



## Schindler Service for Strategic Accounts

### Benefits for E&I members



**Schindler**

# By your side, through the ups and downs

## A new era of service here for you

Life is a moving experience, and for facility managers with multiple properties, it moves fast. That's why Schindler's Strategic Accounts service program is designed to be agile and flexible.

We are agile to service properties across large geographies that feature a variety of escalator and elevator brands. And flexible to personalize our service around your unique needs with features

such as a single point of contact and our advanced remote monitoring system that works with all brands and vintages, helping us identify potential issues and resolve them before they develop.



# The best people

## Industry leading innovation

As a Schindler Strategic Account customer, you receive:

- An unmatched level of attention from everyone in the Schindler organization.
- A dedicated single point of contact for all of your properties.
- Vast global, national and local resources with 160 local offices in North America. Our people, always there for you.



### Dedicated account management

Enjoy quarterly stewardship reports, custom one-on-one annual capital planning, comprehensive portfolio management, proactive 24/7 service, maintenance monitoring, increased equipment uptime, continuous online support, valuable data, preferred pricing, trends and information.



### Redefining reliability

No matter how many different brands of equipment you operate, Schindler has the capability to maintain all types of elevators and escalators. Backed by the latest technology, your account manager is always available to proactively monitor all aspects of your elevators and escalators, such as, **maintenance fulfillment, testing compliance and problem resolution.**



### Online access, 24-7

Schindler ActionBoard provide real-time access to your entire network of facilities via your computer or mobile device. With a touch of a button, you can get a complete history of **your service calls, maintenance and repair history, equipment reliability/availability, email notifications for callbacks, entrapments, summaries and more.** Up to two years of data is available, with the ability to drill down to specific pieces of equipment or events.



### Information when and where you need it

The **Schindler ActionBoard Mobile app** puts the critical elements of Schindler Dashboard right on your smartphone. It allows you to instantly check the operational status of your elevators and escalators. So, whether you're on site or on the go, when someone asks you what's happening with the elevators, you'll have the answers.



### Safety in service

**1.5 billion people move** through their life's experiences using our elevators and escalators every day, and we are committed to continuous improvement in product, employee and passenger safety.



## Schindler Service

Always there for you — when you see us and when you don't

For more information, please contact  
Cierra Davidson at [Cierra.Davidson@schindler.com](mailto:Cierra.Davidson@schindler.com) or  
201-787-0779

U.S. Headquarters. Morristown, New Jersey Tel.  
973.397.6500

[schindler.com](http://schindler.com)

**We Elevate**



Schindler has received renewal to ISO 9001 and  
ISO 14001 certificates.



Schindler prints with vegetable-based ink on  
paper containing post-consumer waste fiber.  
© Schindler Elevator Corporation