

thyssenkrupp rolls out MAX in Germany: world's first predictive elevator maintenance service

- thyssenkrupp will showcase MAX, the game-changing Internet of Things (IoT)-based predictive service solution for elevators based on the Microsoft Azure cloud platform at the Hannover Messe 2016
- Harnessing the power of the IoT MAX will help make getting stuck in an elevator a thing of the past and enable a significant increase in elevator availability

thyssenkrupp announced today its new predictive maintenance service MAX – powered by the Microsoft Azure Internet of Things (IoT) technology – will soon be rolled out in Germany. The company expects to connect MAX in over 15,000 elevators by the end of 2017, as part of its larger plan to connect 180,000 elevators worldwide during the same period. Thousands of elevators, mainly in the US, are already connected and sending data to the Cloud. The number of connected units is increasing by the day. This latest announcement further establishes thyssenkrupp's leadership in transforming the global elevator industry and propelling it into the digital era.

Following comprehensive sales and installation trainings for sales teams and service technicians, thyssenkrupp will be contacting building managers in Germany to offer MAX by mid-June 2016. MAX will also provide an emergency dialer service via GSM, as required by law in Germany, and seamlessly cover the discontinuation of the analog telephone lines in the country. The integration of the previously provided analog emergency dialer Teleservice in the MAX predictive maintenance service solution will bring not only an enhancement in service but additional price benefits for customers.

Andreas Schierenbeck, CEO of thyssenkrupp Elevator, commented: "The rollout of MAX in Germany means a quantum leap in terms of local elevator service quality, efficiency, and modernization. MAX truly paves the way for a completely different way of interacting with our customers, transforming the conversations we have with them from being reactive to proactive. The theme of Hannover Messe in 2016 is a perfect fit for the roll out of MAX; integrating our industry with IoT and discovering new and improved solutions."

With MAX, elevators are connected via the Cloud to allow accurate monitoring of all functions – from operating speed, to capacity, to door mechanisms – all available after the system operation matures. Using Microsoft Azure Machine Learning, MAX is set to transform elevator services, enhancing efficiency and aiming to reduce downtime by half in the future.

Mr. Schierenbeck added, “Our goal is always to win our customers’ loyalty by providing them with the very best products and services in the market. MAX builds on our strong record in this regard with maintenance services already present at some of the world’s most iconic buildings globally, including the newly opened One World Trade Center in New York and the BMW headquarters in Munich. With MAX, we have a data-driven solution that enhances the expertise of our service technicians, supporting their technical skills and knowledge with hard facts and machine-learning power, and taking elevator service into the digital era.”

With the new mobile MAX app, customers will also be able to receive detailed information on their elevator’s performance, and based on predictive analysis, find out when and what spare parts have to be changed. For the service technician, an even more powerful mobile application will be available, delivering real-time analysis as well as advance information on the elevator’s status for the upcoming months, making it possible to plan for maintenance and replacement requirements upfront.

MAX is a major milestone in thyssenkrupp Elevator’s business strategy. During the 18-month launch period thyssenkrupp aims to connect some 180,000 units. Pilot countries include the US, Germany, and Spain, with other key markets in Europe, Asia and South America to follow. By 2018 thyssenkrupp aims for MAX to be available in 80% of all elevators worldwide.

To find out more about MAX and its impact on the elevator industry visit the Microsoft booth, Hall 7, Stand C40 from April 25 to 29, 2016 at the Hannover Messe.

For further information on MAX visit: www.max.thyssenkrupp-elevator.com and www.thyssenkrupp-elevator.com

About us:

thyssenkrupp Elevator

thyssenkrupp Elevator brings together the Group's global activities in passenger transportation systems. With sales of 7.2 billion euros in fiscal 2014/2015 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 900 locations around the world provide an extensive sales and service network to guarantee closeness to customers.

thyssenkrupp

thyssenkrupp is a diversified industrial group with traditional strengths in materials and a growing share of capital goods and services businesses. Around 155,000 employees in nearly 80 countries work with passion and technological expertise 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 2014/2015 thyssenkrupp generated sales of around €43 billion.

Together with our customers we develop competitive solutions for the challenges of the future in the areas Mechanical, Plant and Materials. 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. For us, technical progress and innovations, allied with the combined strength of the Group, are key factors enabling us to meet current and future customer and market requirements around the world, grow on the markets of the future, and generate strong and stable earnings, cash flows and value growth.

Contact:

thyssenkrupp Elevator AG

Michael Ridder

Head of Media Relations

T: +49 201 844 - 563054

michael.ridder@thyssenkrupp.com

www.thyssenkrupp-elevator.com

People shaping cities blog: www.urban-hub.com

Company blog: www.engineered.thyssenkrupp.com