# We Elevate...
# Communication

At Schindler we understand how important communication is. We know that keeping you informed with the latest information on your equipment can have a big impact on your planning and day to day activities.

Schindler's Ahead ActionBoard platform is the new standard in providing real-time overviews of your equipment. Our Ahead TeleAlarm is a best in class solution to overcoming the lift emergency phone connection issues associated with the NBN roll-out.

Our remote monitoring capabilities can inform us of an issue the moment that it occurs, so that we are able to despatch a technician with a fault diagnosis and parts much faster than conventional method.

Since 1874 Schindler has grown into a leading global elevator and escalator business. We have done this by valuing the relationships that we have with our clients and continually searching for ways to improve on every aspect of what we do.

**Industry Leading Communication Initiatives**

* We regularly source feedback from our customers and use this to improve communication and operational performance.

* Our Remote Monitoring Platform (RMP) notifies our Technical Operations Centre (TOC) of potential incidents the moment that they occur. This allows to analyse faults, despatch technicians and distribute parts faster than ever before.

* Ahead TeleAlarm is Schindler's industry leading lift emergency phone solution which guarantees you always have access to our 24/7 Customer Service Centre regardless of the telecommunications restrictions associated with the NBN roll-out.

* Schindler's innovative FieldLink app is available to all technicians and assists with receiving service requests, SMS updates, prioritising calls and scheduling maintenance visits, ensuring technicians can complete tasks as efficiently as possible.

* Ahead ActionBoard offers Schindler customers overviews of their lifts and escalators like never before. ActionBoard provides real-time actionable insights making it effortless to access performance checks, view current and historical data and statistics, view maintenance planning tools, place service requests and more.

**That's the Schindler difference.**

**We Elevate**

**Schindler**