TK Elevator enhances customer experience with Sensedia technology

Company maintains market differential with digital solutions, mobility and AI with strong integration through APIs.
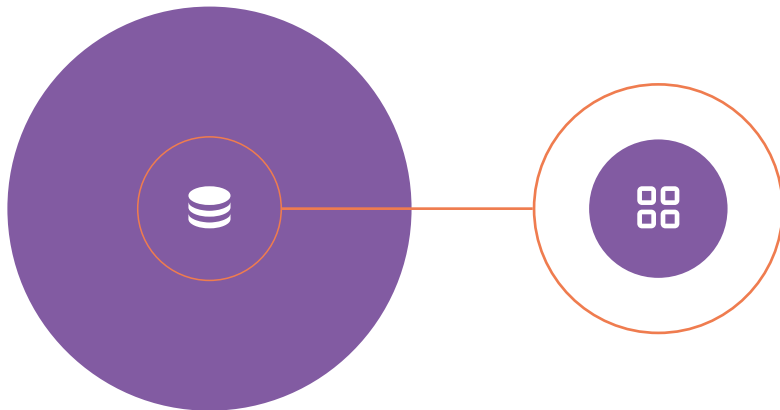
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One of the global leaders in innovation and market in the elevator industry, with customers in over one hundred countries, TK Elevator follows the growth path attentive to the best customer experience.

In 2019, when assessing market expectations, it realized the importance of enhancing mobility solutions to modernize and streamline service. The evolution came through the partnership with **Sensedia**, with APIs technology, strengthening the integration and advancement in digital.

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Fernando Nascimento, TK Elevator's IT Development coordinator for Latin America, recalls that a few years ago they began investing in mobility, so that field technicians could have a faster response, integrated with the existing tool developed by the company, TKE Mobile.

"We needed to improve and went looking for options in the market. We met Sensedia at an IT Mídia event and in May 2019 we made our first contact to understand how their solution worked. We were looking for better integration and response time to improve communication with our field team".

Fernando Nascimento
IT Development coordinator
at TK Elevator

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The first step was to perform a **POC (proof of concept)**, a testing step to verify the possibilities of **Sensedia's API platform.**

"We got a good response. Sensedia came with us for a week. We used the APIs to verify the behavior of our tool and identify the critical points. The training of our team was smooth and with 24x7 support, the experience couldn't have been better. During these four years of partnership were recorded only two calls with prompt service, and immediate response."

According to Nascimento, considering the various APIs that go through **Sensedia**, there are about **11 million requests per month** being processed and all new mobility developments go through the portal.

Revolution in digital with APIs

TK Elevator reached another level of performance, with high gains in agility and efficiency with the evolution of the mobility tool, supported by APIs and went beyond. Digitalization in elevator maintenance was a major step for the company, which makes it stand out in the market. The goal, according to Nascimento, is to deliver to the customers the proper functioning of the elevator, reducing as much as possible the time it is stopped due to technical problems.

The company's solution, MAX, is based on the concept of predictive maintenance and is tied to the application of IoT, big data, artificial intelligence, and machine learning. It is able to identify the problem before anyone notices it and already issues a work order (OS) to a nearby technician.

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Through TKE Mobile, the company communicates first with the technician and then notifies the customer about the problem detected, advising that a technician is already on his way. The name of the professional and the expected time for him to arrive on site are passed on to the customer who, in the end, can evaluate the service.

The warnings reach customers through the **TKE Digital App**, which uses TK Elevator's APIs that are stored on the Sensedia platform to communicate between the customer's cell phone and the elevator control (elevator call function). Through the Sensedia portal, says Nascimento, it is possible to monitor the API's entire path and the time of each step. Today, he says, the average of the elevator call function is around **4.8 seconds**. The application can be downloaded from the **Google Play Store** or the **App Store** and after registration, with login and password, the customer interacts with the company from anywhere

The future prepared in the present

TK Elevator continues on its evolutionary path, preparing for the future in the present, according to Nascimento. According to the executive, other areas besides those that take care of customer service already enjoy the mobility tool for various activities such as installation control and commercial services.

"We know that what we use today from Sensedia is a very small part of what can be explored and the larger gain to be provided. We will grow even more," promises Nascimento.

"The level of trust we have in Sensedia is so great that in this journey of developing the new customer site, one of our requirements is that all integration has to go through Sensedia," concludes TK Elevator's IT Development coordinator for Latin America, for whom the future is now.

"TK Elevator's new portal, which is under development, for example, will be able to expand with many solutions, such as security. One of the key points is Sensedia's partnership with AWS (Amazon Web Services), which enables all the digital transformation and agility needed to build this scenario. The big key is not only to innovate, but to evolve what already exists to achieve even more results."

Ezequiel Santos de Almeida
Customer Success Manager
at Sensedia

Sensedia's role

Sensedia simplifies enterprise architecture and integrations to improve business efficiency and flexibility. Sensedia's solutions go beyond API management, working in partnership to help customers do more, faster and better with APIs, microservices and their architecture. Whether leveraging legacy systems for open innovation within a modern platform, unlocking data with agile architecture, creating new customer digital experiences or expanding business models and partner ecosystems, Sensedia empowers its clients' businesses to become more adaptable, composable and connected

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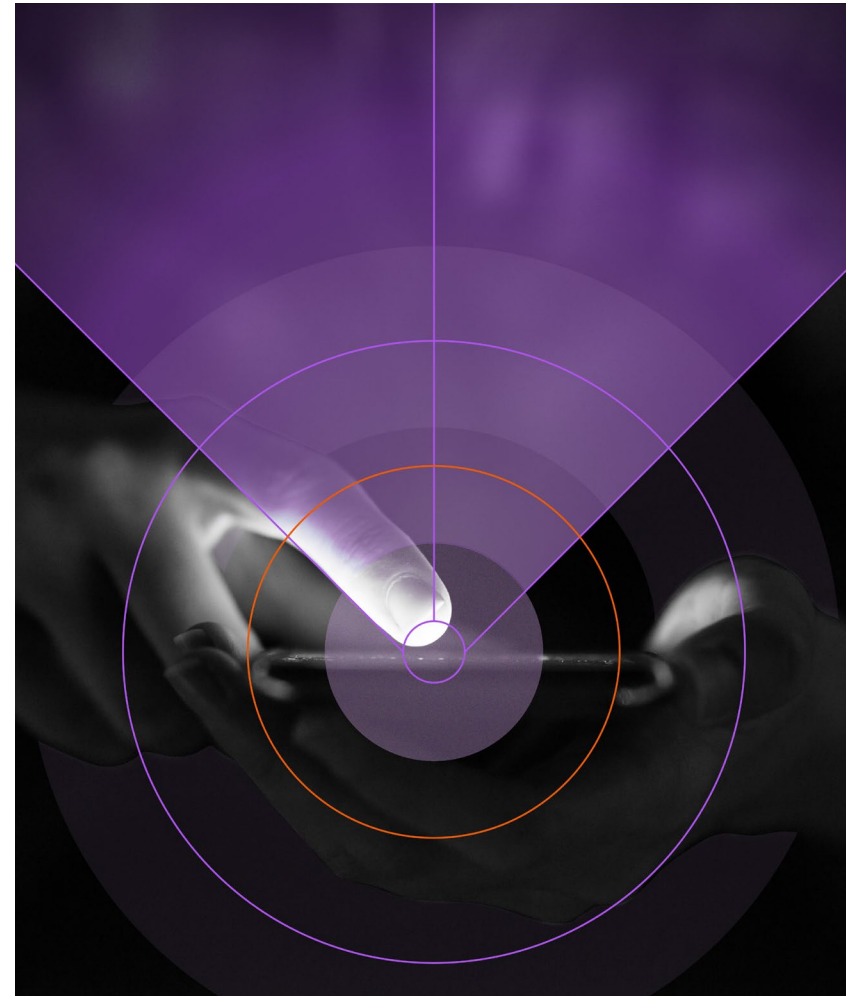
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