Otis ONE™

Otis ONE™ is an Internet of Things (IoT) platform that helps increase elevator uptime and drive operational efficiencies with the use of connected technologies and cloud-based applications.

Your elevators are connected to the Otis cloud where data is collected and analysed. Continuous monitoring of elevator performance drives pre-emptive service so mechanics can perform repairs before the elevator shuts down to improve uptime.
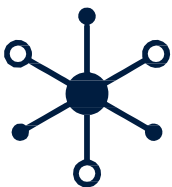
Our primary goal is to minimize disruption in your day. With "heartbeat" monitoring, we track the pulse of your equipment, so you don't have to worry about a shutdown or even pick up the phone.
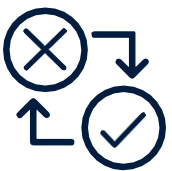
Transparent Information

The customer portal provides real-time dashboards, health reports, and performance information for all of your elevators. View an overview of your entire portfolio or drill down to individual cars. Maintenance reports and   service call details are all stored in a centralized location for review and export.

Proactive Communication

Otis ONE helps minimize service disruptions with active monitoring of all of your connected elevators. With "heartbeat" monitoring, we track the pulse of your equipment to increase uptime and we'll notify you if there is an issue.
Mechanics resolve the issue faster when they are provided fault information and come prepared with the required parts and equipment.

Predictive Insights

Deep data interpretation and analysis generates early insights into the future performance of connected units and helps to avoid unplanned shutdowns and prolongs life of elevator equipment. Fewer interruptions in elevator service improves traffic flow and increases passenger satisfaction.
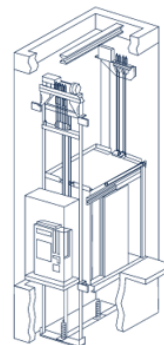
Benefits

- ⊕ Eliminate surprises
- ⊕ Minimize disruptions in your day
- ⊕ Access real-time information
- ⊕ Turn data into action
- ⊕ Receive information on demand
- ⊕ View your entire portfolio

Otis ONE™ Packages

We have 3 **Otis ONE™** packages for your consideration.

Otis ONE™ Prime

- State-of-the-art Iot Functionality
- Elevator diagnostics and data analytics - "Elevator Heartbeat"
- Real-time health status of every unit in your portfolio on a single map.
- Real Time Alerts and Status Reports
- 24/7 Advanced Lift Monitoring
- Transparent View of Elevator Performance 24/7.
- Predictive Maintenance Helps Increase Uptime and Reduce Service Disruptions
- API Integration - connect the Otis data to your existing building management system.

Floor 2

Heartbeat 4313
Checks in the last 24 hours

Otis ONE™ Plus

- State-of-the-art Iot Functionality
- Elevator diagnostics and data analytics - "Elevator Heartbeat"
- Real-time health status of every unit in your portfolio on a single map.
- Real Time Alerts and Status Reports
- 24/7 Advanced Lift Monitoring
- Transparent View of Elevator Performance 24/7.
- Predictive Maintenance Helps Increase Uptime and Reduce Service Disruptions.
- Emergency communication provides passenger reassurance.
- Otis ONE™ Expert with remote intervention Capability allows for increased uptime and overall improved elevator performance.
- API Integration - connect the Otis data to your existing building management system.
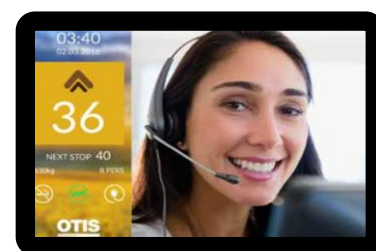
0 EXPERT COLLABORATION

0 REMOTE INTERVENTION

Otis ONE™ Pro

- State-of-the-art Iot Functionality
- Elevator diagnostics and data analytics - "Elevator Heartbeat"
- Real-time health status of every unit in your portfolio on a single map.
- Real Time Alerts and Status Reports
- 24/7 Advanced Lift Monitoring
- Transparent View of Elevator Performance 24/7.
- Predictive Maintenance Helps Increase Uptime and Reduce Service Disruptions
- Emergency communication provides passenger reassurance
- Otis ONE™ Expert with remote intervention Capability allows for increased uptime and overall improved elevator performance.
- eView screen with personal live video with our customer care centre and customized media communications.
- API Integration - connect the Otis data to your existing building management system.

Otis ONE™ Tech Specification

	Transparent Information	PRIME	PLUS	PRO
REAL-TIME TRANSPARENT INFORMATION	Access to Otis Customer Portal	◆	◆	◆
	Service activities (maintenance visits, repairs)	◆	◆	◆
	Customized reports & dashboards	◆	◆	◆
	Campus View - Realtime info and Map View	◆	◆	◆
	Car positioning & direction	◆	◆	◆
BUSINESS CONTINUITY THROUGH PROACTIVE COMMUNICATION & PREDICTIVE INSIGHTS	24/7 Monitoring and Elevator Health (Heartbeat)	◆	◆	◆
	Realtime for events - shutdown/in service	◆	◆	◆
	Informed repairs for quick fix	◆	◆	◆
	Remote mechanic dispatch before you know it	◆	◆	◆
	Proactive maintenance and predictive insights	◆	◆	◆
	Realtime status reports and summary reports	◆	◆	◆
	IoT ready	◆	◆	◆
FAST RELIABLE REMOTE SERVICES	Remote Maintenance and live test		◆	◆
	Remote Disentrapment & Diagnosis		◆	◆
	Personalised Remote Lift Operations		◆	◆
REASSURED AND INFORMED PASSENGERS	Quality emergency in-car communication		◆	◆
	Comforting emergency calls with video communication			◆
	Infotainment and customizable marketing communications			◆
	Content management in Otis Customer Portal			◯
CONNECTION TO CUSTOMER APPLICATIONS	Otis API Platform access	Access to Otis Developer Portal (APIs) ◯		
	Your own personal button on your smartphone	Remote Elevator Call (Otis eCall)		
	Manage elevators real-time onsite	Otis Elevator Management System (Otis EMS) ◯		

◯ Option   ◆ Otis Only Equipment   ◆ Inc ALL Equipment

OTIS