



USE CASE

IoT-driven field service software for smart elevator service



Advantages of IoT integration in field service

There are a multitude of applications for IoT. These can be focused around a single sensor or device. Or they take a group of sensors into consideration which all together provide relevant information.

The Internet of Things helps service companies to offer better and proactive service. The collected data can avoid an intervention in the first place or it helps to speed up the solution when a field worker needs to be send on-site.

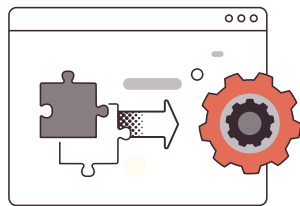
In this case IoT data provides us with the relevant details for troubleshooting such as historic analyses of data, current status before the failure or predictive information on which maintenance can be carried out.



Customer satisfaction guaranteed by IoT

The Internet of Things helps increasing customer satisfaction. Customer satisfaction is one of the primary focal areas for today's global field service teams. Elevator service companies seek to provide outstanding service to their customers as the level of satisfaction is based on the quality of their service. The use of IoT accelerates the transition from reactive to proactive service delivery; sensor data are able to predict issues allowing to take proactive measures before these turn into a failure and ultimately resulting into machine downtime and customer frustration.

Optimal resource utilization



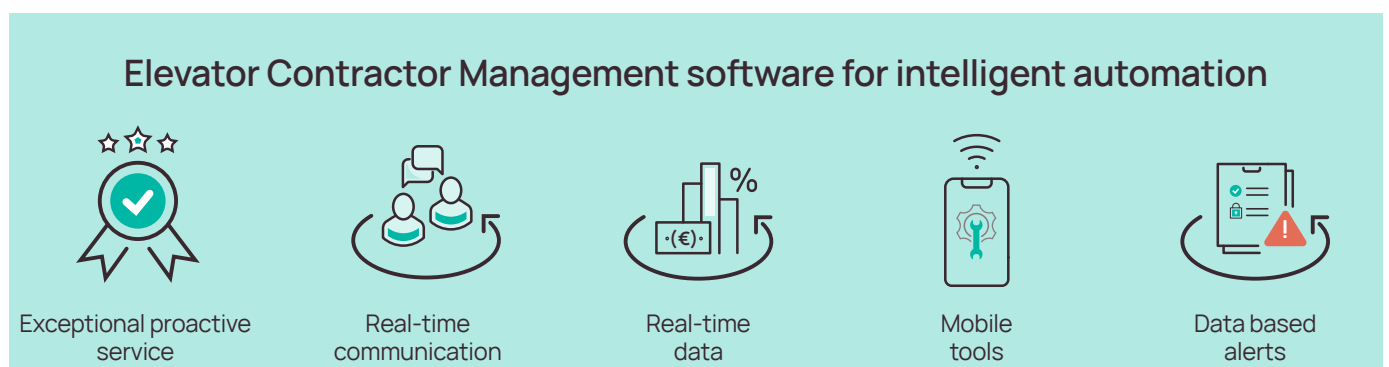
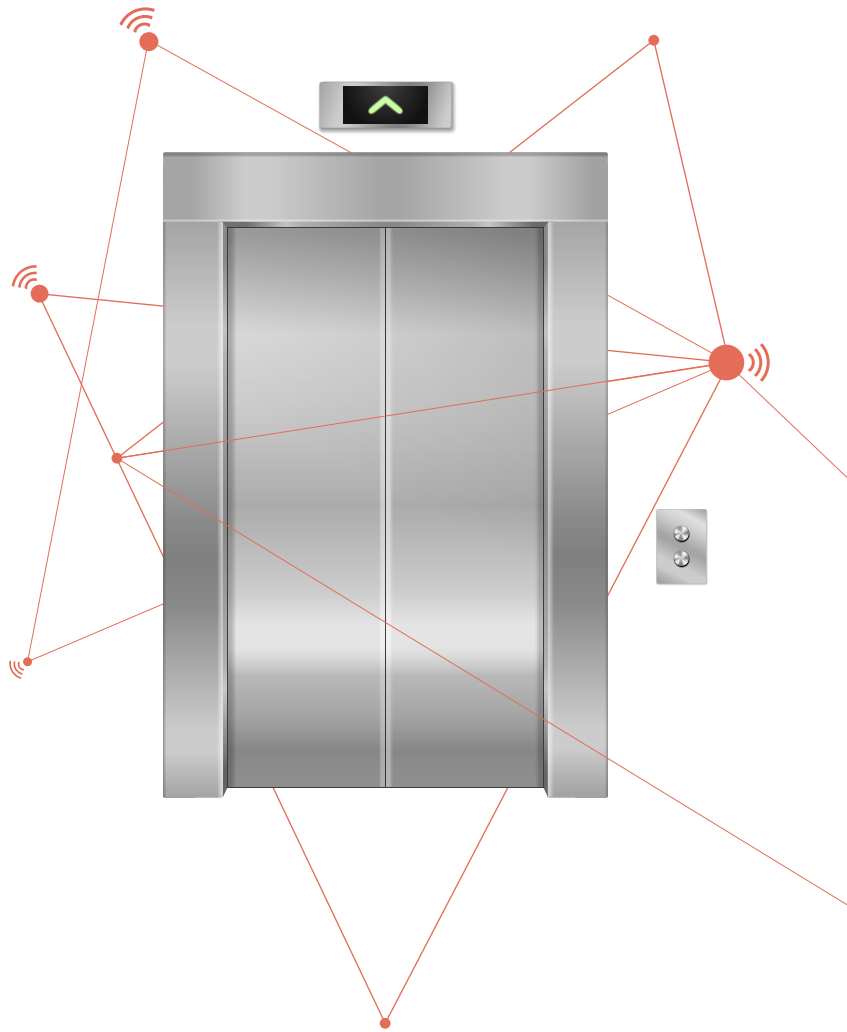
Customer satisfaction also highlights the value of field service resources which are more expensive than remote solutions and therefore they should be used efficiently. For this reason, it is important to use software which helps to avoid unnecessary administrative work through process optimization and automation.



This helps to increase the utilization of the administrative resources and field workers. With Fieldcode users are guided through each intervention ensuring quality while at the same time avoiding unnecessary steps.

The challenges in elevator service

Customers expect innovative and proactive service. Surpassing competition requires managing your field service organization efficiently. Implementing integrated IoT technology solutions allows companies to push automation and optimization to new levels, and boost customer experience through proactive field service management.



Fieldcode elevator IoT solution



Managing increased customer expectations with exceptional service

- Technicians are always on-time with real-time data on i.e. traffic jams
- Technicians have easy access to all relevant info and tools to fix the issue already from the first time
- IoT data can predict what is the root cause or even better before the moment of failure, data can predict potential issues



Avoid insufficient customer communication flow with real-time communication

- Ability to see where resources are located to provide accurate ETAs
- Managers can quickly re-assign technicians who are running ahead of schedule, or send in additional help to resources facing problems
- Technicians can update the status of their job instantly through the mobile app to inform the customer whether they are on-route, starting a job, or job is completed



Keeping operational costs low with real-time data

- Provide personalized employee trainings based on real-time performance data
- Cut unnecessary expenses with real-time analytics on repeated types or patterns of failures
- Eliminate manual repetitive work with digital tools such as the service report right after the intervention completion



Maintain technician productivity levels with the right mobile tools

- Easy access to all on-site information
- Ensure parts' availability prior to a maintenance activity
- Customer & equipment history availability such as what happened in the last intervention
- Digital-first tools for minimal paperwork



Avoiding fines & violations with data-based alerts

- Ensure that everybody in your organization is following the rules
- Critical data collection and documentation in order to be able to provide to the authorities
- Alerts on violations, complaints or fines



How IoT-based elevator monitoring helps

Data sensors permanently monitor the elevators and they trigger actions based on the sensor data received. This allows you as the service company to react fast and even predict upcoming issues. An early maintenance will help then to prevent the break-down which potentially could result in an emergency call.

With IoT you can react faster because you are not relying on the customer information anymore; instead you receive information straight from the machine which helps you then to act and prevent any issues or breakdowns and eliminate any emergency calls.



Elevator manufacturer
& service companies
need to deliver service
contracts most
efficiently

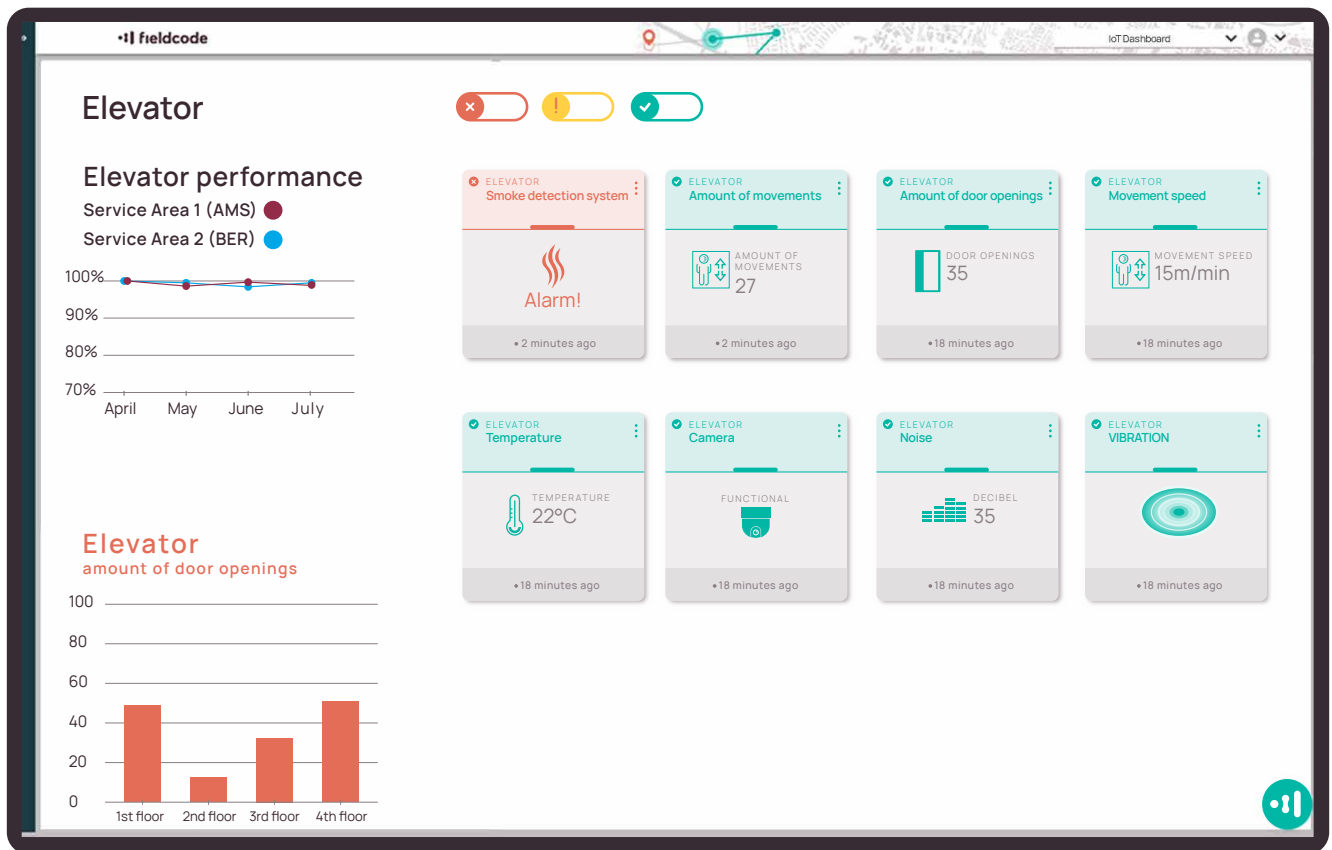
Types of sensors for elevator monitoring



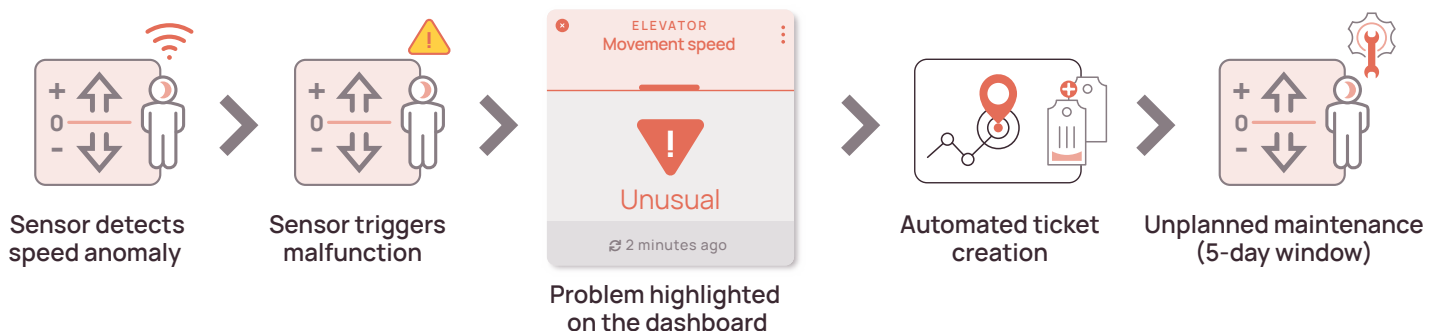
Some may be equipped by default, other retrospectively, but any type of sensor that measures the performance of an elevator can be used in Fieldcode to trigger interventions. Typical sensors include those measuring speed movement, door openings, vibration detection, and smoke detection.

Staying on top of your elevators' performance from everywhere

All sensors are connected and can be analyzed in an IoT dashboard where you can see what is the current performance of your elevators and if needed can trigger interventions in the future.



Ticket workflow in the case of a sensor-triggered warning



Our customers' achievements using Fieldcode and the IoT functionality

These are some of the results accomplished due to the fact that an emergency intervention could be avoided in the first place. Instead, an unplanned or early maintenance activity was scheduled to avoid multiple visits to the customer site. By scheduling interventions ahead of a real failure, significant cost reductions have been achieved.

99%

Elimination of unexpected downtime

15%

Reduction of maintenance cost

Avg **80%**

Increased customer satisfaction results

Tracking IoT data with Fieldcode

Fieldcode helps to integrate and connect all of your sensors, no matter which communication protocol they are based on. To learn more about Fieldcode IoT-driven field service solution, contact us to arrange a short demo with one of our experts.



**Do you have questions? Great!
Contact us and let's talk!**

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