



Elevator Monitoring by Bosch Service Solutions shortens downtimes and reduces operating costs

Retrofittable solution: Ideal for older elevators

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- ▶ Elevator Monitoring comprising sensors, software, and service ensures rapid troubleshooting and shorter downtimes.
- ▶ Retrofit elevators of all manufacturers and ages in around 15 minutes with plug & play.
- ▶ Operators can reduce their operating costs by up to 30 percent.

Frankfurt am Main – A new, retrofittable solution from Bosch Service Solutions for elevator monitoring shortens downtimes and makes operations more cost-effective. Older models in particular harbor an increased risk of breakdowns – an unpleasant situation for the user and expensive for the operator. With Elevator Monitoring, Bosch Service Solutions is bringing a solution onto the market to support the operation of elevators in particular, with monitoring 24 hours a day and automatic identification of faults. "With the new Elevator Monitoring service, we are making elevator journeys more transparent and safer," explains Henning von Boxberg, President of Bosch Service Solutions. "The combination of a sensor box, cloud-based software and associated service ensures that building and elevator operators can see at all times whether their elevator is moving or at a standstill."

Retrofit elevators in around 15 minutes

Thanks to the retrofit solution comprising a ten-centimeter flat sensor box, which is installed on the top of the elevator cab, elevators can be easily and cost-effectively retrofitted, and usually in just 15 minutes – irrespective of age, manufacturer or model. The solution requires a cell phone network connection. This means that operators can connect a large number of elevators in different locations using just one system. The sensor box sends information to the cloud, for example function status, the number of journeys or the number of floors traveled to. The software evaluates the sensor data. It makes it available to elevator operators, such as facility managers, building operators or maintenance partners, as a status monitoring solution via web or smartphone access. In the

event of a fault, it sends a message to the operator and the Bosch Monitoring Center. Early notification enables faster intervention and repairs, thus shorter downtimes. Compared to elevator emergency call systems where people trapped in an elevator sound the alarm by pressing an emergency button, elevator monitoring is performed 24/7 even if the elevator is not in use. The monitoring helps to optimize processes related to elevator operation. Thanks to more efficient maintenance and repair processes, operators can reduce their operating costs by up to 30 percent.

Status of all elevators at a glance

The elevators can be grouped by building or location, and relevant data can be viewed centrally in the portal. In the map view, the user can see at a glance whether the elevators are traveling: If they are working, the corresponding points on the map are lit green. If there is a fault, the color turns red and the system sends a status notification by e-mail. If necessary, the service employees at the Bosch Monitoring Center arrange resolution of the fault by informing the operator or maintenance partner. The solution can be used in line with requirements: whether as a technical system, a solution with associated service or by integrating it into existing IT systems. Evaluation of usage data also enables operators to adapt the frequency of maintenance work in line with the work that is actually required – and not at defined intervals anymore. In the future, Elevator Monitoring will be expanded to include additional functions like locating the cause of the fault.

Expansion of services planned

The new solution complements the services offered by Bosch Service Solutions within the Bosch Elevator Cloud service platform. Besides the elevator emergency call, which the division has been offering since 1986, the services also include the rescuing of trapped people, risk assessment and visual inspections. Bosch Service Solutions plans to further expand the range of monitoring services in the future. Alongside additional functions for elevators, there are also plans to expand the portfolio to include additional building elements such as heating systems. The aim is to have one solution that provides an overview of all the systems in a building that are prone to faults.

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For further information, please visit: <https://www.bosch-elevatorcloud.com/en/>

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Bosch Service Solutions is a leading global supplier of Business Process Outsourcing for complex business processes and services. Using the latest technology and the Internet of Things, the Bosch division develops integrated and innovative service solutions in the areas of Mobility, Monitoring, and Customer Experience. Around 10,000 associates at 26 locations support national and international customers in around 40 languages, primarily from the automotive, travel and logistics sectors as well as information and communication technology.

Additional information is available online at www.boschservicesolutions.com

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The company was set up in Stuttgart in 1886 by Robert Bosch (1861-1942) as "Workshop for Precision Mechanics and Electrical Engineering." The special ownership structure of Robert Bosch GmbH guarantees the entrepreneurial freedom of the Bosch Group, making it possible for the company to plan over the long term and to undertake significant upfront investments in the safeguarding of its future. Ninety-four percent of the share capital of Robert Bosch GmbH is held by Robert Bosch Stiftung GmbH, a charitable foundation. The remaining shares are held by the Bosch family, by a corporation owned by the family, and by Robert Bosch GmbH. The majority of voting rights are held by Robert Bosch Industrietreuhand KG, an industrial trust. The entrepreneurial ownership functions are carried out by the trust.

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