

## Press Release

Elevator Technology

October 17, 2019

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### **thyssenkrupp launches elevator interface to allow multi-level robot movement throughout hotels, hospitals and other buildings**

- Interface eliminates restrictions previously impacting robot movement in buildings, allowing them to move freely regardless of building size or height
- Robotics elevator interface launch reinforces thyssenkrupp's commitment to creating smarter building transportation solutions through advanced engineering

thyssenkrupp Elevator North America has launched a robotics interface platform to assist with robot delivery services throughout buildings. By incorporating the elevator interface with delivery robots, building owners and managers can improve inhouse logistics, increase productivity and maximize the tenant experience.

Previously, robots could not operate independently and use elevators, severely limiting their use within a multi-story building. Now, thyssenkrupp's sophisticated interface allows communication between the robot and the elevator, which enables robots to make floor selections and use elevators like a normal passenger.

"thyssenkrupp Elevator is helping shape the smart cities of the future with our innovative technologies and solutions that make passenger movement safer and more efficient for everyone, including robots," said Kevin Lavalley, CEO of thyssenkrupp Elevator North America.

Successful pilot projects have been completed at prominent hotels and hospitals across the U.S., as thyssenkrupp has partnered with leading robot manufacturers on these pilot projects. Robotic elevator interfaces can be implemented to assist with housekeeping, room and luggage service; assist robotic security guards and concierges; as well as aid in pharmaceutical and package delivery.

The interface permits robots to act like human passengers, placing a call for an elevator via WiFi or 4G LTE, selecting a floor and then exiting the elevator upon reaching its destination. Using Machine Vision, a robot can determine if an elevator has enough room or if it's too full to accommodate the robot.

All elevator communication is done wirelessly through thyssenkrupp's TAC family of controllers. The interface, which is only compatible with thyssenkrupp software and hardware, can be installed in as little as one day.

According to MarketsandMarkets™, the delivery robot market is expected to grow from \$11.9 million USD in 2018 to \$34 million USD in 2024. Hotels are increasingly testing this technology due to labor savings, increased revenue from room service as well as increased occupancy and room rates. Meanwhile, hospitals are utilizing robots for deliveries to and from pharmacies, laboratories, blood banks, nurse stations, waiting rooms, patient rooms, administrative offices and gift shops.

“Technology-savvy organizations in pursuit of improved operational efficiencies are embracing the virtually unlimited potential of this technology and how they can implement robots and the elevator interface into their day-to-day activities,” continued Lavalée.

This is not thyssenkrupp Elevator’s first foray into the world of robotics. In 2017, thyssenkrupp announced the [launch of pilot project](#) in which delivery robots would transport spare parts and other materials from the warehouse to elevator maintenance job sites faster and more efficiently.

In addition to robotics, thyssenkrupp has recently launched two technological advancements poised to revolutionize elevator efficiency – MAX and AGILE. [MAX](#) is the elevator industry’s first real-time, cloud-based predictive maintenance solution that identifies issues before they occur, increasing elevator availability and reducing downtime. There are currently more than 130,000 units installed worldwide.

Meanwhile, the [AGILE](#) elevator enhancement package allows building managers to more intelligently group and assign passengers to elevators, move people more rapidly to their destination, adjust passenger flow in real-time and personalize touchscreens and kiosks. AGILE bridges the gap between traditional elevator systems and the elevators of the future by providing a smart environment of unprecedented connectivity and personalization.

**Press images** available [below this hyperlink](#) (credit: thyssenkrupp Elevator).

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**About us:**

**thyssenkrupp Elevator**

thyssenkrupp Elevator brings together the Group's global activities in passenger transportation systems. With sales of €7.6 billion in fiscal 2017/2018 and customers in 150 countries, thyssenkrupp Elevator built its position as one of the world's leading elevator companies from scratch in a mere 40 years' time applying thyssenkrupp unique engineering capabilities. With more than 50,000 highly skilled employees, the company offers smart and innovative products and services designed to meet customers' individual requirements. The portfolio includes passenger and freight elevators, escalators and moving walks, passenger boarding bridges, stair and platform lifts as well as tailored service solutions for all products. Over 1,000 locations around the world provide an extensive sales and service network to guarantee closeness to customers.

**thyssenkrupp**

thyssenkrupp is a technology group with traditional strengths in materials. Over 160,000 employees in 78 countries work with passion and technological know-how to develop high-quality products and intelligent industrial processes and services for sustainable progress. Their skills and commitment are the basis of our success. In fiscal year 2017/2018 thyssenkrupp generated sales of €42.7 billion.

Together with our customers we develop competitive solutions for future challenges in their respective industries. With our engineering expertise we enable our customers to gain an edge in the global market and manufacture innovative products in a cost- and resource-friendly way. Our technologies and innovations are the key to meeting diverse customer and market requirements around the world, growing on the markets of the future, and generating strong and stable earnings, cash flows and value growth.