

Schindler Lifts



**BUSINESS
COVERAGE**

SCHINDLER LIFTS



*A family-owned business
with global grandeur*



They have over 1000 offices in more than 100 countries and are responsible for transporting one billion people around the world each day via elevators, escalators and moving walks.

But despite their global grandeur, when it all boils down to it the Schindler group is still a family-owned business at heart.

KEYS TO SUCCESS

Founded in 1874 by Robert Schindler in a joint partnership for the production of lifting equipment and other machines in Lucerne, Switzerland, it has grown during the past 142 years from a local manufacturer into an international elevator and escalator business.

Far from its humble origins, Schindler now employs more than 57,000 people across the globe, including 981 in the Australian arm of the group, which was founded in Melbourne in 1981.

Ranked number two in the Australian “urban mobility” market in terms of turnover – with designs on first place – Schindler Lifts Australia manufactures, sells, installs, maintains, repairs and modernises lifts, escalators and moving walks, with six offices located in Queensland, NSW, ACT, Victoria, South Australia and Western Australia.

While it is clear the original family tree has grown a few extra branches over the years, the roots upon which it draws its strength remain the same according to Schindler Lifts Australia Managing Director Rob Seakins.

“There are two key things for me - one is about how we work with our people and the second one is how we service our customers,” he said.

“Employee engagement is the foundation of our business and we spend a lot of time and effort in making sure that our employees are engaged.”

Just as it is within a family unit, the key for the company in forming connections with employees – and customers – is trust.

And among the elements that have helped develop that is the company’s commitment to safety.

“Safety has two components and the first is employee safety; making sure our employees get home safely at the end of the day,” Mr Seakins said.

“That’s our first priority as an organisation.

“But equally important is product safety and product safety



is about looking after the people that ride in and use our lifts, escalators and moving walks.

“We transport one billion people a day globally so if we don’t get that right we won’t exist as a company.

“We do a number of things over and above the regulatory requirements here to make sure that the Schindler products we install and maintain are safe for people to use.

“The company is still a family-owned company, there still is a Mr Schindler and his name is on every product that we put out in the marketplace . . . This is the discipline he puts through the company, that employee safety and product safety are our biggest priority and will always be our biggest priority.”

Effective communication has also been crucial in ensuring people - both inside and outside the company – remain

The Siemens logo is displayed in a bold, teal, sans-serif font. It is positioned in the upper left quadrant of the advertisement, overlaid on a white rectangular background. The background of the entire advertisement is a photograph of a modern building's interior, featuring a central glass-enclosed elevator shaft and a large, multi-paned skylight at the top, creating a bright and architectural atmosphere.

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engaged with and committed to Schindler's products and services.

"It's not rocket science, it's really about being proactive with our communication and being responsive as an organisation," Mr Seakins said.

"We have a person in our organisation who is dedicated to running what we call customer excellence, and this is about raising the profile of good customer interactions within the business.

"We know if we have better relationships with our customers, we will retain our customers and invariably help grow our customer base."

Schindler Lifts asked. We listened.

Siemens elevator cables are manufactured to the highest of standards to ensure maximum safety, longevity and ease of installation.

Siemens cables benefit from world-renowned engineering. All products are manufactured where rigorous process controls are combined with the highest quality of materials to guarantee a superior end product. Our cables are also the result of customer consultation.

At Schindler Lifts request, Siemens designed a new Flat Travelling Cable to service Low, Mid and High Rise Elevators in just one cable. This innovation provides integration for applications to multiple devices in a single cable (e.g. swipe cards, telephone security, card readers & key pads).

"It is an excellent combination comms travelling cable that we now predominantly use across our Modernisation, New Elevator and Repairs business" Tom Geister, Schindler Lifts.

Siemens elevator cables are manufactured to the highest of standards to ensure maximum safety, longevity and ease of installation.

PROJECTING CONFIDENCE

Each year Schindler Lifts Australia supplies around 1000 units to clients across the country for projects of all sizes.

One of the biggest in recent years saw them provide 106 elevators to Lendlease for the landmark Barangaroo South development.

The \$6 billion waterfront project on the western edge of Sydney's CBD aims to be the first development in Sydney that is entirely 'climate positive', generating at least as much energy and water as it consumes and recycling more waste than it creates.

This vision meshed perfectly with Schindler's own global commitment to sustainability and more specifically, the

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company's A-rated energy efficient 7000 high-rise elevators being used for three office towers at the site. The elevators feature an energy-recuperation system that feeds excess power back into the building's electricity grid.

Other major projects wrapped up or in the works for Schindler Lifts Australia include the Darling Harbour Convention Centre in Sydney, two major Victorian shopping centres at Chadstone and Werribee, a major Queensland Government commercial building (1 William Street) and the Perth Children's Hospital.

While there is a commitment to quality on every job they complete, one in particular in recent years saw Schindler Lifts Australia receive a global tick of approval.

Their striking installation of twin cylindrical glass "executive



express lifts” running through the atrium of Macquarie Bank’s global headquarters in Sydney was named the 2015 Elevator World Project of the Year.

The award recognises innovative designs, special application or an approach that has solved a major problem or overcome a unique challenge, which in this case involved working with both the building’s Heritage listing and the need for the elevators to be not only practical but also aesthetically pleasing.

TECHNOLOGICAL ADVANCEMENTS

While Schindler has built its name and reputation based on the quality - and sometimes even beauty - of the products they install, there’s little doubt the future of the business, particularly when it comes to maintenance, will be driven by technology.

Mr Seakins said Schindler was “on the cusp of some fundamental changes” that will alter the way the company engages with and services their customers.

At the core of this is Schindler’s “Digitisation Strategy”, which will re-engineer their enterprise software and create a “closed loop” system that will provide real time information on breakdowns and repairs for Schindler’s customers and technicians via the Schindler Dashboard.

The next step after, according to Mr Seakins, will be leveraging the “internet of things” via a partnership with GE.

While he said it was very early days and the details were still under wraps, it will in essence enable Schindler to interpret the data collected from their lifts and escalators and turn it into information to allow for a more efficient use of their maintenance workforce.

And as with everything at Schindler, Mr Seakins said the

success of even these technological advancements will come down to how well the company engages with its workers.

“How you bring your employees along with you as you go through the technological change is absolutely mission critical,” he said.

“The transformation in people is almost as big as what’s required in the transformation in technology. We have to start thinking about that, preparing the people and giving them the competencies and skills to deal with that.

“For me, adapting to that change successfully will define how well this organisation does.”



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