Future documentation or the future of documentation?

HANNA HEINONEN

KONE

My background

- M.A. from University of Tampere: Translation studies
- Specialized in technical communications
- 18 years and running!
- Currently Information Designer and key user at KONE Corporation
- Main passions: DITA, information architecture, tool development

More than 100 years in business

KONE

KONE today

- KONE is a global leader in the elevator and escalator industry. We are here to make cities better places to live

- We offer innovative and sustainable new equipment solutions, ensure the safety and availability of equipment in operation and offer modernization solutions for aging equipment

- Founded in Finland in 1910

- Over 55,000 employees

- Over 450,000 customers

- Net sales EUR 8.9 billion in 2017
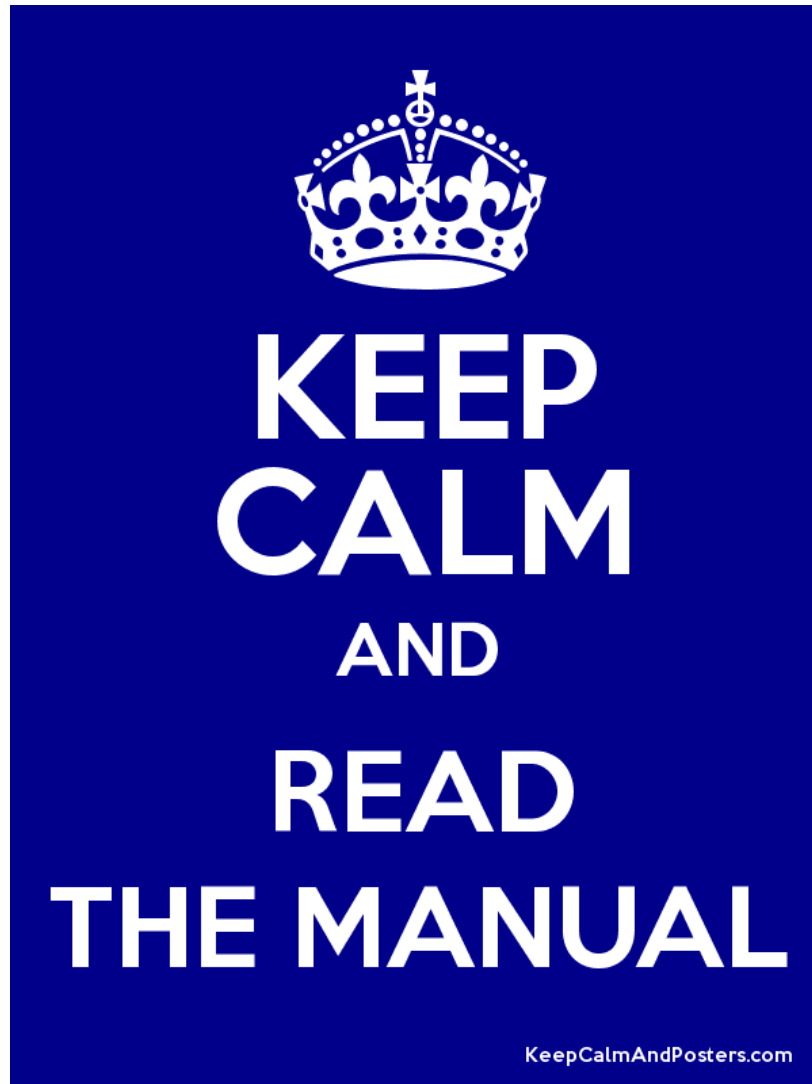
- Listed on the NASDAQ Helsinki since 1967

KONE has a broad global coverage: we have our own operations in more than 60 countries

KONE

Motala · Hyvinkää · Helsinki
Essen · Veenendaal · Ùsti nad Labem
Cadrezzate · Pero
Coal Valley
Allen
Torreón
Kunshan
Nanxun (GiantKONE)
Chennai

- ● Head office
- ● Global R&D site
- ● Production site
- ■ KONE is present

KONE collaborates with authorized distributors in close to 100 countries

A typical day at KONE

KONE

> 1.2 million units in service

> 500 orders booked

> 500 units delivered

~ 70,000 maintenance visits

> 450,000 customers

Operations in > 60 countries

We move > 1 billion people per day

The old way

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Two megatrends impact our business environment

→ **URBANIZATION**

Continuing urbanization drives long term growth potential for new equipment, maintenance and modernization.

→ **TECHNOLOGICAL DISRUPTION**

New technology gives us a great opportunity to learn new ways of working and serve our customers and users in smarter and more exciting ways.

Technological disruption

New technology gives us a great opportunity to learn new ways of working and serve our customers and users in smarter and more exciting ways.
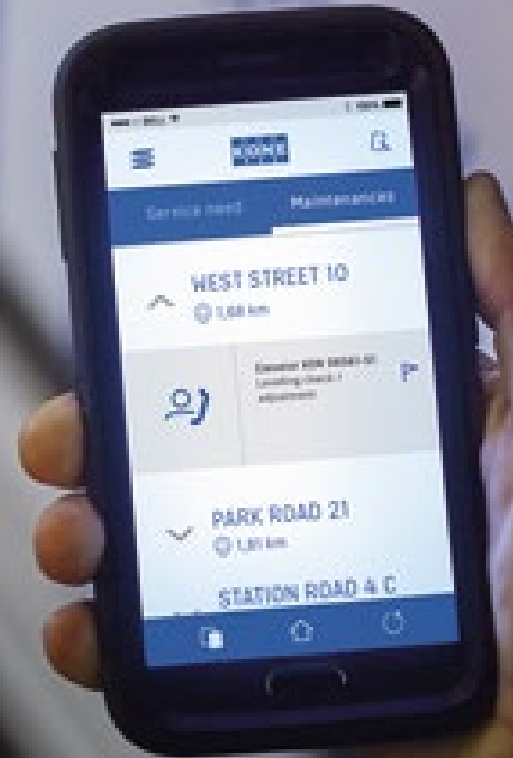
Digitalization continues to accelerate

KONE

Everything becomes mobile and connected.

Customers have full real-time transparency.

Users demand increased convenience, efficiency and enjoyment in People Flow.

New "ecosystems" emerging around smart buildings and cities.

Cloud

Mobility

Data storage and integration

Connectivity

Analytics

Sensors

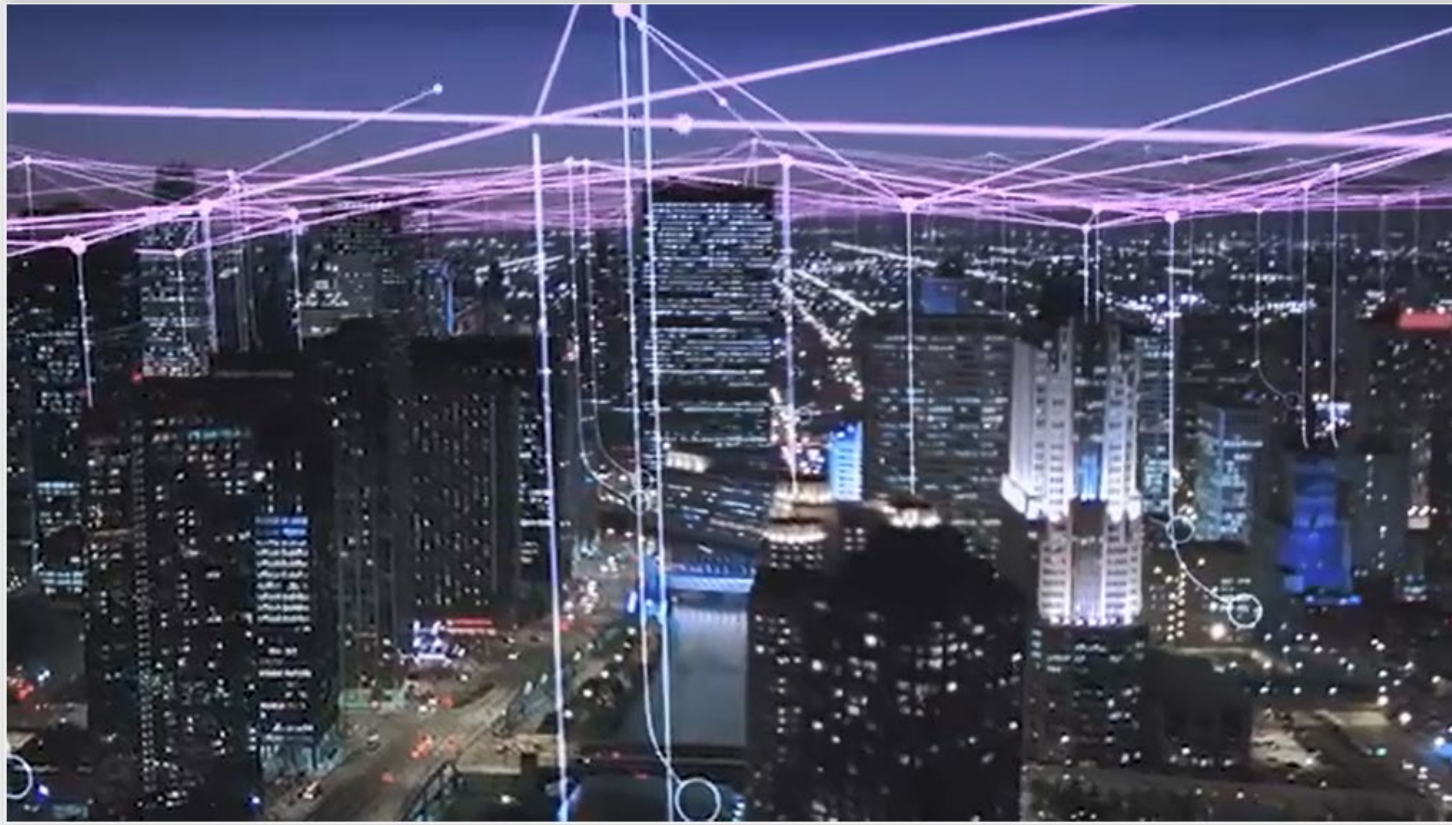# KONE 24/7 Connected Services makes maintenance predictive

If something would happen we'd already know – thanks to our new intelligent elevator services. With real-time data directly from your equipment, we can better predict the need for maintenance. Your elevator will be more reliable and safer, repairs will be done faster and all communication will be transparent.

24/7 connected services

Intelligent services for elevators and escalators

KONE

https://youtu.be/WhZVOR9_6Rg

IBM Watson

A billion people a day.
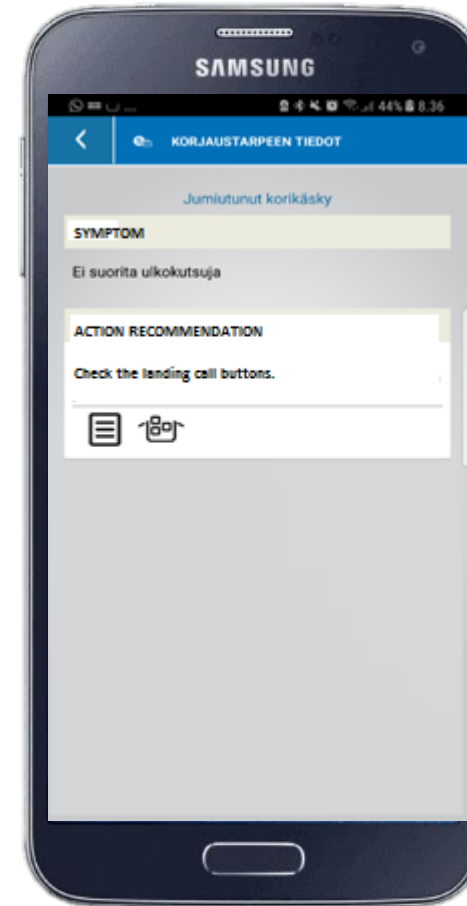Millions of elevators.
No room for downtime.
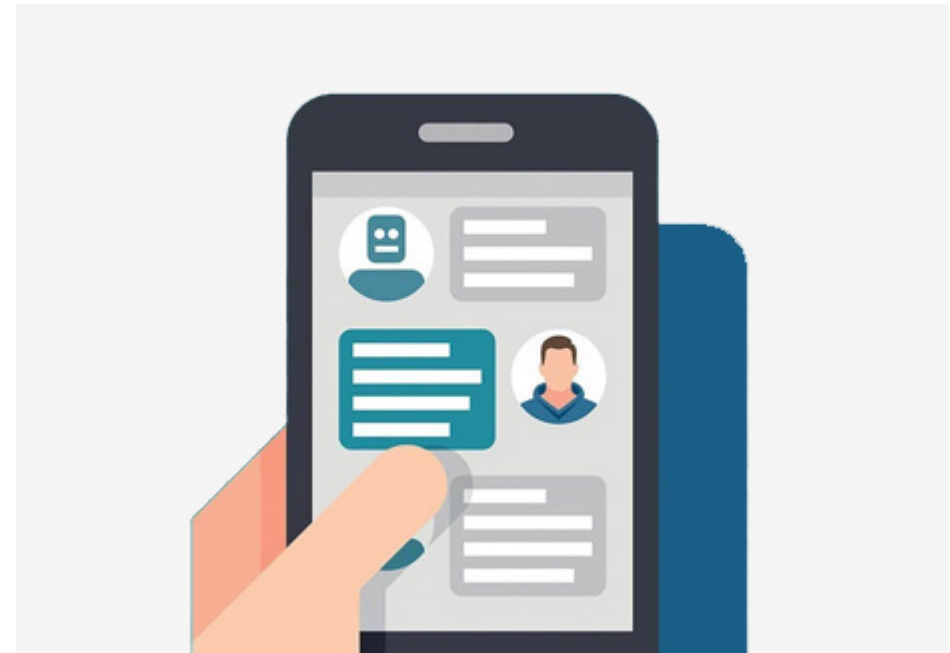
24/7 connected services documentation

- Link to additional information for maintenance technicians
- Content is dynamically fetched from the web service (REST query)
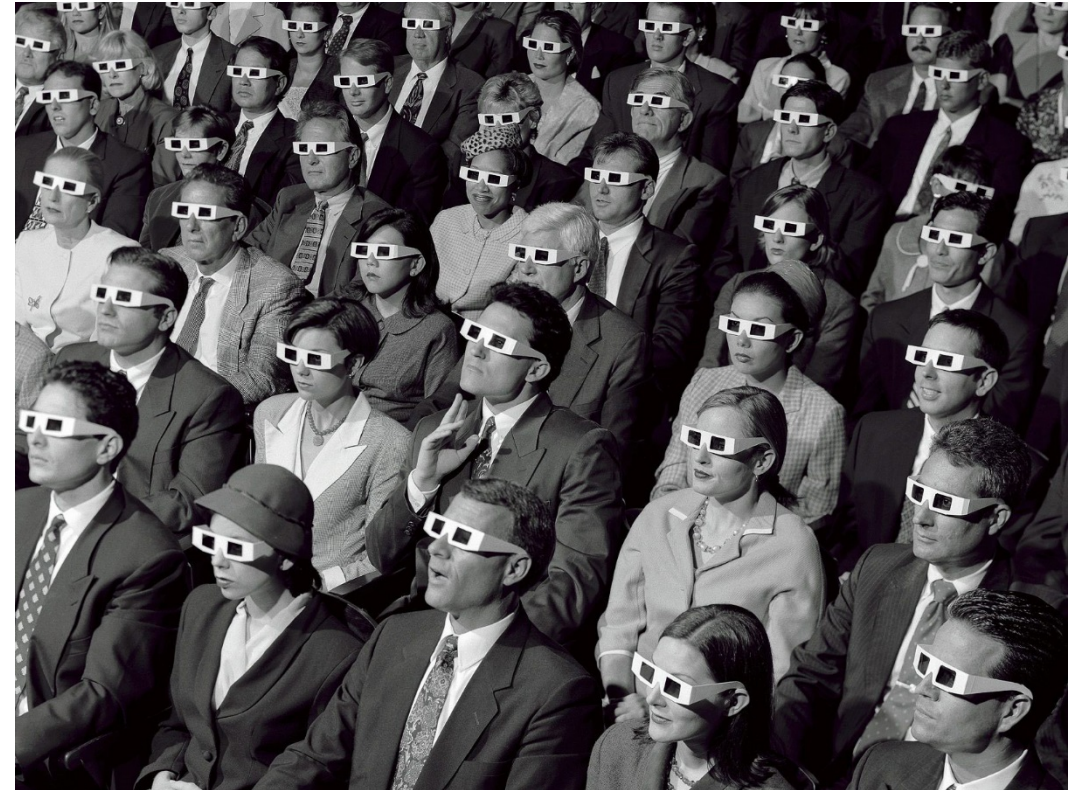- "We deliver the information you need when you need it."

New ways of reusing the same information

- Information portals
- Dynamic delivery to applications
- AI, chatbots
- Augmented reality

Augmented reality

- Proof of concepts ongoing
- Contents queried from the web service and displayed in AR glasses
- Basically any content can be displayed:
  - XML topics
  - Graphics
  - Videos
  - Animations
- Voice commands, gestures

How much content?

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Hyper-reality

https://youtu.be/YJg02ivYzSs

Safety concerns

- Safety information has to be there, but it cannot be visible all the time
- With IoT, we can display context-sensitive warnings
- Risk assesment process?

		Likelihood →			
		Unlikely	**Plausible**	**Likely**	**Very Likely**
Severity of harm ↓	**Insignificant**	Trivial	Trivial	Low	Low
	Slight	Trivial	Low	Low	Medium
	Moderate	Low	Low	Medium	High
	Severe	Medium	Medium	High	Very High
	Very Severe	Medium	High	Very High	Very High

Some of the techniques we are using…

- AR inside of VR
- Eye tracking

Our mission is to improve the flow of urban life

Your journey begins here

Dedicated to People Flow™ KONE