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USE CASE

Keeping elevator service reliable across different building portfolios

with Zero-Touch automation

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Elevator and escalator operations sit at the intersection of **safety, availability, and regulatory accountability**. Service teams manage thousands of units across residential, commercial, healthcare, transport, and mixed-use buildings — often under strict response-time commitments and inspection regimes.

When an elevator goes down, the impact is immediate: accessibility issues, tenant complaints, safety risk, and contractual penalties. The challenge is no longer detecting faults — it is **coordinating the response consistently across assets, sites, and partners**.

Fieldcode supports elevator service organizations by automating how incidents, inspections, and planned work move through operations — so every task follows the same rules, without dispatcher dependency.

What elevator service teams are dealing with today

High criticality incidents with low tolerance for delay

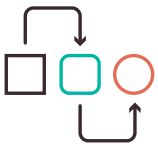
Stuck lifts, door faults, leveling issues, or control errors escalate fast. These events are safety-relevant and often SLA-bound, leaving little room for manual triage or rework.

Monitoring data that doesn't translate into action

Remote monitoring and fault codes are common — but alerts alone don't resolve incidents. Delays often occur when alerts are not automatically turned into **clear, assigned work with the right instructions**.

Mandatory inspections and traceable safety checks

Elevator operations require **periodic inspections, safety tests, and documented maintenance activities**. What matters operationally is not just performing the checks, but being able to prove they were done — consistently, across every unit.

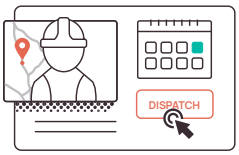


Aging installed base mixed with modernization programs

Most portfolios combine:

- older elevators requiring frequent corrective work
- partially modernized systems
- newer units with remote diagnostics

This mix increases planning complexity and makes asset history and documentation critical.



Skill-based dispatch and subcontractor reliance

Elevator work is certification-driven. Operators rely on a mix of internal technicians and subcontractors, each with different scopes, access rules, and SLAs. Manual coordination here creates risk.

How Fieldcode supports elevator operations

1. Structured intake of elevator incidents with Voice AI agents

Voice AI agents answer service calls immediately — including after hours.

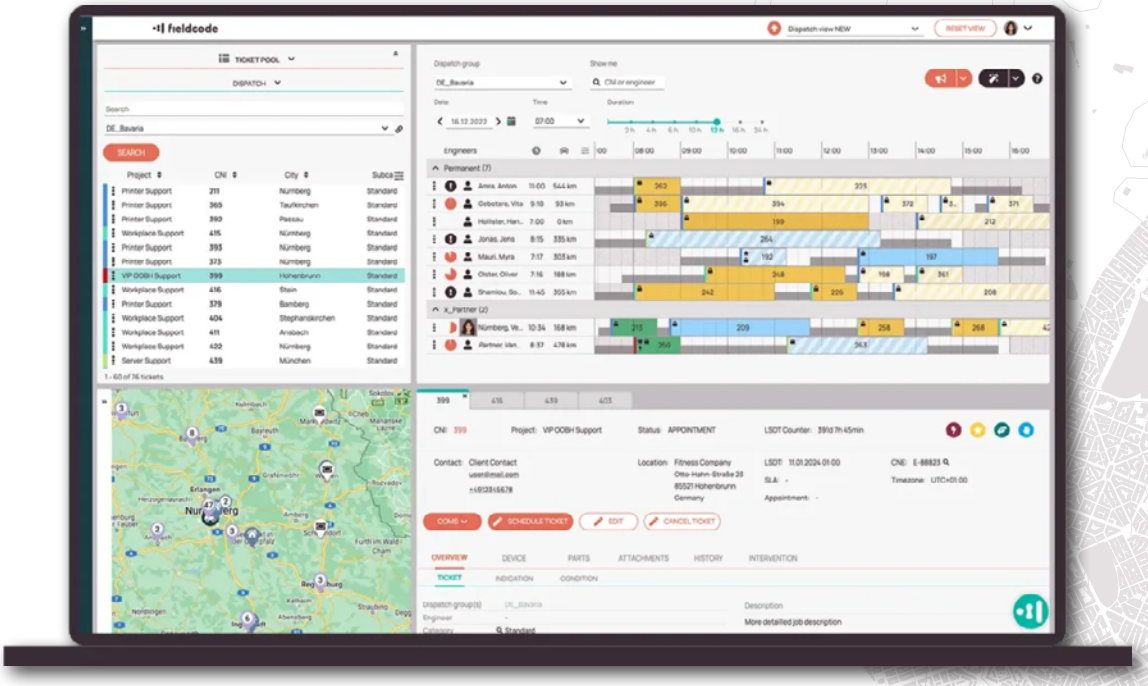
They capture:

- building and unit context
- safety-relevant symptoms
- urgency indicators

A structured ticket is created automatically, so work can begin without dispatcher validation.

2. Automatic conversion of alerts into service work

When monitoring systems or connected elevators raise alerts, Fieldcode turns them into structured tickets with predefined workflows.

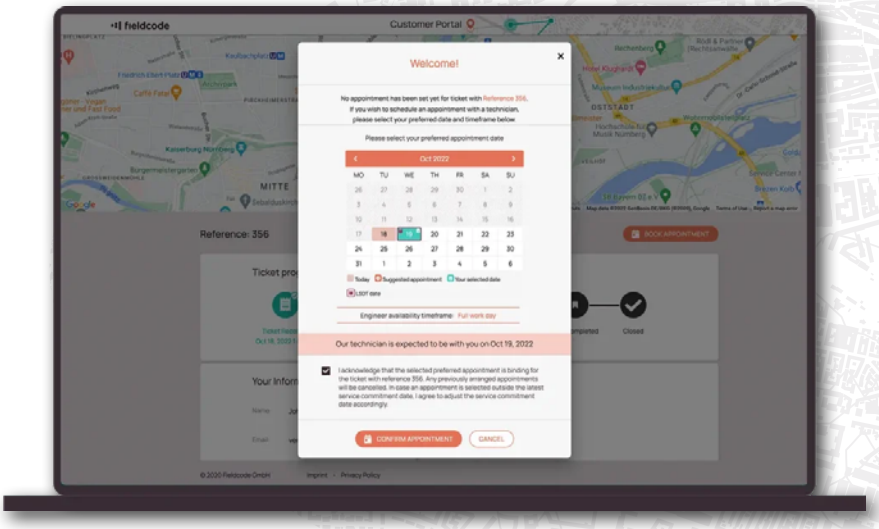


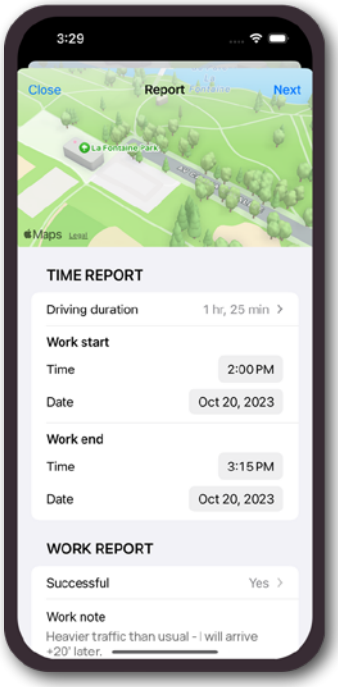
→ Zero-Touch rules decide **what happens next**: who is assigned, what checklist applies, and how urgency is handled — without manual routing.

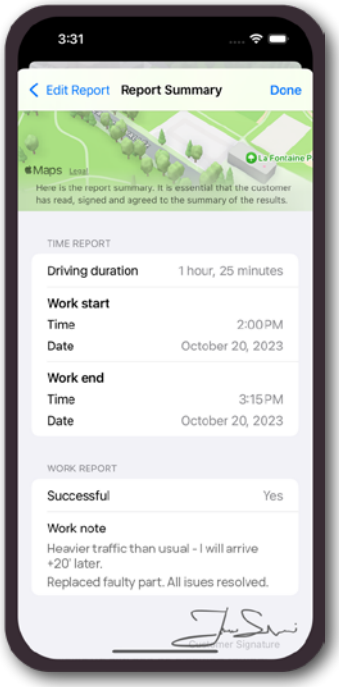
3. Planned maintenance instead of recurring emergencies

Preventive inspections, recurring tests, and incident history are handled together per elevator and per site. This allows teams to:

- spot repeat failure patterns
- bundle work intelligently
- reduce avoidable emergency callouts







4. Consistent execution across technicians and subcontractors

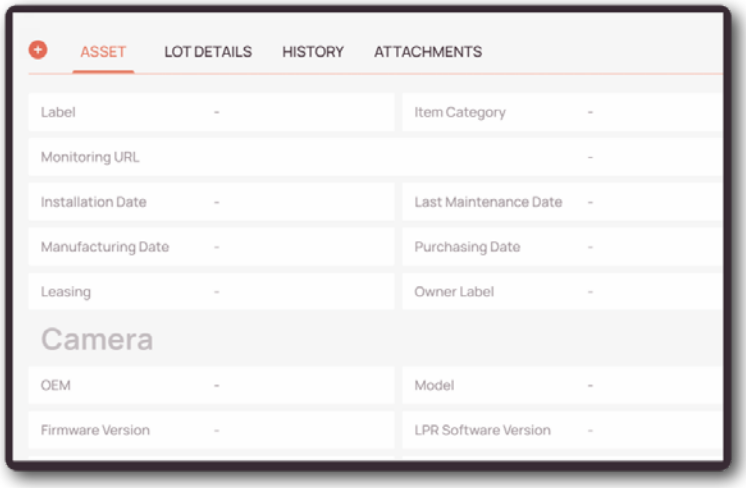
Every technician or partner receives:

- the same work order structure
- site and access information
- elevator-specific checklists
- required photo and report documentation

SLA timing, proof of work, and completion data are captured automatically.

5. Built-in compliance documentation

Inspection steps, safety checks, test results, photos, and signatures are recorded directly in the mobile workflow. Documentation is stored per asset and per visit — **ready for audits, customer reviews, or regulatory checks** without manual follow-up.



Scenario: peak-hour elevator outages across multiple sites

Trigger

Between 08:15 and 08:40, multiple callers from security desks, facility managers, and reception staff from different office buildings report elevator issues. Symptoms vary: “elevators stuck on lower floors”, “long waits”, “cabs not responding to calls”. The Voice AI agent answers every call instantly.

Ticket creation

The Voice AI agent handles inbound calls using a consistent intake logic, allowing it to recognize when the same issue is repeating across multiple buildings rather than treating each call as an isolated event. The agent then:

- groups related calls into a single incident cluster
- flags the situation as a portfolio-level outage risk
- assigns severity based on call volume and SLA exposure

Fieldcode creates **one primary incident with linked site-level tasks and shared fault context.** All affected sites automatically inherit the same urgency, instructions, and communication status, ensuring the issue is handled as a coordinated portfolio response rather than fragmented site-level actions.

Assignment

Zero-Touch rules take over automatically to coordinate the response at scale:

- assign senior technicians with controller expertise
- sequence visits to stabilize the highest-traffic sites first
- notify subcontractors only where internal capacity is insufficient
- attach site access and coordination notes automatically

Execution

Technicians receive **cross-site fault context**, including comparison data such as the same issue occurring at four sites. They follow guided diagnostic steps focused on controller behavior, with mandatory documentation captured for post-incident review to ensure consistency and traceability across the portfolio.

Result

- Duplicate callouts are avoided
- SLA breaches are minimized across the portfolio
- Root cause is resolved once, not 12 times
- Communication stays consistent for all sites

Business outcomes seen with Fieldcode FSM automation

Fewer emergency interventions

Preventive tasks and incident patterns are managed together instead of in isolation.

Lower operational overhead

Voice AI agents and Zero-Touch routing remove manual call handling and dispatch work

→ **80%**
increased customer satisfaction results

→ **15%**
reduction of maintenance costs

→ **99%**
elimination of unexpected downtime

Higher asset availability

Technicians arrive with the right context, steps, and history — reducing repeat visits.

Consistent subcontractor control

One workflow, one SLA model, one documentation standard across all partners.

Predictable maintenance cycles

Inspections, recurring tasks, and corrective work are grouped logically per asset and site.

Explore Fieldcode features for elevator and escalator service operations

SEE FEATURES

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See how this applies to your elevator operations

Fieldcode adapts to different elevator portfolios, certification models, and service structures — without forcing manual coordination.

Request a personalized demo

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