

Customer case: KONE





KONE is the global leader in the lift and escalator industry with the strategic objective to make people's journeys safe, convenient and reliable in taller, smarter buildings.

KONE has around 60,000 employees and moves 1 billion people every day. Forbes lists KONE as one of the world's most innovative companies.

A global innovation leader

In 2017, KONE launched its 24/7 Connected Services program, which use the IBM Watson Internet of Things (IoT) platform and other advanced technologies to connect, remotely monitor, and optimize equipment performance, reliability, and safety.

Rise to the challenge

As a pioneer in smart buildings, KONE wanted to develop a new range of products using the IBM Watson IoT platform. By connecting their lifts to the cloud, listening closely to data, and then analysing messages, they would be able to tailor the perfect maintenance solution for each individual lift.

However, KONE faced increasingly **complex projects that might involve hundreds of employees** in diverse locations. KONE needed to radically **improve their project portfolio tools and methodologies** to accommodate the IoT element of projects alongside their existing well-established

manufacturing, new product development and installation project teams.

Rapid digitalisation of processes and workflows

The Keto Software Agile PPM solution was rapidly **implemented over a period of 8 weeks**. For KONE, the end goal was for the project director of a new IoT project implementation to have a clear picture of exactly what is happening in a project with a Gantt chart incorporating both **Waterfall and Agile project methodologies**.

The Keto Platform was **customised to exactly mirror the project structure already in place** by replicating the different programmes, portfolios and workflows KONE had in operation.

“We have had a very positive experience of implementing Keto Software and they are very responsive to our many requests and willing to develop bespoke tools.”

Portfolio analytics combined with resource optimisation tools

The flexibility of the Keto solution gives KONE R&D directors the choice of using different project methodologies in different areas of the portfolio.

Keto resource allocation tools have also been implemented to **optimise resources across the portfolios** and standardise routines for hundreds of staff members and contractors.

Several **integrations with HR systems, ERP and financial systems** were also implemented.

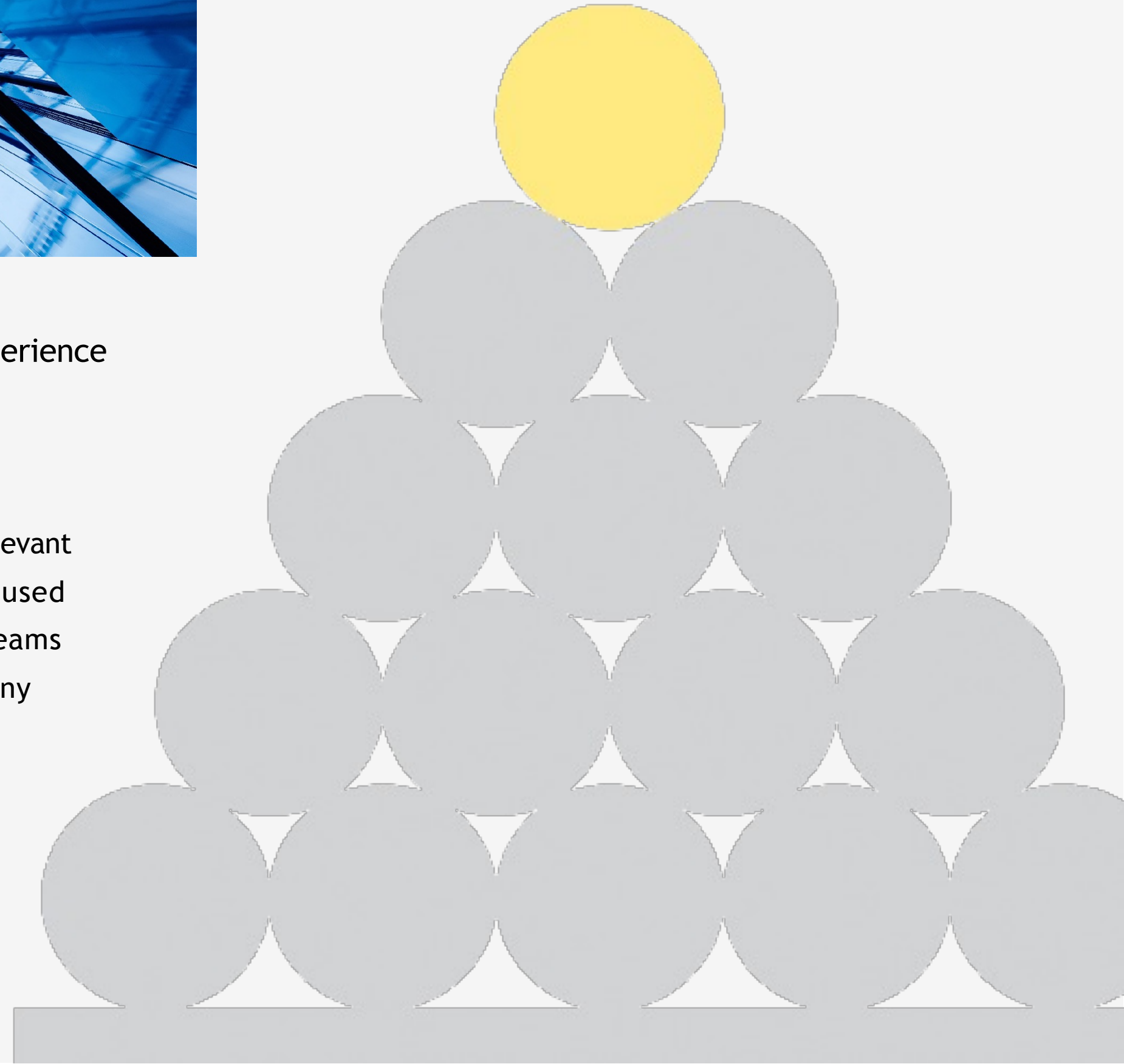
Marko Karppinen, **Program Director, KONE Technology and Innovation**, highlights Keto Software usability:

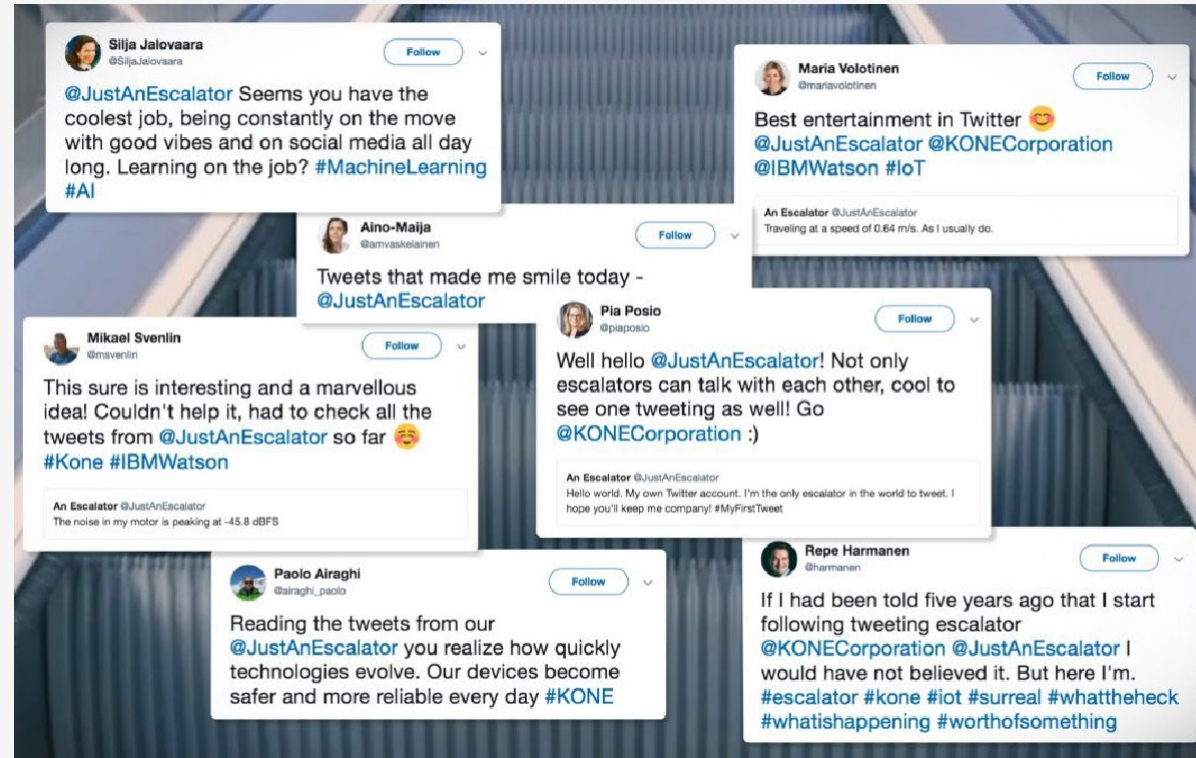
“The Keto Platform is compact and very easy to use.”



Lean software with a smooth user experience helps **reduce friction in enterprise deployment**. Karppinen adds:

“There are not huge amounts of irrelevant buttons, which means that it can be used for many kinds of projects and the teams are not distracted by having too many unwanted options”





Did you know?

KONE created the world's first tweeting escalator (@JustAnEscalator) to give the public real-time insights on KONE 24/7 Connected Services. The London-based escalator produced more than 1,500 tweets generating 620,000 impressions during March-April 2018.

Visibility and transparency are key to long-term success

KONE have been using Keto Software since 2009. During that time more and more internal teams have adopted the Keto Platform. As the roll out took shape, the R&D director and group PMO have managed to create a **single holistic view** to manage a portfolio of increasingly complex IoT projects that often include elements of both Agile and Waterfall methodologies.

“We have had a very positive experience of implementing Keto Software and they are very responsive to our many requests and willing to develop bespoke tools.”

Standardised **resource management workflows** have significantly reduced the amount of time spent on tracking resources by managers and improved **visibility and transparency across the project portfolios**. Program Director Karppinen continues:

“In the future, we want to move on to the Scaled Agile Framework and the Keto Platform will help us to achieve this.”

KONE continues to roll out Keto Software to other units:

“Over the next few years, we will continue to expand the usage of the Keto Platform in more and more countries.”

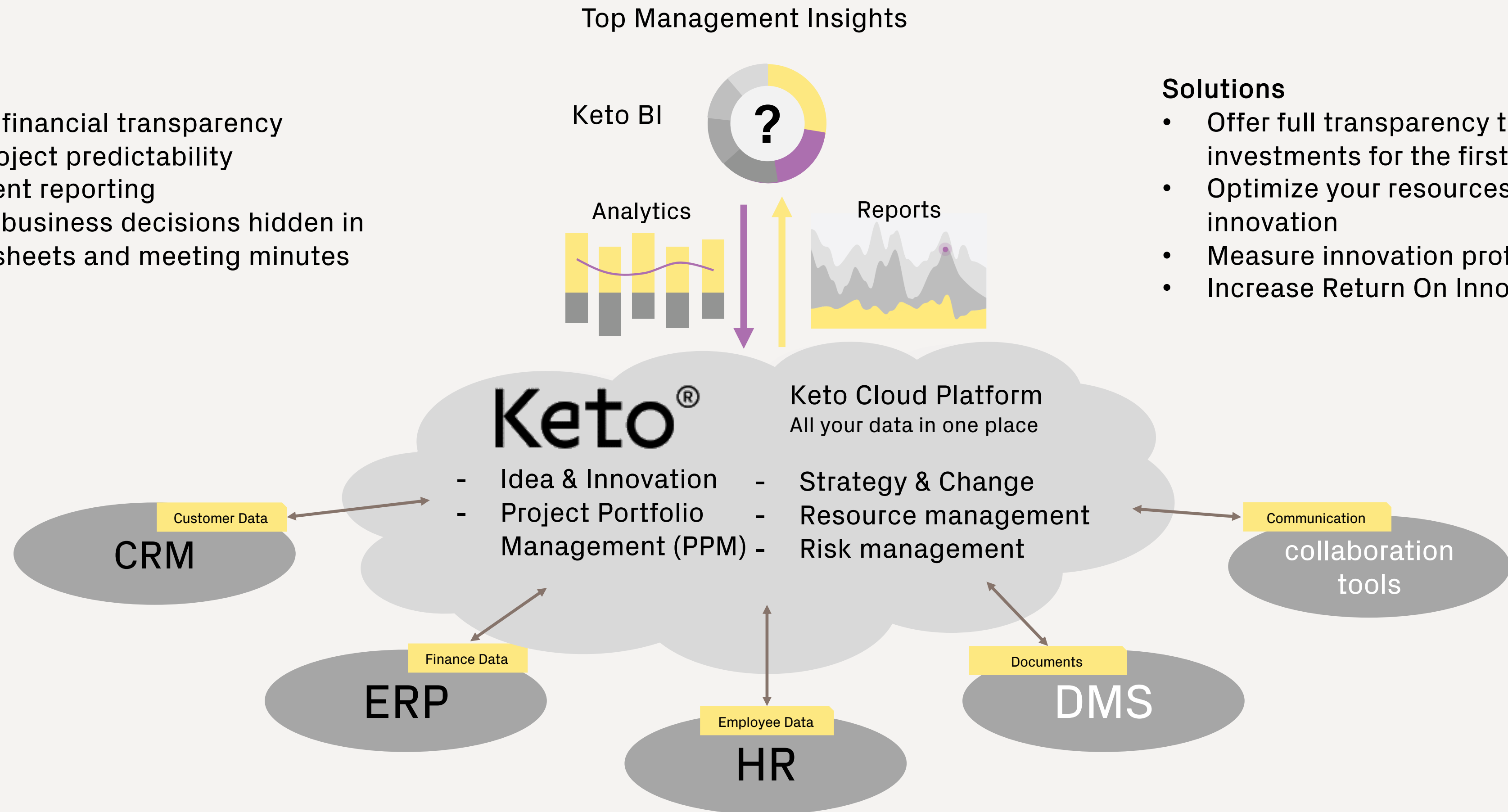
Full Transparency to Innovation and Development

Challenges

- Lack of financial transparency
- Poor project predictability
- Inefficient reporting
- Critical business decisions hidden in spreadsheets and meeting minutes

Solutions

- Offer full transparency to innovation investments for the first time!
- Optimize your resources on innovation
- Measure innovation profitability
- Increase Return On Innovation



Trusted by Leading Innovators



Machinery & Manufacturing



Kone
kone.com



Danfoss
danfoss.com



UPM
upm.com

Services & Consumer Products



Alpiq
alpiq.com



Fortum
fortum.com



Sellafield
sellafieldsites.com

Public Sector



BBC
bbc.co.uk



Knowledge Transfer Network
ktn-uk.co.uk



London Borough of Richmond upon Thames



Wipak
wipak.com



Walki
walki.com



Andritz
andritz.com



Tikkurila
tikkurila.fi



Nokian Tyres
nokiantyres.com



Brunel Healthcare
ivcbrunel.co.uk



Senate Properties
senaatti.fi



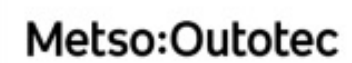
City of Helsinki
helsinki.fi



Chartered Insurance Institute
cii.co.uk



Valmet
valmet.com



Metso:Outotec
mogroup.com



Hitachi Zosen Inova
hz-inova.com



Willis Towers Watson
willistowerswatson.com



OP Bank
op.fi

Your logo here



Kanta-Hämeen Sairaanhoidopiiri
khshp.fi



Population Data Services Agency
dvv.fi



Ministry of Agriculture and Forestry
mmm.fi