

OTIS ONE™

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# Personalize your service experience

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**OTIS**



# Solutions built for your world

Today's connected technology is allowing personalization and real-time information in nearly every facet of our daily lives. Why should your elevator service experience be any different?

With Otis ONE, we're building on our foundation of historic data and leveraging the internet of things to take our intelligence to the next level and suit your individual needs.

Data is now collected automatically and interpreted in the cloud via big data analytics. These insights not only provide continuous visibility of your units but also form predictive algorithms that improve overall performance.

So whether you have a single elevator or an entire portfolio, you belong to a connected network that keeps you moving like never before.

Faster response, more-informed decisions and stronger relationships between you and your dedicated Otis team.

**This is Otis ONE.**



## TRANSPARENT

Clear communication and personalized tools deliver greater visibility.



## PROACTIVE

Data-enabled teams improve response time and increase uptime.



## PREDICTIVE

Deep data and early insights help to avoid unplanned shutdowns.



## SUPPORTED

IoT and our digital ecosystem are powering our Signature Service promise.

# Information on demand

Important questions deserve quick answers, and we've made instant access a priority. Our exclusive Otis ONE portal is updated in real time so you can track service delivery, view equipment data and communicate with your extended service team on demand.



**+ REAL-TIME DASHBOARDS**  
Equipment health, service calls and account updates are organized in easy-to-read graphical dashboards and assess elevator health in less than 5 minutes.

**+ HEALTH REPORTS**  
Monthly email reports summarize key metrics about your equipment health.

**+ PERSONALIZED NOTIFICATIONS**  
Select when and how you'd like to receive updates—via email, text message or on the Customer Portal.

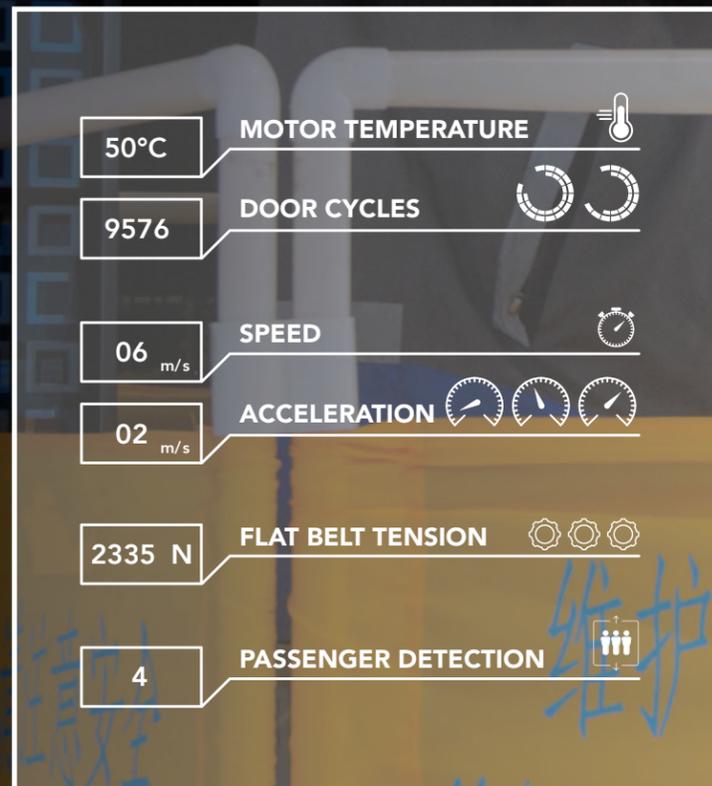
**+ PERFORMANCE INFORMATION**  
Track usage by floor, by day or by hour to see how your equipment is being used.

**+ CAMPUS VIEW**  
View the real-time health status of every unit in your portfolio on a single map.

**+ API INTEGRATION**  
Access data stored in the Otis cloud from your existing building management applications.

# Turning data into action

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. We communicate issues early and provide a clear repair schedule so you can inform your tenants and keep everyone’s day right on track.



- +
**24/7 ACTIVE MONITORING**  
 Real-time elevator status and proactive monitoring ensure you stay up and running or we'll notify you first.
- +
**INFORMED REPAIRS**  
 Service requests are closed sooner with automatic alerts that provide mechanics accurate fault information and the parts needed before they arrive at your building.
- +
**QUICKER RESOLUTION**  
 Mobile field apps give mechanics resolution suggestions based on analytics and historic insights to support a faster return to service.
- +
**PASSENGER ALERT**  
 Elevator sensors detect occupants in case of a shutdown and auto-notify OTISLINE® representatives to reach out via real-time communication so riders avoid undue stress.
- +
**EVIEW™ FOR EMERGENCIES**  
 The in-cab display connects passengers with OTISLINE via video chat to provide greater peace of mind in an emergency.

维护中, 请注意安全

Maintenance In Progress, Caution Danger!

# Eliminating surprises

Whether you have a dozen tenants or thousands traveling through your building, every elevator journey sends a message. Is your equipment healthy? Which floors are busiest? When will you need service and how long before it's time to upgrade? Predictive data helps you benchmark your performance, reduce unplanned shutdowns and prolong your investment in the future.

- + BIG DATA ANALYTICS**  
 30+ years of remote monitoring experience and aggregated data from 300,000 connected units provide highly accurate and specific trends to predict unit performance.
- + PREDICTIVE MAINTENANCE**  
 Predictive algorithms indicate when elevator component health degrades below certain thresholds so mechanics can perform repairs before a service request occurs.
- + UPGRADE PLANNER**  
 Recommendations are tailored based on similar elevator type and age to help you plan and budget for future capital expenses, increasing the lifetime and value of your investment.



# Ready for tomorrow and beyond

## NEW PREDICTIVE MODELS

Expand capabilities of non-Otis models or add more sensor packs for enriched data access to eliminate common shutdowns.

## ADD-ONS

Customize your Otis ONE package with new digital services like eView and eCall to enhance the passenger experience.

## OVER-THE-AIR UPDATES

Download new options and upgrades via automatic software updates that don't require local IT department resources.

Like technology ecosystems before it, the Otis ONE platform is designed to evolve. Powered by the internet of things, machine learning and cloud connectivity, future updates are only a download away. And as we invest in more tools, services and functionality, you can select from a menu of add-ons that make sense for your building and needs.

Ready to experience the next era of service?  
Talk to your Otis representative or go to [Otis.com](https://www.otis.com) for more

— Otis Elevator Company is the world's leading manufacturer and maintainer of people-moving products including elevators, escalators and moving walkways. With headquarters in Farmington, Connecticut, Otis employs 680,000 people globally. Founded 165 years ago by the inventor of the safety elevator, Otis offers products and services in approximately 200 countries and territories and maintains two million elevators and escalators worldwide. For more information, visit [www.otis.com](http://www.otis.com) or follow Otis on LinkedIn, YouTube and as @OtisElevatorCo on Twitter, Facebook and Instagram.

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