



LEVERAGING THE POWER OF EDUCATION

## CONFIDENTIAL CONTRACT SUMMARY

ThyssenKrupp Elevator



**Product Category:** Elevator and Escalator Maintenance

**Getting Started:** To utilize the ThyssenKrupp Elevator Corporation agreement, contact Joel Wooley, National Accounts Manager at 901-351-2429 or at [joel.wooley@thyssenkrupp.com](mailto:joel.wooley@thyssenkrupp.com)

**Agreement Period:** The term is effective to October 22, 2012.

**Supplier Contact:** Joel Wooley  
National Accounts Manager  
ThyssenKrupp Elevator Corporation  
Phone: (901) 351-2429  
Email: [joel.wooley@thyssenkruppelevator.com](mailto:joel.wooley@thyssenkruppelevator.com)

*To utilize this agreement, contact **Joel Wooley of ThyssenKrupp Elevator** at the number listed above, or contact your dedicated Horizon Account Director at (866) 531-3053.*

**Payment Terms:** Net 30. Participants that prepay on an annual basis will receive an additional 2% discount.

### Agreement Summary:

ThyssenKrupp offers a discount structure and pricing advantages exclusive to the member institutions of Horizon Resource Group. Up to 7% discount for current ThyssenKrupp Elevator customers who renew their current service agreement (certain restrictions apply).

ThyssenKrupp Elevator is the largest elevator service provider in North America. Over 200,000 elevators are currently under maintenance agreement with ThyssenKrupp; with 40% of those are brands of other companies (Otis, Schindler, Westinghouse, Kone, and many others). Through the National Technical Services program, ThyssenKrupp is dedicated to research and training for every major elevator system. The master engineers

at NTS are available 24/7, so your local technician is backed-up around the clock by the most knowledgeable experts in the industry.

ThyssenKrupp Elevator can and will commit the full resources of the world's most advanced maintenance organization to the local service of your elevators called TeamService™. Service is delivered hands-on through 5,700 certified service technicians in over 300 service locations across North America, all wired into a national system that trains, equips and supports them as no other company can.

**ThyssenKrupp Elevator's TEAMService Program guarantees:**

Budgetable Expenses: Your ThyssenKrupp Elevator TEAMService representative will customize the maintenance plan that is right for you, so you can know your costs in advance. You'll be immune from large, unexpected expenses.

24/7 Service: The senior technical engineers of ThyssenKrupp are available around the clock. And even if your building is remotely located, no point in the U.S. is more than fifty miles from a ThyssenKrupp Elevator representative. The NTS SoundNet Call Center is the centralized dispatch arm of ThyssenKrupp Elevator. Its primary two responsibilities are elevator monitoring and after-hours dispatch.

Additional offerings to the Horizon Resource Group member institutions include the VIEW and VISTA programs.

**VIEW** is the most thoroughly customizable system of its kind. You decide what kinds of reports you need to see. And once you set a report's parameters, you'll never have to do so again; just name it, save it, and re-run it whenever you want.

**VISTA** Remote monitoring is the next best thing to having a trained service technician on your premises 24 hours a day. It is a communications device installed inside your elevator controller cabinet to relay an ongoing stream of event information to ThyssenKrupp's National Technical Services. Any critical elevator event is immediately forwarded to your local office and the appropriate action will be taken.

Contact Joel Wooley, National Accounts Manager for more detail about the VIEW and VISTA programs, as well as about ThyssenKrupp Elevator Corporation.