

OTIS SIGNATURE SERVICE®



Signature  
Service

# Your Service Partner

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OTIS





**2 MILLION**  
units under contract



**2 BILLION**  
passengers per day



**200**  
countries and territories



**30,000+**  
trained engineers



**30+**  
years remote  
lift monitoring



## Why choose Otis

As the world's largest lift and escalator service provider, Otis is focused on keeping the world moving. Not only did we invent the safety lift, we revolutionised its care. It was Charles Otis who gave his personal commitment to quality and customer service, handwriting our first maintenance contract and signing his name to it in 1861.

Today, we're doubling down on his promise of personalised service and how we deliver it through our local service teams. We're harnessing emerging technologies and the Internet of Things (IoT) to deliver the personalised experience people know and want in today's digital age. Our teams are smarter, our customers are more informed and our equipment is more efficient. At the same time, passengers enjoy the safety and comfort we've been known for all these years. It's modern intelligence to support a legacy of personal touch.

**"TO ASSUME THE ENTIRE CHARGE  
& RESPONSIBILITY FOR THE CARE OF THE  
HOISTING EQUIPMENT AND TO GIVE IT MY  
FREQUENT PERSONAL EXAMINATION"**

*C. Otis*



**Signature  
Service**

# The Otis Difference



## **SAFETY IS OUR NO1 PRIORITY**

Safety is a core value at Otis and therefore influences everything we do. Our safety standards surpass industry guidelines, which is why our incident levels are consistently lower than the industry average. In addition, all our engineers undertake regular training and are consistently audited by third party organisations to help ensure everyone's safety.



## **ENGINEERING EXPERTISE**

Engineers are the lifeblood of our organization and the face of Otis. To provide the best possible service, we have over 400 engineers, trained to a minimum of NVQ Level 3, and located right across the UK. Furthermore, through our apprentice scheme, we train and develop a constant stream of engineers who not only gain academic and Otis specific product knowledge, but also invaluable experience via the fully qualified engineers whom they work closely with.



## **24/7 SUPPORT**

Whether you have questions about contracts, invoicing, maintenance, equipment or passenger support, you can call or click to chat with a service representative at any time.



## **SPARE PARTS SAME DAY UK SERVICE**

With a vast 80,000 components catalogued and 25,000 parts in stock, the Otis European Parts Centre can dispatch within 24 hours.



# Technology for efficiency

## CONNECT, SUPPORT AND COMPLY

We have developed a range of digital tools to provide an unsurpassed service for our customers. With this advanced technology, our engineers can monitor, diagnose issues and potentially fix your equipment remotely. Ultimately our technology will help predict issues, resulting in fewer service calls and accelerated response time.



### **SURVEY APP**

The Survey App incorporates a number of components, including the Fatality Prevention App, (FPA) and the Otis Field Survey (OFS). The Survey App is a tool used to audit our own engineers, helping to ensure the highest standards of safety and quality are consistently achieved. It also allows our engineers to survey your site effectively, highlighting any areas of concern via photos and comments, allowing us to manage your equipment more effectively.



### **TUNE APP**

Through the Tune App our engineers can assess ride quality, noise and vibration levels. The app creates a diagnostic report that informs engineers of the potential root cause and possible fixes.



### **SERVICE APP**

The Service App contains a full fault library. Plus, engineers are able to record event logs, take pictures and send any details via email. These features mean they can react on the spot, while working on your equipment, making the service process more efficient.



### **SUPPORT APP**

Our Support App connects our global network of engineers, so it becomes an extremely powerful tool to overcome any highly challenging servicing projects. The app also contains a technical library so engineers can access a wealth of information immediately while on site.



## **E SERVICE**

eService is your Otis customer portal, accessible anytime from your computer, tablet or mobile device. Use it to manage your entire lift, escalator and moving walkway portfolio. It has been designed to enable you to:

- + Stay up-to-date with your lift service history and performance data
- + Preview the latest upgrades available
- + Book an appointment or contact Otis



## **REMOTE LIFT MONITORING (REM)**

REM monitors your lifts 24 hours a day, every day of the year. This means that potential problems are prevented or addressed quickly, while safety remains uncompromised. REM can also provide passengers a voice and data link to the OTISLINE® Centre.



## **LOLER COMPLIANCE**

Only Otis help ensure your lifts are fully compliant by automatically generating work orders on our engineer's PDA from your Loler Insurance Report. As they are in the work schedule, it means any defects get addressed within the necessary timescales. Furthermore, once all the items have been closed out, you will receive a full compliance report.







# Get Connected with Otis ONE™

## OUR IoT SOLUTION

With Otis ONE, data is 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 lift 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.



### TRANSPARENT

Clear communication and personalised 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**  
See the uptime of the lift, number of runs and even what floor the lift is currently on.



- + PORTFOLIO**  
See an instant overview of all your equipment.



- + OTIS ONE VIEW**  
Real time view on equipment health.



- + HEALTH REPORTS**  
Available on your equipment whenever you need them.



- + SERVICE AND EVENTS**  
Details of maintenance and service calls.



- + BOOK A SERVICE REQUEST**  
Quick and simple using the online form.

## TURNING DATA INTO ACTION

Our primary goal is to minimise 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.

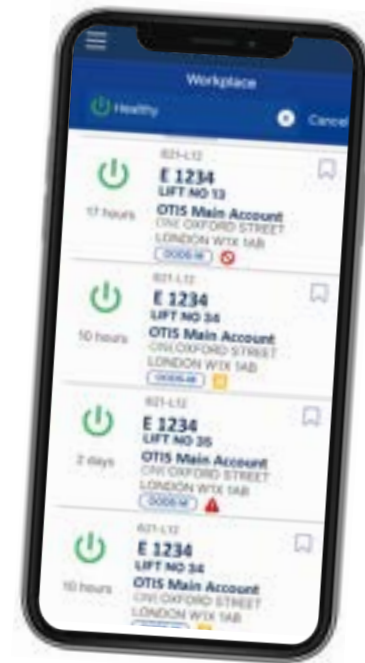
- + 24/7 ACTIVE MONITORING**  
Real-time lift status and proactive monitoring ensure you stay up and running or we’ll notify you first.

- + QUICKER RESOLUTION**  
Mobile field apps give engineers resolution suggestions based on analytics and historic insights to support a faster return to service.

- + EVIEW™ FOR EMERGENCIES**  
The in-cab display connects passengers with OTISLINE® via video chat to provide greater peace of mind in an emergency.

- + INFORMED REPAIRS**  
Service requests are closed sooner with automatic alerts that provide engineers accurate fault information and the parts needed before they arrive at your building.

- + PASSENGER ALERT**  
Lift 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.





**BASIC INFORMATION DISPLAY**

Let them know where they are and where they are going.

**NEWS, LOCAL WEATHER & SPORTS DISPLAY**

With personalised tools to deliver clear communication and greater visibility.



# Say Hello to eView™

## CONNECTING YOU TO WHAT MATTERS

eView is an elegant in-car screen designed to make your lift stand-out. It combines passenger entertainment, car indicator functionality, system monitoring and emergency call technology into one smart, stylish display. In addition, eView contains the smart sensors which connect your lift to Otis ONE™, our IoT solution. This means you also get access to our Otis ONE customer portal, receive proactive communication, predictive insights and remote intervention. See page 6 for more details.

### 1 | PASSENGER EXPERIENCE



Entertain your passengers with an enjoyable and peaceful journey



Let them know where they are and where they're going



Keep them in the know about building life

### 2 | CONNECTIVITY



Instant passenger reassurance through video with OTISLINE® agent in an instant



Say goodbye to cost and management of your current phone line



Benefit from extended IoT features and an intuitive customer portal

### 3 | PERSONALISED COMMUNICATION



Keep in touch with passengers through customised communications



Promote your own brand



Share latest videos with your audience



## CUSTOMISE THE EXPERIENCE

Communicate with your building users and use your lift.



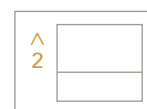
### 1 | CHOOSE

The eView in-car display automatically broadcasts national weather information and trivia.



### 2 | CUSTOMISE

Choose from two layouts and many background options to display on-screen content.



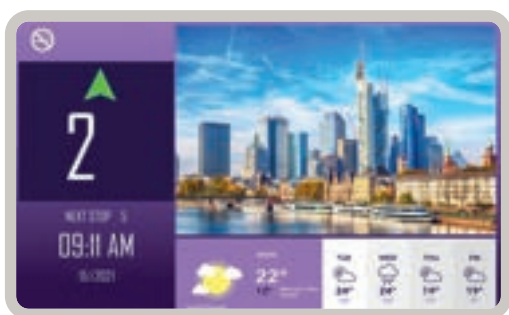
#### A - LAYOUT 1

Main screen and banner



#### B - LAYOUT 2

Main screen only



### 3 | CONNECT

Create customised messages to alert tenants and visitors.

Use playlists and calendar functionalities to show different messages and content at different times of the day.



### 4 | MANAGE

Customise and manage content through the customer portal at any time and from any device - computer, tablet or smartphone.

#### eVIEW TECHNICAL SPECIFICATIONS

Polarised surface	Glare, 3H hard-coating (surface treatment)
Connectivity	4G Gateway included (2G and 3G supported)
Emergency call	24/7 access to direct link with OTISLINE®
Compliance	Compliant with European code standards
Diagonal size	10.1 inches DH
Display area	W 216.96 mm × H 135.6 mm (active area)
Resolution	1280 × 800 (RGB pixel format)
Viewing angle	85°



# Lift and escalator contract options

Otis offers various levels of service agreement, however each can be tailored to best suit your particular requirements. For example, some of the elements you can consider are:

- +

OUT OF HOURS SERVICE
- +

INCLUSIVE OF MAJOR PARTS
- +

INCLUSIVE OF MINOR PARTS
- +

TRAPPED PASSENGER RESPONSE TIME
- +

INCLUSIVE OF BREAKDOWN ASSISTANCE LABOUR
- +

REMOTE LIFT MONITORING



COMPARE OUR SERVICE OPTIONS	SERVICE	SOLUTION	SIGNATURE SERVICE
Programmed preventative maintenance	<div></div>	<div></div>	<div></div>
Real time electronic service visit report	<div></div>	<div></div>	<div></div>
eService Customer portal	<div></div>	<div></div>	<div></div>
Customer care centre	<div></div>	<div></div>	<div></div>
Remote Lift Monitoring (REM®)	<div></div>	<div></div>	<div></div>
Trapped Passenger Response (within 1 hr)	£	<div></div>	<div></div>
Breakdown assistance labour (normal hours)	£	<div></div>	<div></div>
Breakdown assistance labour (24 hours/weekends)	£	£	<div></div>
Minor component cover	£	<div></div>	<div></div>
Major component cover	£	£	<div></div>

We realise that every building and business is different, so speak with one of our sales team about the right solution for you.

# Lift and escalator repairs

From time to time, your lift will require additional attention, outside of the service contract. As you would expect, our engineers are fully trained to carry out any lift repair work, cost effectively, ensuring your equipment is returned to full, safe service as quickly as possible. Speak with one of our sales team who will be happy to provide a quote and explain exactly what your options are.



We have over 400 fully qualified and highly trained engineers in the UK, so you are in safe hands with any required repair work. What sets Otis apart however is that all our engineers across the globe are connected via our unique service app, so should an extremely challenging situation arise with your equipment, we have over 30,000 engineers globally who could potentially offer help and advice in a matter of minutes.

To best serve our customer, repairs can be carried out outside of normal working hours in order to minimise disruption.

+

Some of the common repair issues we address are:

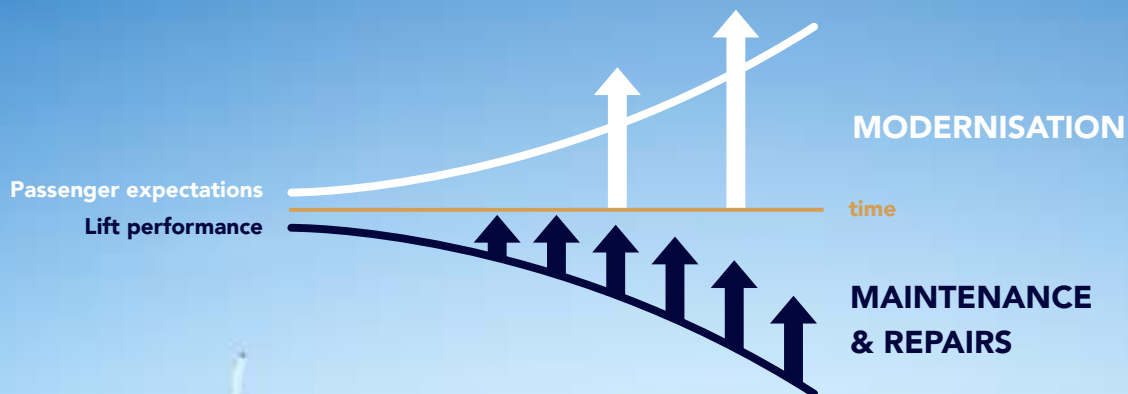
- + Controllers
- + Drives and gears
- + Door operating systems
- + Hydraulic pumps and valves
- + Operating panels
- + Pushes and displays
- + Car interiors





# Modernisation

You want your lift to be as safe, efficient and appealing as possible. Modernisation brings you these key benefits when your system is starting to lose its shine and performance, for significantly less than a new lift.





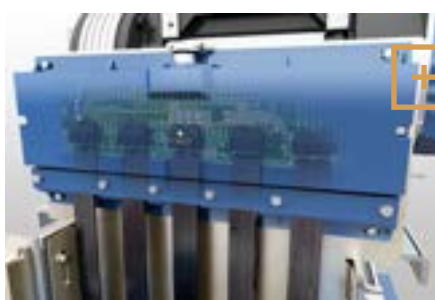
Otis brings experience and expertise as well as a full complement of innovative solutions and cutting-edge technologies to customers who look to improve performance and safety, whilst also reducing energy consumption.

## POTENTIAL MODERNISATION PROJECT EXAMPLES



### CLEAN ENERGY & EFFICIENCY

More efficient ReGen™ Drives capture energy usually wasted as heat and returns it to your building as clean power. Up to **75% more efficient** than conventional systems, and up to **40% less energy** than non-regenerative machine systems.



### SAFETY AND PEACE OF MIND

Our patented PULSE technology monitors our flat coated-steel belts 24/7, providing advance notice of belt wear by detecting the slightest weakness.



### IMPROVED STOPPING ACCURACY

Modernisation of your lift will also improve stopping accuracy, helping to improve passenger safety.



### FREE UP VALUABLE SPACE

Our innovative gearless machines mean you no longer have to have a machine room in your building, freeing up valuable space.



### REDUCE ON-GOING COSTS

Our unique flat belts are more efficient, and they last up to 3 times longer than conventional steel cables, saving your money in the long term.

# Otis keeps your world moving

At Otis we think it's important to understand the requirements and challenges of each of the sectors in which our equipment works. This enables us to tailor a service solution that perfectly matches your needs. It also ensures that costs are focused in the most critical areas for your specific sector, giving you the most value for your spend.



## COMMERCIAL

Otis have extensive experience in the commercial sector, servicing thousands of units right across the UK. We understand that it's not just about getting passengers to their destination efficiently, but also creating the right impression for potential visitors and clients. Otis can also tailor your service contract to specifically suit your commercial enterprise.



## RESIDENTIAL

As residential lifts are used throughout the day and every day of the year, we understand how important it is to minimise downtime for residents. In addition, our vast network of engineers means we can get to your site quickly, should you require.



## PUBLIC

At Otis we appreciate that the lifts and escalators in the public sector can sometimes get damaged, yet reliability is of the utmost importance. At the same time, cost is likely to be a critical factor. Due to this, we can tailor your service agreement to perfectly suit your requirements.

“ It's not just the quality of the engineers that have impressed us with Otis, but the support the engineers get from the Management Team. As a collective, they are providing us with a really high level of service. ”

Aaron Osliff | Regional Service Manager, MITIE







“ Our engineer is a pleasure to work with, plus his knowledge of the estate is extremely valuable to Liverpool ONE in helping to keep the place running efficiently. ”

Martin Sutton, Technical Services Director,  
Liverpool ONE



### INDUSTRIAL

Within an industrial building the timing of lift maintenance is often critical. Otis can provide engineers when it suits you, in order to minimise disruption. An agreement incorporating 'Major Parts' covered can also be a key benefit in this particular sector to ensure all costs are known upfront.



### INFRASTRUCTURE

The world never stops moving and neither does Otis. We can offer service solutions where engineers are located on site 24/7, meaning we can address any issues within minutes.



### LEISURE

Otis works with a number of entertainment and sports venues, where equipment is used intensively over relatively short periods. In these situations our advanced technology enables us to gain feedback on each of the units to help ensure against any issues when the equipment is called into action.



“ We have been dealing with Otis for many, many years and have always been impressed with the service received from them. Calls are logged with professional operators, responses are prompt and attended by competent and friendly engineers who will always go the extra mile, which, is very often, due to the age of my lifts. I would recommend Otis without hesitation. ”

Judith Evans, Facilities Manager, Allianz



# Otis Signature Service®

## CONTACTS & COVERAGE

### YOU CAN CONTACT US IN THE FOLLOWING WAYS:



**OTISLINE**  
**0800 181363**



**CUSTOMER  
SERVICE  
PORTAL**



**MOBILE  
APP**

OTISLINE® logs the calls, which can be found in the online customer portal, and recent activity which will appear in the customer portal and mobile app.

Please ensure you have your contract number or building ID to hand when you call us.

### UK OFFICES:



All our branches, located throughout the UK, will have sales representatives, admin teams and expert engineers associated with them, plus a network of regional and remote experts.

These employees are at the forefront of our services and we put our people, and their customer relationships at the centre of everything we do. By combining our human and digital expertise we can deliver an intelligent, personalised service that is local to your business.