

SERVICE



HOW DO YOU KEEP YOUR CUSTOMERS COMING BACK?



By offering them the best, most innovative products on the market – and following up with the best service available. We aim to delight our customers from point of sale through aftermarket arrangements.



As part of Otis Elite service, technicians track the operation of elevators and related equipment to ensure maximum performance and reliability. Elite service offers customers an unprecedented level of support.

ON CALL 24/7

Since opening its doors more than a year ago, Hamilton Sundstrand's Customer Response Center in Windsor Locks, Conn., has earned a reputation for offering best-in-class aftermarket service. Staffed by engineers 24 hours a day, 365 days a year, the center addresses technical issues and spare part orders—whatever is needed to keep aircraft flying. In 2011, the center received more than 7,600 inquiries from approximately 1,100 customers.

OTIS ELITE SERVICE

Otis Elite service continues to delight its growing customer base. A key differentiator for the company, Otis Elite service offers customers an unprecedented level of support and benefits that help ensure maximum equipment reliability and efficient repairs of their elevator systems. At the end of 2011, approximately 29,200 Otis Elite service subscriptions had been sold worldwide, up more than 45 percent from 2010.



ONE POWERFUL WINDOW

In 2011, our Chubb business introduced i-link, the industry's first fully networked portal view of a customer's fire and security landscapes. Through i-link, customer locations are interactively visible in real time through one convenient Web interface. Currently available to customers in Australia and the United Kingdom, i-link provides seamless online account management, allowing customers to place and track all service calls online, work with a standardized process for service requests and generate customized reports at any time. Chubb is part of UTC Climate, Controls & Security.

With i-link, Chubb customers can monitor locations interactively and in real time through a single Web interface, resulting in more efficient facility management.