

Your daily update, just on scan away!

1. Introduction

We as KONE deliver and install the best elevators and escalators in the industry and try to impact our customers lives in the most positive way. But, even our elevators need maintenance and upgrades after a while. Our KONE modernization solutions are tailored to our customers exact needs, ranging from component upgrades to full replacement of existing equipment, as well as retrofit installations. Their purpose is simple – to keep the equipment running safely and reliably for the lifetime of our customers building.

But the reality is, that when we are working on our elevators the customers cannot use their elevators (and therefore must take the stairs). Our customers differ from building owners to construction companies and while they might be different, they have one thing in common: they want to be informed about the status of their elevator, installation progress and responsible people.

Today we do not have an easy and modern way to inform our customers on a daily basis. Here starts your primary challenge, we want to offer our customers the best **on site** communication possible by a machine-readable optical label (like, but not limited to, a QR code). We want to give our customers on time, real time information. This communication should be available to anyone (with a mobile phone) with a who enters a building and is provided by the already existing KONE data systems.

Our second aim is to create a system that can follow our elevator during its complete lifespan. It will be linked to the unique elevator number and will be used for real time easy communication to our customers. For this second aim the application needs to be linked to even more systems and ideally the application could also be used by our customers to interact with for example our customer service.

The sky is the limit, so use your imagination!

2. Project goals

The primary goal is to create a machine-readable optical label that can be used by mobile phone users which offers real time information to KONE customers.

The second goal is to use the machine-readable optical label for communication with our customers during the complete lifespan of our equipments.

3. Technologies

We want the students to create a machine-readable optical label. The technologies that are being used can be selected by the students, however, they need to perform **platform independent** and should be **cloud** based and linked to our already existing KONE software. Based on the project goals and requirements the students will have the possibility to come up with their own ideas and technologies. The solution can be integrated in the already existing KONE software systems depending on the abilities and platform of the created solution. KONE can and will assist in planning, piloting, and creating a vision. We will also set up contacts with the right stakeholders. However, the students will work on their software by themselves.

4. Requirements for the students

- User experience and user interface experience would be a big plus
- Experience with, and ability to talk to stakeholders and customers and translate their feedback into workable solutions
- Experience with developing of Cloud based solutions

Think big with this challenge! We are expecting the students to offer us a solution for our challenge but hope they will come up with even more.

5. Legal Issues

Before the project is started the students will be asked to sign a KONE Non-Disclosure Agreement (NDA).

Intellectual Property Rights (IPR): The client gets all IPRs to the results.

Confidentiality: The client will share some confidential information with the students.

6. Client

At KONE, our mission is to improve the flow of urban life. As a global leader in the elevator and escalator industry, KONE provides elevators, escalators and automatic building doors, as well as solutions for maintenance and modernization to add value to buildings throughout their life cycle.

For this specific challenge you will be working with our operations experts (Otto and Vivian) for new construction and modernization buildings. Our teams are responsible for the delivery and installation of our elevators and escalators. Our task is to handle these installations as smoothly as possible in the most efficient way.

Client representative(s)

Otto Heiska
Delivery Operations Development Manager at
KONE
+358 50 5931221
Keilasatama 3, 02150 Espoo, Finland

Vivian de Jong
Program Manager Modernization Operations at
KONE
+31 6 11807435
Keilasatama 3, 02150 Espoo, Finland

Primary email address for CV's : Vivian.dejong@kone.com

Otto and Vivian have business experience and will help to translate the business and customers views into actual solutions. We will assist the students 1~3 hours per week.

7. Additional information

The information provided by KONE will all be in English and the students will deliver the outcome in English. At least some members of the team who speak Finnish would be a big plus because most likely we will be interviewing some of our Finnish customers (however, Finnish is not required).