



## Schindler Customer Score Card™

### An online look at your maintenance program's bottom line

When you sign up for one of the Schindler Service plans, you'll get our renowned ISO-certified service delivery processes. You'll get the expertise of our highly-trained technicians. You'll get to take advantage of our sophisticated technologies and communication resources. But more importantly, you'll get to see exactly how your maintenance plan is working for you.

You'll get access to the Schindler Customer Score Card.

Designed as an evaluation tool, the Schindler Customer Score Card gives you unlimited, real-time access to the facts, figures and data concerning your maintenance plan and equipment for each of your buildings. From general summaries about your equipment performance,

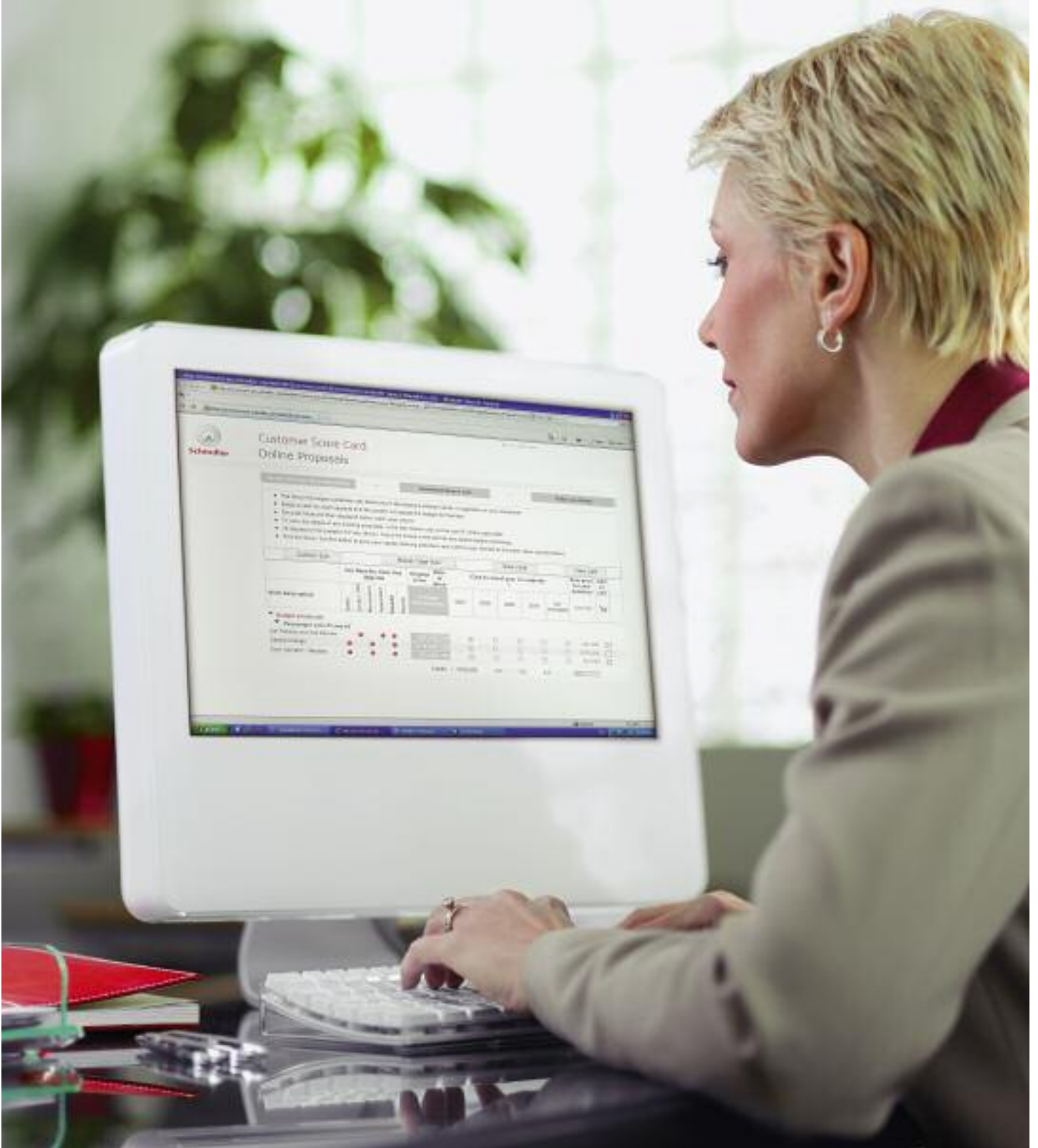
service activities and maintenance histories to more in depth analyses about specific topics, you will be able to call upon the information you need, whenever you need it, from virtually any PC through our secure, private My Schindler™ feature at [www.us.schindler.com](http://www.us.schindler.com).

This exclusive feature gives you the ability to download data and graphics, get recommendations and cost estimates for upgrading equipment and even communicate directly with your Schindler representative – all at no additional cost. You can even personalize it to send notification emails to your computer, beeper, PDA or cell phone to alert you of certain types of service calls or to obtain summaries or notifications when activity exceeds certain thresholds.



**Schindler**

A handful of information  
at your fingertips



## Reports

### Callback summary report

- Shows how many unscheduled service calls occurred each month over a 12-month period.
- Includes calls requested by your staff and calls generated through Schindler Remote Monitoring.
- Year-to-date and full year averages are shown so you can compare.

### Mean time between callbacks report

- Shows how long equipment in each building operated without any unscheduled service calls.
- Data includes all equipment in the building, broken into monthly segments for a 12-month period.
- For comparison purposes, industry averages for similar equipment is shown.

### Problem determination report

- Summarizes the reasons for unscheduled callbacks over a 12-month period.
- Shows the number of callbacks for each of several component types or service issues for equipment and non-equipment related situations.
- Helps in identifying unusual problems or trends that may arise and in detecting equipment that may need special attention or upgrades.

## Lists

### Callback summary list

- Documents all unscheduled service calls made during the month.
- You can click on any service call to pull up detailed information.
- All information is updated in real-time through Schindler's systems.

### Your equipment list

- Displays a catalog of each piece of equipment Schindler is maintaining in each of your buildings.
- You can get a callback report detailing the unscheduled service calls an individual elevator or escalator has experienced over the past year.
- A mean time between callbacks display will also be generated for that piece of equipment showing how long the equipment operated without interruption.

## Site history

### Site history summary

- Shows all service and maintenance activities for each building in one comprehensive graphic.
- Displays unscheduled service calls as well as completed preventive maintenance activities prescribed by your Schindler Service plan.
- Roll your mouse over any activity to call up specific details.
- Helps you view overall trends in your service activity and track the preventive maintenance Schindler is performing on your equipment.

## Online tools

### Online dispatching tool

- Allows you to request a service call from your PC by simply completing a Request for Service form online.
- Your request is automatically forwarded to Schindler dispatching teams.
- Via Schindler FieldLink™, the dispatching teams notify your technician and call you with an ETA.

### Online proposal tool

- An interactive feature that can provide recommendations on selected upgrades.
- Upgrades can address all functional areas including safety, performance, reliability, security, ADA and code requirements.
- Shows year-by-year recommendations and totals.
- Generates firm quotes and detailed proposals.
- Helps you plan your budget for any upgrades and code requirements.



# Reliability you can see. Success you can measure.

For further information including location of  
the Schindler office nearest you, please visit:

**[www.us.schindler.com](http://www.us.schindler.com)**

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