



USE CASE

Elevate compliance in vertical transportation

Protect worker and public safety with
adaptive elevator workflows

**3 weeks to
90 seconds**

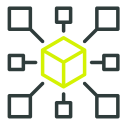
Reduced directive
notification time

**Hundreds of
thousands**

In prevented
AHJ fines

**Audit-ready
documentation**

Available for recall
anytime



Public transportation assets adhere to strict regulations for public safety. Traditionally, compliance directives for elevator assets were managed on paper, lacking traceability and accountability. This resulted in low operational visibility and sometimes non-compliant work, as authorities having jurisdiction (AHJs) often issued evolving regulatory directives to maintain worker and public safety.

Challenges

STRICT REGULATION

Public transportation assets are highly regulated for the overall safety of the public. Regulations also change over time to account for evolving views on maintaining public safety.

PAPER-BASED EXECUTION

Historically, issuing and tracking legal compliance directives for elevator assets were all performed on paper. This introduced unnecessary delays in executing mandates and visibility issues on which directives were being followed.

LACK OF TRACEABILITY

No traceability, no follow-up, no analysis, no sustainability, and no ownership. Existing compliance processes made it impossible for businesses to track safety mandates, spot trends, and assign accountability to specific technicians and supervisors.

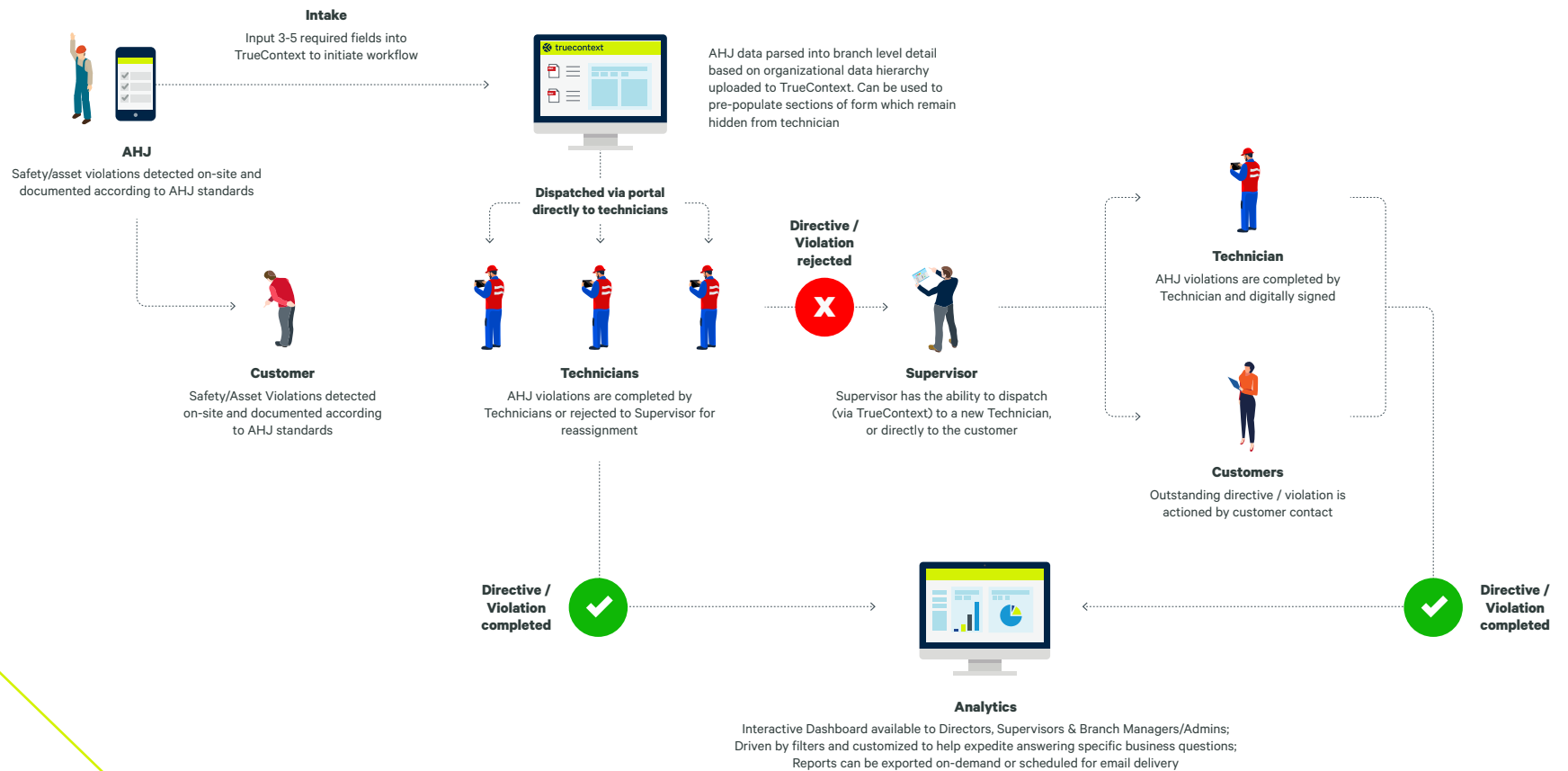


The Solution

TrueContext has designed a fully industrialized end-to-end workflow that addresses the entire compliance process. Accountability, transparency, and completeness of work are of paramount importance in the solution design.

Today, an elevating device mechanic (EDM) is alerted to a new directive on their mobile device within 90 seconds of it arriving in the branch office. It cannot be lost, forgotten, or left unaddressed. Additionally, the EDM can sort directives on their maintenance route based on priority or due date.

Once the work has been completed and the form has been digitally signed, a legally binding document with supporting evidence (photographs, technician notes, etc.) is generated. Track and trace capabilities for supervisors and branch managers is readily available through an analytics platform pre-configured with intuitive dashboards and easy-to-read reports.



Use Case Outcomes

▶ IMPROVED ASSET UPTIME

Elevator equipment stay compliant, preventing risk of regulator shutdown.

▶ ENHANCED EDM PRODUCTIVITY

Work assignment is streamlined based on urgency. Digitizing compliance directives reduce notification time from 3 weeks to 90 seconds.

▶ ELEVATED SAFETY FOR WORKERS AND THE PUBLIC

Cut litigation risk by keeping your assets safe to service by your workers and for use by the public.

▶ REDUCED BUSINESS RISK

Compliant assets mitigate potential AHJ fines, resulting in potential savings worth hundreds of thousands of dollars.

▶ INCREASED VISIBILITY

The completed documents can be recalled anytime for evidence of execution. No driving back to site to take photos or confirming logbook entries on site.

▶ REPUTATION FOR COMPLIANCE

Recognition for safety compliance among customers and the industry is an immeasurable advantage for public transportation brands.

Workflow Features

▶ FORMS

- Side-by-side sections
- Repeatable sections
- Dispatch destinations

▶ DOCUMENTS

- Image capture & annotation
- Technician signature
- Customer layouts

▶ DATA & ANALYTICS

- Dashboard with summary KPIs
- Filter based on directive status, region, department, etc.
- Export to Excel and PDF

