

INCREASING EQUIPMENT UPTIME IS JOB NUMBER ONE AT WORLD'S BUSIEST AIRPORT

Hartsfield-Jackson Atlanta International Airport isn't just the world's busiest airport* (a title it's held since 1998). It's also the world's most efficient airport, according to the Air Transport Research Society. That's a combination that demands safe, smooth and seamless People Flow™.

Operating as a global gateway, Hartsfield-Jackson offers nonstop service to more than 150 domestic and 70 international destinations. Nestled in among the airport's 192 gates are 300 commercial venues. Providing shopping, dining and services to hundreds of thousands of travelers, these businesses also depend on smooth People Flow.

HIGH TRAFFIC COUNTS DRIVE CHANGE

At Hartsfield-Jackson, the first airport to serve more than 100 million passengers in a single year, bottlenecks are simply not an option. A network of 148 elevators, 137 escalators and 35 auto walks help travelers and some 63,000 airport employees navigate the airport safely and quickly.

But when it comes to service, constant growth in the number of flights and travelers presents an increasing challenge. Flights arriving earlier in the day and later at night significantly reduce time available for planned maintenance. The preventative maintenance and repair window has been cut nearly in half.

TAKING A PREEMPTIVE APPROACH

KONE has responded with a rigorous preemptive approach. "We have a lot more visibility than before, and that's reducing the number of callouts," says Jenifer Johnson, Airport Program Manager for KONE. "A year ago, the airport began to report shutdowns through the KONE Customer Service Center. Now we're able to track units, troubleshoot and identify trends. We've been working together to collect historical data, and form a plan of action for units that have a higher number of challenges."

Weekly meetings attended by airport officials and the KONE team are part of a tightly-focused approach. Intensive planning takes place before units are taken out of service, maximizing uptime of equipment.

"We're maintaining a list of spare parts inventory as well as a schedule of upcoming needed repairs," says Chris Kuhn, KONE Service Sales Manager, Atlanta. "With comprehensive documentation and a complete understanding of which units are most critical, we're able to prioritize and schedule work in the best way possible, and that helps keep things running as smoothly as possible."



THE CHALLENGE:

- Increased number of flights reduces time when equipment can be serviced
- Increased number of travelers place heavier demands on equipment
- Aging equipment requires more maintenance and repairs

KONE SOLUTION:

- Proven KONE processes heighten equipment visibility
- Shutdowns preceded by intensive planning
- Focused asset management plan

FAST FACTS:

HARTSFIELD-JACKSON ATLANTA INTERNATIONAL AIRPORT

- Area: Terminal complex measures 156.1 acres (6.8 million square feet)
- Capacity: Average of 275,000 passengers a day
- Owner: City of Atlanta, Department of Aviation
- Management: Atlanta Airlines Terminal Company

KONE SOLUTION:

- 137 escalators
- 148 elevators
- 35 auto walks

ADDRESSING ISSUES FASTER

Proven KONE processes are an important part of the package. Back reporting, a highly responsive KONE Call Center and sophisticated maintenance methods help keep traffic moving at Hartsfield-Jackson. "By using the tools KONE has in place, we can address issues faster," Johnson says.

Non-technical service callouts – those that do not reflect an equipment problem – also get close scrutiny. "Some service calls are beyond our control," Johnson notes. "A passenger can bump into a safety switch, for instance. By reviewing steps to minimize risk, we have seen good reduction in those issues as well."

A sound asset management plan sets a course for the future – and ensures smooth operations. In-depth assessment of escalators and moving walks (complete with safety and code upgrades as well as opportunities for performance enhancement) delivers increased equipment uptime. At the world's busiest airport, increased uptime is the key to smooth People Flow.

**Designation conferred by Airports Council International.*

ABOUT KONE

At KONE, our mission is to improve the flow of urban life. As a global leader in the elevator and escalator industry, KONE provides elevators, escalators and automatic building doors, as well as solutions for maintenance and modernization to add value to buildings throughout their life cycle. Through more effective People Flow®, we make people's journeys safe, convenient and reliable, in taller, smarter buildings. In 2019, KONE had annual net sales of EUR 10 billion, and at the end of the year approximately 60,000 employees. KONE class B shares are listed on the Nasdaq Helsinki Ltd. in Finland.