

Dedicated to People Flow™



A HANDBOOK FOR FACILITY MANAGERS AND BUILDING OWNERS

# Maintaining retail People Flow

# Good people flow equals good cash flow

In the retail world, the key to keeping visitors and tenants happy is to provide a great shopping experience. When people can move freely and in comfort, they are more likely to extend their stay, increasing the opportunity to maximize spend per visitor.

Each retail stakeholder, from facility managers and building owners to tenants and shoppers, has their own unique challenges and goals. By understanding the needs of these different groups, KONE can help create the best possible shopping experience.



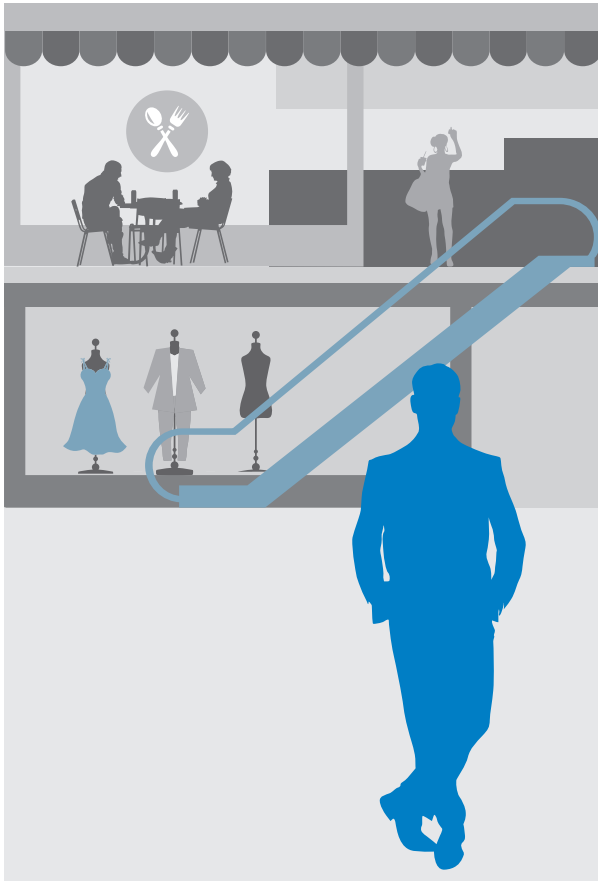
## The facility manager

Managing the daily operation of single or multiple facilities is a balancing act. Time pressures, safety responsibilities, maintenance planning, and dealing with equipment breakdowns are all part of everyday life. Staying on top of everything while keeping a cool head can be challenging.



## The building owner

The smooth, uninterrupted flow of people and goods is a prerequisite for ensuring satisfied shoppers and happy tenants, which in turn grows the bottom line and speeds up return on investment. Reliable, safe equipment is a must, and is guaranteed in the short term by professional maintenance. In the longer term timely, well-managed modernization continuously improves the sustainability of the property.



### The tenant

Visibility, attractiveness, and convenience are critical to successful business and healthy cash flow. Single-tenant properties like department stores face competition from other retailers, and in addition to attracting shoppers must encourage them to explore. Tenants in shopping centers want visibility and balanced people flow so that shoppers can easily find them. Convenient goods transport is important in all retail environments.



### The shopper

Practicality, convenience, and enjoyment are the basis for a great shopping experience. When people can get to where they want to be in the smoothest, most comfortable, and safest manner possible, they feel valued and they share this positive feeling. Shoppers are the lifeblood of any retail business, and helping them achieve their goals should always be the priority.

# A solution for every challenge

The challenges of managing a retail facility are many and varied. Daily operational concerns include ensuring equipment availability and safety, monitoring status and performance, and minimizing costs. Longer-term issues include the need for robust investment planning and sustainable property management to deliver a healthy return on investment. KONE maintenance and modernization services give you the reliability, predictability, and clarity you need to run a successful retail facility.

## CHALLENGE

### Keeping equipment up and running

Unplanned downtime significantly disrupts people flow. Unreliable equipment causes bottlenecks, can be a safety risk, and has a negative impact on the shopping experience. Furthermore, a lack of proper maintenance planning may mean extended downtime for more extensive repair and replacement work.

## HOW KONE SUPPORTS YOU

### Availability that delivers

KONE preventive maintenance methods find and fix problems before they lead to out-of-order equipment. Tailored plans for equipment maximize availability and minimize downtime by delivering the right maintenance at the right time. If problems do occur, our rapid, round-the-clock service will have your equipment up and running again fast.

## CHALLENGE

### Avoiding unplanned costs and investments

When equipment is unreliable, operating costs are harder to predict. Unplanned investment affects cash flow and makes accurate budgeting extremely difficult. Without a clear picture of current and future maintenance needs, planning is at best just educated guesswork.

## HOW KONE SUPPORTS YOU

### A clear vision of your capital and cash flow

We can help you decide what, when, and how to modernize with a thorough assessment of the current condition of your equipment. Our asset management planning expertise saves you time, helps you manage working capital, and makes maintenance and repair costs more predictable.

## CHALLENGE

### Tracking equipment performance

Gathering and organizing data about past, current, and planned equipment performance and maintenance is time-consuming and involves a lot of paperwork. There may be multiple contacts to liaise with for different equipment types, and a lack of clarity in terms of required maintenance tasks and the associated costs.

## HOW KONE SUPPORTS YOU

### Effective communication

We provide easy-to-use tools for evaluating our service performance and reviewing your equipment's maintenance history and future needs. You have a single point of contact for all your maintenance queries, so there's no time spent chasing up multiple providers or wading through paperwork to get a clearer picture of future costs.



# Availability that delivers

“I need a maintenance contract that gives me confidence in the reliability of my equipment and keeps disturbance and downtime to a minimum. I need to be able to rely on the technicians and not waste time trying to find out why the equipment still hasn’t been fixed.”

## How KONE helps

- Preventive maintenance approach maximizes reliability, and flexible service hours mean maintenance can be done outside of opening hours.
- Rapid response from highly trained local technicians ensures equipment is up and running again as quickly as possible.
- Service for all brands and types of equipment from a single supplier – elevators, escalators and inclined autowalks.
- Fast round-the-clock service from your local KONE Customer Care Center – for regular maintenance, an unexpected breakdown, or emergency entrapment situations.



## Keeping revenues rolling at Debenhams department stores

Debenhams is one of the UK's leading retailers, serving millions of customers every year at its 172 stores across the UK and Ireland. For this retail giant, getting shoppers where they want to be is a serious business. The company relies on KONE to keep its equipment up to date and operating reliably and eco-efficiently. KONE's proactive, tailor-made maintenance solution covers almost 700 elevators and over 600 escalators, while a dedicated support system provides technical backup and takes care of equipment modernization and replacement.

DEBENHAMS

- 2 Childrenswear
- Furniture
- Home
- Luggage
- Toys
- Café
- Click & Collect
- Toilets
- Wedding list kiosk
- 1 Lingerie and sleepwear
- Womenswear
- Women's shoes
- Bra fit service
- Personal shopper
- 6 Beauty and fragrance
- Jewellery and watches
- Menswear
- Men's shoes
- Women's accessories
- Men's formal hire

Estro Café



# A clear vision of your capital and cash flow

“I need advice on the best way to update my equipment to reduce the number of breakdowns, which are affecting the people flow in my building and preventing shoppers from reaching some floors. I also need to be able to reassure tenants that modernization won’t affect their sales and explain the benefits of updating the equipment.”

## How KONE helps

- KONE Care for Life™ assessment gives you a detailed rundown of the current state of your equipment, helping you plan what, where, and how to modernize.
- Asset management planning helps you prioritize modernization and get maximum value from working capital. You benefit from a clear picture of current maintenance costs and how modernization can help you secure and increase property value.
- Professional project management ensures smooth, hassle-free modernization process with minimal disturbance for tenants and shoppers.
- Modernization and full-replacement solutions minimize operating costs through reduced energy consumption and contribute to green building certification accreditation.







## DIRECTORY

- FIRST LEVEL
  - ACCESSORIES
  - COSMETICS & FRAGRANCES
    - CHANEL
    - GIORGIO ARMANI
    - JO MALONE
    - KENES SINCE 1851
    - MAC
  - MEN'S ACCESSORIES
  - JEWELRY
    - DAVID YURMAN
  - HANDBAGS
    - CHANEL
    - FENDI
    - GUCCI
    - LOUIS VUITTON
    - PRADA
- SECOND LEVEL
  - DESIGNER COLLECTIONS
    - ARMANI COLLEZIONI
    - CHANEL
    - OSCAR DE LA RENTA
  - ST. JOHN
  - WEAR-WOMEN'S COLLECTIONS
  - CONTEMPORARY COLLECTIONS
  - EVENING COLLECTIONS
  - THE FUR SALON
  - OUTERWEAR
  - HOSIERY
  - INTIMATES
  - SHOE SALON
  - SALON 2 SIZES 14 - 24
  - THE 5TH AVENUE CLUB
  - EXECUTIVE OFFICES
  - HUMAN RESOURCES
  - WOMEN'S LOUNGE
- THIRD LEVEL

## Returning to business after Katrina's devastation

Saks Fifth Avenue has been the foremost name in American luxury for over 110 years. The New Orleans department store covers 10,200 square meters and enjoys an average customer flow of 20,000 people per week. In August 2005 the store was devastated by Hurricane Katrina, necessitating a complete renovation. KONE was chosen to repair the store's existing passenger and goods elevators, install four new escalators, and help meet the many other challenges presented by the natural disaster.

# Effective communication

“I want better visibility over my maintenance planning and costs, so I can easily see what work has been done, what is coming up, and how to plan my budget. My maintenance contract cost should be clear, with no surprises and no hidden extras.”

## How KONE helps

- Easy-to-use online tools for evaluating our service performance and reviewing your equipment’s maintenance history and future maintenance needs.
- Single point of contact for all your maintenance queries eliminates the hassle of chasing multiple suppliers.
- Clear maintenance offering with defined packages that can be customized with a range of additional services, including KONE Care™ Premium, which covers 100% of maintenance, breakdowns, and service repair costs.
- On-site communication tools provide clear information for tenants and shoppers about the schedule and progress of maintenance and modernization work.



## Maintaining people flow at a Helsinki landmark

KONE continued its 80-year partnership with Stockmann's flagship department store in Helsinki when it installed 14 new elevators and eight new escalators as part of the store's large-scale renovation project. The new equipment replaced the original wooden elevators installed by KONE in 1930. Completed in 2010, the new-look Helsinki landmark now keeps people and goods flowing with 38 KONE elevators and 56 KONE escalators.



# Why choose KONE maintenance for retail?

## 1 **Maximum reliability and availability for smooth people flow.**

To keep people – and your business – moving, we use preventive methods to detect and fix faults before they occur, and create individual maintenance plans for all your equipment. The availability rate of equipment we maintain is over 99%.

## 2 **24/7 service and fast call-out resolution.**

Maintaining people flow is critical to your cash flow. The hourly cost of downtime in retail can be tens of thousands of euros, so we provide flexible service outside peak business hours and opening hours, and can fix most problems in a single visit.

## 3 **High-quality service from professional technicians.**

The local KONE personnel who take care of your equipment receive over 50 hours of training every year, and use our proven global tools and processes to provide high-quality service at every visit.

## 4 **Transparent reporting to make planning and budgeting easier.**

Managing a retail facility is a complex task, so clarity is a must. Our online tools show you how well your equipment is performing and give you easy access to key information to support planning and budgeting.

## 5 **Clear communication that keeps your visitors informed.**

Our clear on-site communication tools keep visitors and tenants fully informed about maintenance schedules and progress.

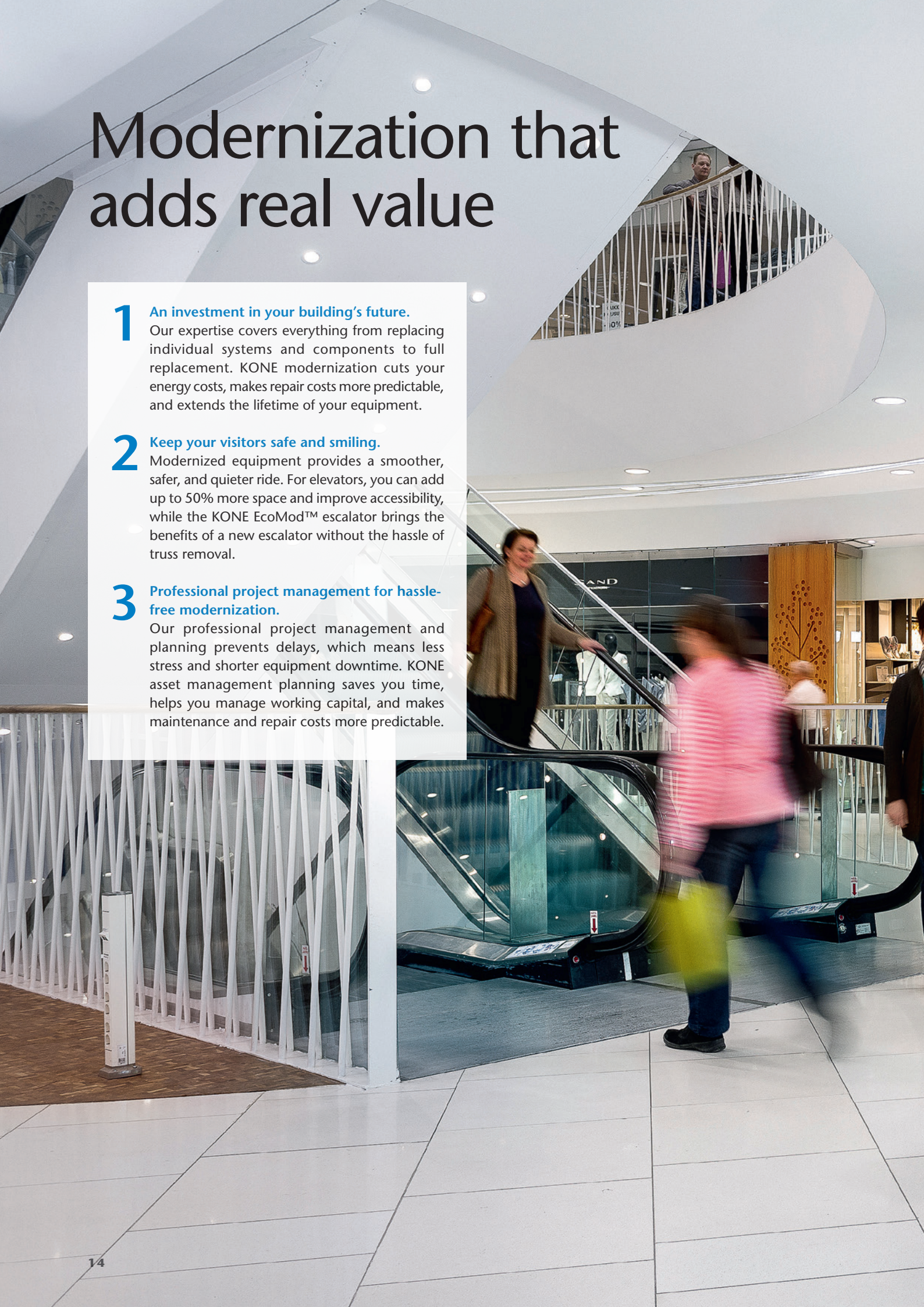




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# Modernization that adds real value



**1 An investment in your building's future.**  
Our expertise covers everything from replacing individual systems and components to full replacement. KONE modernization cuts your energy costs, makes repair costs more predictable, and extends the lifetime of your equipment.

**2 Keep your visitors safe and smiling.**  
Modernized equipment provides a smoother, safer, and quieter ride. For elevators, you can add up to 50% more space and improve accessibility, while the KONE EcoMod™ escalator brings the benefits of a new escalator without the hassle of truss removal.

**3 Professional project management for hassle-free modernization.**  
Our professional project management and planning prevents delays, which means less stress and shorter equipment downtime. KONE asset management planning saves you time, helps you manage working capital, and makes maintenance and repair costs more predictable.





KONE provides innovative and eco-efficient solutions for elevators, escalators, automatic building doors and the systems that integrate them with today's intelligent buildings.

We support our customers every step of the way; from design, manufacturing and installation to maintenance and modernization. KONE is a global leader in helping our customers manage the smooth flow of people and goods throughout their buildings.

Our commitment to customers is present in all KONE solutions. This makes us a reliable partner throughout the life cycle of the building. We challenge the conventional wisdom of the industry. We are fast, flexible, and we have a well-deserved reputation as a technology leader, with such innovations as KONE MonoSpace®, KONE EcoMod™ and KONE UltraRope™.

KONE employs on average 40,000 dedicated experts to serve you globally and locally.

**KONE Corporation**  
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