercial businesses and others are turning to Service Robots to enhance the customer experience, offer safe solutions and improve productivity for their employees – and Otis is making it easier for these robots to move autonomously through their buildings.

Otis Integrated Dispatch™ is a cloud-based API solution for integrating Service Robots with elevators.

Features and Benefits

INSTALL QUICKLY

Otis Integrated Dispatch™ is a cloud-based solution. No hard-wired integration with the elevator is needed – allowing it to be installed in a fraction of the time.

REDUCE TIME ON-SITE

Our API sandbox environment allows Service Robot providers to test and configure robots for elevator use before deployment on-site and may even eliminate the need to install their own integration hardware.

MAINTAIN PRODUCTIVITY

Our subscription plans come with a backup elevator integration as standard. If the primary elevator is not available, the Service Robot can switch to the backup and keep going.

OPTIMIZED ENTRY/EXIT

Elevator door open/close times can be adjusted to each Service Robot's travel speed to help it easily move in and out of the elevator on first attempt.

IMPROVE ROBOT EFFICIENCY

Our solution transmits real-time elevator status data to the Service Robot – helping it operate more efficiently.

PRIORITIZE CYBERSECURITY

All API communication is over an encrypted channel. All stored data is encrypted at rest. We work closely with our internal cybersecurity team to ensure high levels of end-to-end security and rapid response to newly discovered security vulnerabilities.

ENHANCE CONNECTIVITY

Our cloud infrastructure is designed for global deployment, with built-in geo-redundancy for fast and effective communication between Service Robots and elevators.

AUTOMATED MONITORING

Otis Integrated Dispatch's automated, real-time monitoring and issue diagnostic tools help resolve network connectivity issues quickly.

UPCOMING FEATURES

Our roadmap for near-term enhancements is focused on deeper dispatch integration, with features designed to meet the needs within the building. Future features are expected to include:

LOAD-FACTOR INTEGRATION

For Service Robots designed to travel with passengers, load-factor settings are utilized to ensure the dispatched elevator will have room for the robot to board safely and successfully.

VIP CALL INTEGRATION

For Service Robots that need to travel alone or execute a high-priority or time-sensitive task, VIP calls are utilized to ensure the exclusive use of the elevator.

AVAILABLE APIS

- Place a Hall Call
- Place a Car Call
- Place a Destination Call
- Get Car & Door Info: Car Position, Direction of Travel, Load, Door Status, Car Mode
- Metadata about the building and elevators
- Authentication

API SECURITY

- API Protocol: Secure Websockets
- Encryption: TLS 1.2, Data encryption at rest and in transit
- Client Authentication: Via client-id & client-secret
- Authorization: OAuth 2.0 – client credentials flow
- Traffic Throttling: None

GET STARTED

- Sign up for an Otis developer account at <https://developers.otis.com/signup>
- View the API documentation
- Subscribe to the API product to request sandbox access
- A subscription key will be required for further operations

CONTACT US

For customer support email us at support-oid@otis.com
For sales enquiries email us at sales-oid@otis.com

OTIS

Learn more at developers.otis.com

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