



Otis' eService is a powerful communication tool giving you control and flexibility in the performance and maintenance of your building's equipment. With Otis, you can also be confident about the high quality of your equipment's maintenance via our reporting accountability. eService provides convenient 24/7 access to the information you want – anytime.

Benefits



24/7 ONLINE ACCESS



CUSTOMISED MONTHLY REPORTS



CONTROL AND CONFIDENCE



ON-CALL COMMUNICATION



PERFORMANCE DETAILS MOBILITY

Features

Comprehensive Reports

eService is Otis' on-line reporting system that gives you access to important information about your elevator and escalator equipment as well as the ability to place and track service calls 24/7. This system is live and updated in real-time, providing accountability of our service delivery to you.

Information at your Convenience

Information of your Service Request will be routinely updated and made available in eService.

Calculated Reports, such as Availability and Service Request Trend, are available on the first day of each month. Users of eService can get selected reports emailed to them on a set date each month.

Exclusive Access

For customers with an Otis Service Agreement, eService can be accessed via otis.com. Otis' security procedures ensure only those authorised to view your building's service history have access to that information. Access can be obtained by contacting your Otis Service Account Representative or by following the registration steps via our website.

Performance Reports

eService is user-friendly and produces a wide range of detailed graphical reports. At Otis, we aim to help you manage your assets more conveniently, we understand that monthly or quarterly reporting is a key requirement for many of our customers. With eService, information on the following is only a mouse click away:

- Availability;
- Service Request Trend;
- Closed Service Requests;
- Average Time Between Service;
- Interruptions;
- Completed maintenance Procedures per unit/quarter;
- Completed Maintenance Visits;
- Unit Summary;
- Response Time Report;
- Emergency / Entrapment;
- Service Request History; and
- myBuilding Report.

Mobile

Time-saving tools designed to keep you up-to-date on the status of your equipment wherever you are.

Find out more about Otis eService

Visit au.eservice.otis.com to experience the new eService customer interface.

