

Elevator Technology

MAX Digital Services



thyssenkrupp



MAXimize your elevator uptime. Manage your building better.

Reliable elevators are vital to your tenant experience — and your building's reputation. That's why thyssenkrupp developed MAX; the elevator industry's first real-time, predictive maintenance solution.

Using Microsoft® Azure®, a leading Internet of Things (IoT) platform, MAX continuously collects data about your elevator systems and usage and sends it to the cloud. The data is analyzed and compared with data taken from 128,000 MAX-connected elevators worldwide. Artificial intelligence then directs our technicians to perform precise maintenance and predictive interventions to fix your equipment more efficiently – before faults even occur.

This is true predictive maintenance. It's the next generation of elevator service, and it can lower your equipment downtime by up to 50 percent.

New MAX subscription packages

We've now created three digital subscription packages to extend MAX's data and machine learning power to enhance your elevator service agreement and better manage your building.

It's called MAX Digital Services. Based on your building needs, you can choose a monthly subscription package that works best for you.

By subscribing, you'll be able to experience:

- Greater transparency through accessing real-time elevator status information, data and insights
- Reduced elevator failures, because we take preemptive action to prevent them
- The ability to make intelligent, data-driven decisions to benefit your tenants
- Faster elevator service without needing to contact us, giving you greater peace of mind



An aerial photograph of a city skyline at dusk, featuring several prominent skyscrapers. Overlaid on the image are glowing blue digital lines and circular patterns, suggesting a network or data flow. The lines appear to connect different parts of the city, possibly representing the connectivity of the MAX digital services.

Package summaries

MAX

As a starting point with no monthly fees, MAX is installed on your elevator, monitors it and connects to the cloud. Our MAX-connected virtual coach provides your technician insights to fix your elevator more efficiently. You'll also receive access to our web portal, mobile app and can sign up for email notifications to stay informed of recent services.

MAX Plus subscription

We provide transparency through real-time elevator status updates and traffic usage patterns, helping you better manage your building and provide an improved tenant experience.

MAX Pro subscription

We take immediate action when we detect equipment failures to reduce your equipment downtime.

MAX Premium subscription

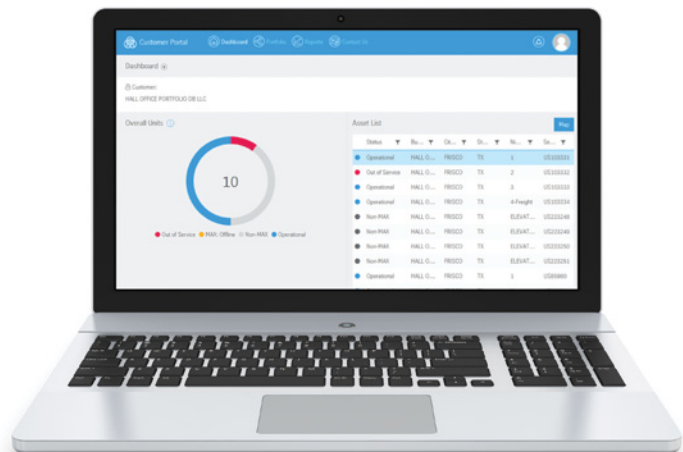
Using predictive analytics, our MAX Premium team monitors your equipment's health and takes preemptive actions as needed to prevent failures.

Improve your building management using our online tools.

Customer Portal

As a thyssenkrupp customer, you'll receive access to our new and improved Customer Portal — an online tool for managing your elevator account and placing service requests.

Through the Customer Portal, you can sign up for email notifications to inform you when service and maintenance calls are completed. You also can download reports to view your service and maintenance history.





Mobile app

Take your elevator and building management to the next level using our new mobile app.

Available for Android™ and iOS® smartphones, our mobile app gives you real-time elevator data and functionality at your fingertips.

- Place service requests with the touch of a button
- Get real-time push notifications when your elevator shuts down, returns to service or receives preventive maintenance*
- Easily see all units in your portfolio with a bird's-eye view on the map
- View real-time elevator traffic statistics*



* Available with a MAX digital service package. Download app in Android and iOS stores. Android is a trademark of Google, Inc. in the U.S. and/or other countries. iOS® is a registered trademark of Cisco in the US and is used by Apple under license.

Choose the right
subscription for
your needs.





MAX Plus

We provide you with real-time information.

Whether you're a property manager or building owner, you'll experience peace of mind through gaining access to real-time elevator data, performance statistics and notifications. If an elevator shuts down, you'll often know about it before tenants. Receive lots of inquiries about a specific elevator? You can answer with accurate information. It's all about the data.

With a MAX Plus subscription, you'll receive:

Real-time status and failure alerts

Get real-time push notifications through our mobile app or email when your equipment shuts down, returns to service or receives preventive maintenance.

MAX traffic statistics

Make smarter, data-driven decisions about your building by analyzing long-term elevator traffic changes. Accessed through the Customer Portal.

Every MAX installation includes these features at no-cost:

IoT connection with MAX virtual coach

MAX device connects to thyssenkrupp's IoT-based cloud to provide real-time monitoring of your equipment. Information obtained through machine learning is sent to your technician's mobile device along with your service request, enabling earlier diagnosis, faster fixes and reduced downtime.

Web portal and mobile app access

Get secure access to your account including basic unit information and historical service records through our web portal and native Android / iOS app.

Email notifications

Sign up for email notifications through our Customer Portal to stay informed of recent equipment services.



MAX Pro

We take automatic and immediate action.

Experience next-level elevator service and uptime with MAX Pro. With this package, we remotely monitor your elevators using MAX. If an elevator goes down, we immediately respond to resolve the issue.

With a MAX Pro subscription, you'll receive:

Automatic response and dispatching

When MAX verifies a failure, we immediately respond with service (regular time) or provide the option to send a technician (overtime) to get your equipment back up and running.

No charge running arrival guarantee

Because we monitor your elevator operation, we won't bill you if our technician is dispatched and finds your unit running on arrival, on independent service, on firefighter's service or subject to an engaged stop button feature.

You also get all features included in the MAX Plus package.





MAX Premium

We take preemptive action.

For facilities where elevator uptime is critical, such as hospital trauma cars or service elevators in 24/7 production facilities, MAX Premium is designed for you. Our team of experts closely monitor your data. When we detect a potential problem, we preemptively send a technician to your building to investigate the issue.

With a MAX Premium subscription, you'll receive:

MAX Premium team monitoring

thyssenkrupp's expert MAX Premium team performs a regular review of your elevator traffic and service history, predictive analytics and other relevant data and insights. They provide recommendations to maximize uptime and keep your building moving efficiently.

Predictive elevator interventions

If our MAX Premium team predicts an upcoming elevator failure, we'll preemptively send a technician to investigate and address the issue. Your elevator uptime is enhanced through preventive action before a failure occurs.

You also get all features included in the MAX Plus and MAX Pro packages.



MAX Digital Service package subscription options

We make it easy to choose the right solution for your elevator.

Features	MAX*	MAX Plus	MAX Pro	MAX Premium
IoT connection with MAX virtual coach	✓	✓	✓	✓
Customer Portal and mobile app access	✓	✓	✓	✓
Email notifications	✓	✓	✓	✓
MAX traffic statistics		✓	✓	✓
Real-time status and failure alerts		✓	✓	✓
Auto response / dispatching			✓	✓
No charge running on arrival guarantee			✓	✓
MAX Premium team monitoring				✓
Predictive intervention				✓

* With MAX installed on your equipment, you get these features at no cost.



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thyssenkrupp Elevator Corporation
2591 Dallas Parkway, Suite 600
Frisco, TX 75034
P: +1 844 427 5461
www.thyssenkruppelevator.com



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