

## Press Release

Elevator Technology

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### **thyssenkrupp Elevator rolls out its digitally assisted services MAX at the energy supplier EDF's headquarter in Paris**

- MAX is the world's first predictive elevator maintenance service that offers higher availability and transparency
- IoT-based MAX will be applied for the first time in France at energy supplier EDF's headquarter in spring 2019
- thyssenkrupp Elevator will maintain 585 elevators and 1,545 automatic doors for EDF across France

As the challenges of urban mobility grow, thyssenkrupp transforms the way of delivering services for the elevator industry. After teaming up with Microsoft in 2015 to launch MAX, the first predictive maintenance solution for elevators that is connected to more than 125,000 elevators in US, Germany, Spain, South Korea, and Brazil, thyssenkrupp now introduces its IoT-based predictive maintenance system in France.

The company has just entered an agreement with the French energy supplier EDF. thyssenkrupp Elevator will be responsible for the maintenance of a mere 585 elevators as well as 1,545 automatic doors that are installed at EDF's sites across the country. Moreover, it will apply MAX at the EDF headquarters in Paris to maximize the availability of the elevators, serving as an unparalleled means of improving building efficiency.

EDF's Paris headquarters serve as a pilot project regarding the installation of MAX across the energy company's other facilities. From the beginning, EDF had been very keen on employing the newest technologies – as well as strongly emphasizing security, efficiency, and a superior degree of organization.

"MAX is the perfect blueprint for a digitizing process that precisely addresses the industry's issues and creates additional value for the customer. Today, it is already present at some of the world's most iconic buildings such as One World Trade Center in New York – and from now on also at EDF's headquarters in Paris", Peter Walker, CEO of thyssenkrupp Elevator, says. "Maintenance with MAX means predicting elevator break downs before they happen. In a MAX-connected city, elevators will run more consistently, offering additional availability and maximizing the benefits for elevator users, owners and operators."

MAX, the world's first predictive maintenance system of this type for elevators, is about to revolutionize the way elevators are maintained worldwide and is based on the Microsoft Azure cloud platform. It is the industry's first real-time, cloud-based predictive solution that keeps

elevators operating smoothly, slashing downtime up to 50 percent. This result will have a significant impact on the people living and working in modern urban environments.

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With MAX, the elevators' functions are continuously and accurately monitored. The real-time data collected by sensors in the elevators are sent to the Azure platform where they are analyzed by a learning system using Artificial Intelligence. The benefit for the customer lies in a system that is capable of anticipating which technical components need to be serviced or replaced even before any failure occurs.

The 17 elevators installed at EDF's headquarters will be equipped with MAX in spring. EDF is quite demanding when it comes to the availability and responsiveness of service, and MAX meets these expectations without compromises.

After initiating the partnership with Microsoft, thyssenkrupp has worked together with the Microsoft specialists to develop the core solutions that drive the maintenance solution MAX today – followed by a partnership with Vodafone for the digital infrastructure.

**Press images** can be downloaded [here](#) (Photo credits: thyssenkrupp Elevator).

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### About us:

thyssenkrupp Elevator

thyssenkrupp Elevator brings together the Group's global activities in passenger transportation systems. With sales of €7.6 billion in fiscal 2017/2018 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.

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thyssenkrupp is a technology group with traditional strengths in materials. Over 160,000 employees in 78 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 2017/2018 thyssenkrupp generated sales of €42.7 billion.

Together with our customers we develop competitive solutions for 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.