

Our contacts at BearingPoint Switzerland



Financial Services

Iris Grewe, Partner

iris.grewe@bearingpoint.com



Consumer & Production Industries, Supply Chain Management

Matthias Görtzen, Partner

matthias.goertzen@bearingpoint.com



Consumer & Production Industries, Utilities & Resources

Karsten Kohl, Partner

karsten.kohl@bearingpoint.com



Public Services

Josef Wicki, Partner

josef.wicki@bearingpoint.com



Cross Industry, Finance & Regulatory

Vahan Gürmann, Partner

vahan.guermann@bearingpoint.com



Cross Industry, IT Advisory

Matthias Roeser, Partner

matthias.roeser@bearingpoint.com

About BearingPoint

BearingPoint consultants understand that the world of business changes constantly and that the resulting complexities demand intelligent and adaptive solutions. Our clients, whether in commercial or financial industries or in government, experience real results when they work with us. We combine industry, operational and technology skills with relevant proprietary and other assets in order to tailor solutions for each client's individual challenges. This adaptive approach is at the heart of our culture and has led to long-standing relationships with many of the world's leading companies and organizations. Our 3350 people, together with our global consulting network serve clients in more than 70 countries and engage with them for measurable results and long-lasting success.

For more information, please visit: www.bearingpoint.com

Client reference projects in the digitalization of Schindler

The Massachusetts Institute of Technology awarded Schindler the 2015 CIO Leadership Award for its digital and innovative business solutions. The award is given to firms which use digital technologies in an exceptional way to generate added value.

Thanks to an exceptional digital vision and its sustained digital business transformation, Schindler is a front runner in its industry. The MIT Sloan CIO Symposium Awards Committee is proud to present Schindler with the 2015 CIO Leadership Award.

Dr. George Westerman, MIT Center for Digital Business.

BearingPoint supported Schindler Digital Business in, among others, the following projects:

FieldLink – Digitalization of the field service

Schindler, headquartered in Switzerland, has more than 56'000 employees in more than 100 countries working in the manufacturing of elevators and escalators. Until 2014, the field service staff working in maintenance and support used a mobile application that was only available on an outdated smartphone platform and was both, user-unfriendly and lacking in support for core processes.

BearingPoint guided Schindler in the creation and implementation of a concept for a "mobile Field Worker Application" by defining the requirements and developing the mobile solution. The use of the new iPhone app offers the following advantages:

- Automatization of processes and increase in efficiency in field service
- Support for increase in quality for on-site implementation
- Simplification of operations through use of a state-of-the-art mobile platform
- Integration of extensive additional functionalities e.g. diagnosis functionalities
- Full integration into the SAP ERP platform

The developed "mobile Field Worker Application" today is used by a vast majority of the field service workers during their daily work.

Schindler Customer Portal

During the last years, Schindler has updated all its IT systems and business processes on a global level to new and innovative business solutions. Based on a new digital platform elevators and escalators are now integrated into the value chain through the "internet of things". The extracted and processed information is sent through iPhone Apps in a closed process cycle to customer service staff and technicians in field work. Customers have constant access to all relevant details and information through an online customer portal and a mobile app. The Schindler Dashboard closes the reporting gap between customers and Schindler through an additional communication channel. Thus, for instance the facility management of a customer is able to retrieve information autonomously and at all times.



About Schindler

Founded in 1874 in Switzerland, Schindler is one of the world's leading providers of elevators, escalators and moving walks. Everyday Schindler's mobility solutions move more than 1 billion people worldwide. www.schindler.com



Schindler

BearingPoint®

Welcome to the Digital
City of BearingPoint!

We accompany you on the
road to a successful future



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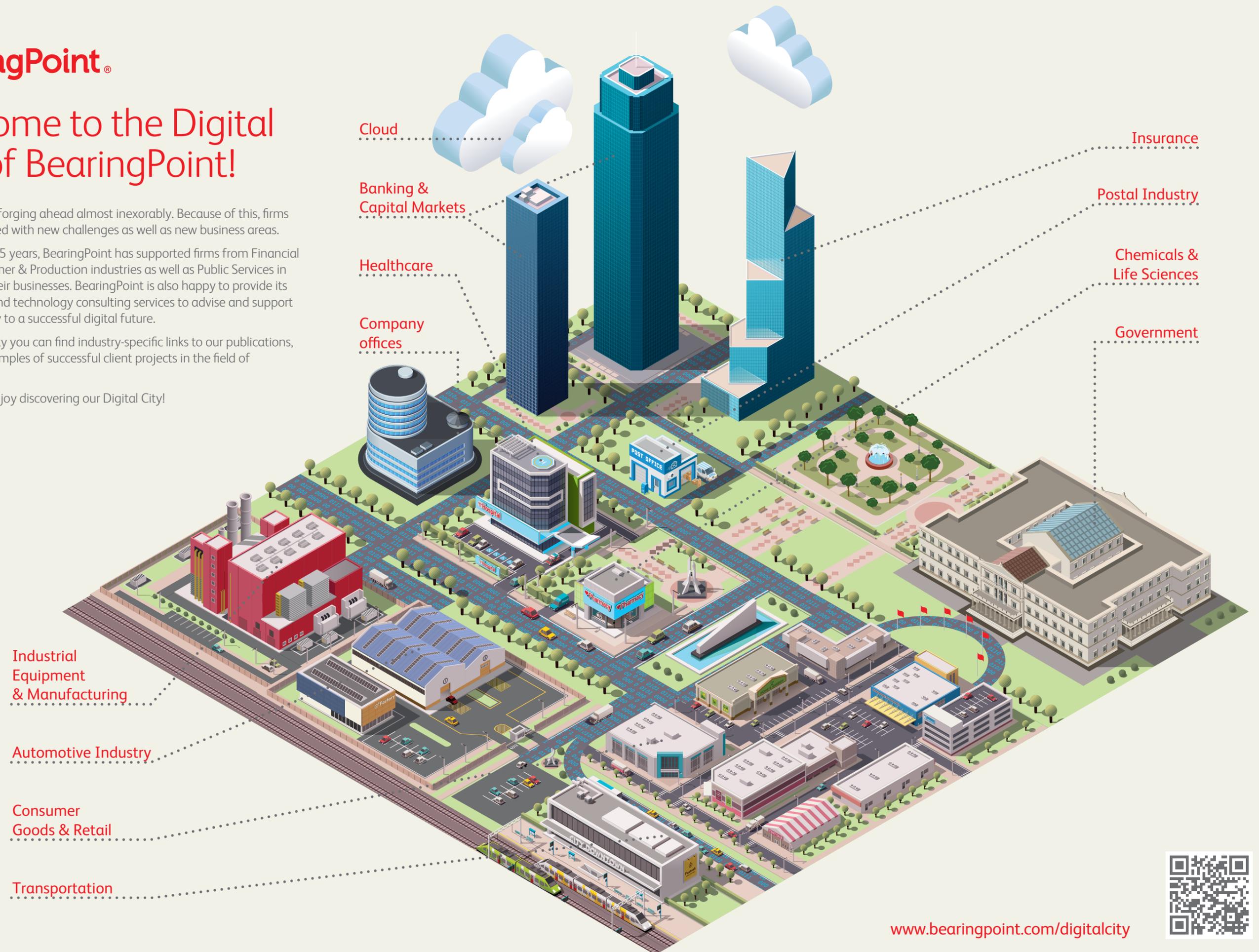
Welcome to the Digital City of BearingPoint!

Digitalization is forging ahead almost inexorably. Because of this, firms will be confronted with new challenges as well as new business areas.

For more than 15 years, BearingPoint has supported firms from Financial Services, Consumer & Production industries as well as Public Services in transforming their businesses. BearingPoint is also happy to provide its management and technology consulting services to advise and support you on your way to a successful digital future.

In our Digital City you can find industry-specific links to our publications, studies, and examples of successful client projects in the field of digitalization.

We hope you enjoy discovering our Digital City!



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