



thyssenkrupp drives efficiency with new blue-branded fleet of maintenance vehicles in Spain and Portugal

- 2,300 cars – representing 96 percent of the maintenance fleet – will be renewed in Spain and Portugal by 2020
- New fleet will showcase corporate blue branding
- More efficient fleet will enable technicians to give a more complete service to customers

thyssenkrupp today announced it has begun to renew its maintenance fleet in Spain and Portugal, with more than 2,300 cars branded in thyssenkrupp's blue corporate colors. This will make thyssenkrupp's presence in the markets easily recognizable and clear, with each technician serving as an ambassador of the brand.

The new fleet will serve thyssenkrupp's mission to empower service technicians with the best equipment. The more efficient fleet will mean more energy-friendly, safer and reliable journeys to each maintenance site. Currently, a maintenance technician can spend up to 25 percent of his working time moving from one work point to another so the new fleet will help them to be more productive and efficient.

Darío Vicario, CEO of thyssenkrupp Elevadores, said: "The renewal of our vehicle fleet is an important step to optimize the work of our technicians and improve the service we provide to our customers. Now technicians will proudly show thyssenkrupp's blue in all their trips".

The newly branded vehicles and their striking design is a result of a collaboration between the local communication team, sales team and the team responsible for the vehicle fleet. Technicians will be given a choice of driving a blue on white model or white on blue model.

"Mobility is a vital part in the configuration of today's cities and the mobility of our technicians is of utmost importance. We have been tirelessly innovating for years to increase the availability of elevators and to equip our technicians with the best tools. The renewal of our vehicle fleet is a key and important part of this process", added Vicario.

Enabling technicians to offer better customer service is a key goal for thyssenkrupp. In line with this, the company developed MAX, the world's first predictive maintenance system for elevators. With MAX, elevators are connected to Microsoft's Azure cloud platform, allowing accurate monitoring of all functions – from operating speed, to capacity, to door mechanisms. This data is then analyzed, and with precise system diagnoses sent directly to

the technician. MAX makes it possible for an elevator to "tell" service technicians its real needs and when there might be a problem with a component, and it is hoped in the future, MAX will be able to predict the need for maintenance before breakdowns even occur.

Alongside the new fleet, engineers are equipped with Microsoft HoloLens mixed-reality units. Using Microsoft HoloLens, service technicians can visualize and identify problems with elevators ahead of arriving at a job, and have remote, hands-free access to technical and expert information when on site – all resulting in significant savings in time and stress for both themselves and customers. Initial trials have shown a service maintenance intervention can be done up to four times faster using this device.

Most recently, the company is also working on an initiative to use TeleRetail delivery robots to transport spare parts to technicians when needed, using small self-driving vehicles to cut out the need for technicians to travel to the warehouses and lose time between call-outs.

Images are available for download:

https://transfer.thyssenkrupp.info/public/j54296q_c190b67718c2c0c41f8941

About us:

thyssenkrupp Elevator

thyssenkrupp Elevator brings together the Group's global activities in passenger transportation systems. With sales of 7.7 billion euros in fiscal 2016/2017 and customers in 150 countries, thyssenkrupp Elevator built its position as one of the world's leading elevator companies from scratch in a mere 40 years' time applying thyssenkrupp unique engineering capabilities. With more than 50,000 highly skilled employees, the company offers smart and innovative products and services designed to meet customers' individual requirements. The portfolio includes passenger and freight elevators, escalators and moving walks, passenger boarding bridges, stair and platform lifts as well as tailored service solutions for all products. Over 1,000 locations around the world provide an extensive sales and service network to guarantee closeness to customers.

thyssenkrupp

thyssenkrupp is a diversified industrial group with a growing share of capital goods and service businesses and traditional strengths in materials. Over 158,000 employees in 79 countries work with passion and technological know-how to develop high-quality products and intelligent industrial processes and services for sustainable progress. Their skills and commitment are the basis of our success. In fiscal year 2016/2017 thyssenkrupp generated sales of €41.5 billion.

Together with our customers we develop competitive solutions for current and future challenges in their respective industries. With our engineering expertise we enable our customers to gain an edge in the global market and manufacture innovative products in a cost- and resource-friendly way. Our technologies and innovations are the key to meeting diverse customer and market requirements around the world, growing on the markets of the future, and generating strong and stable earnings, cash flows and value growth.

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