

ELEVATORS 360

RAISING STANDARDS, ONE FLOOR AT A TIME



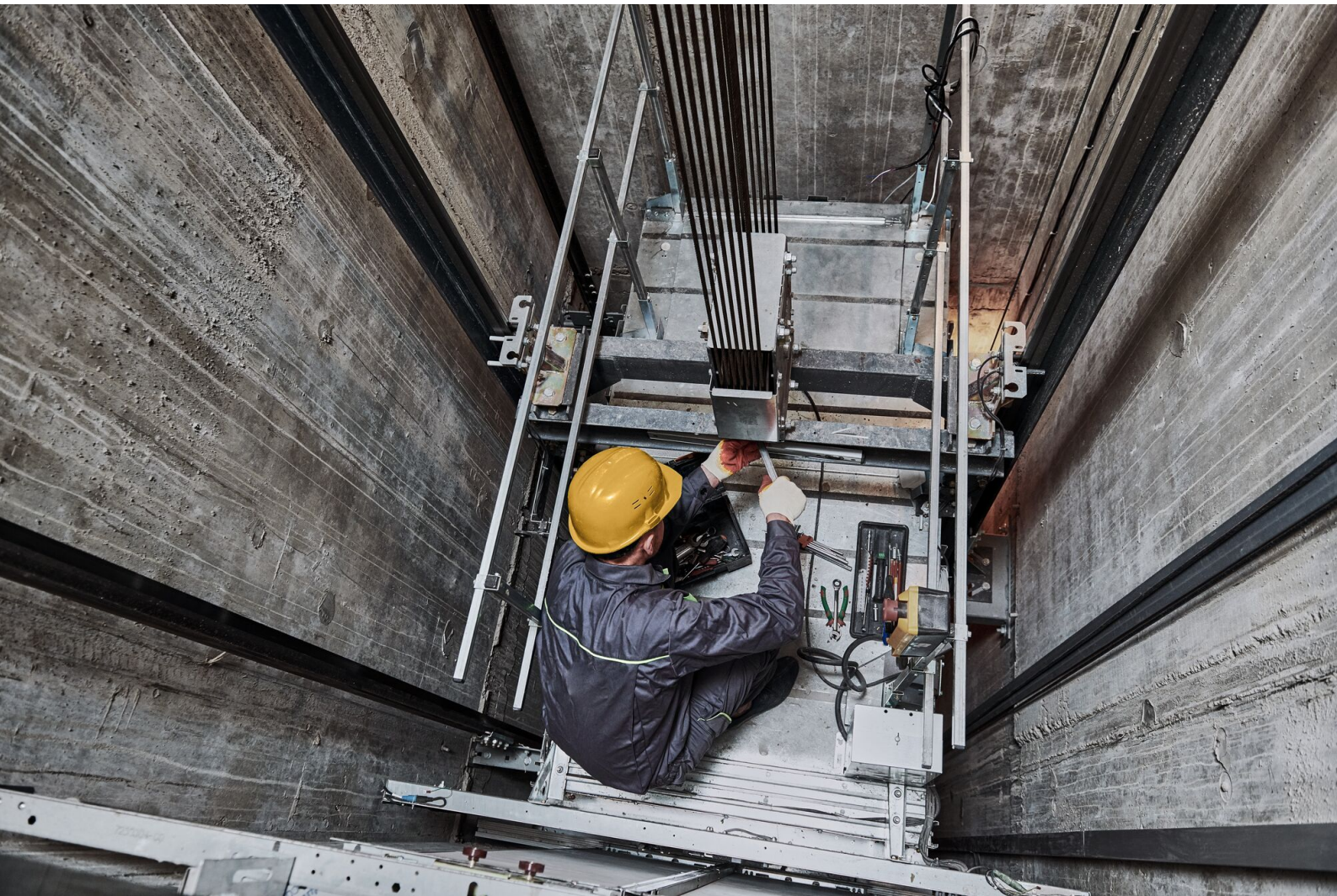


Who We Are

At ELEVATORS 360, we offer a complete range of solutions for elevator maintenance, installation, and the supply of spare parts, elevators & escalators, automatic doors, and other vertical transportation systems. As a top-tier provider in the industry, we aim to deliver the best possible service and products that guarantee the safety and reliability of our clients' vertical transportation systems. We are committed to establishing long-term partnerships with our clients by customising our services to meet their specific requirements and surpassing their expectations. Our after-sales service is one of our primary strengths, and we take pride in going above and beyond to ensure our clients are satisfied with our work.

Mission & Aim

- At ELEVATORS 360, we aim to be the leading provider in the elevator industry by offering complete solutions for elevator installation, maintenance, spare parts, and other vertical transportation services.
- Our primary focus is delivering our clients safety, comfort, and peace of mind. Our mission is to exceed our client's expectations by providing timely and efficient service while prioritising the safety and reliability of their vertical transportation systems. We achieve this by investing in a team of experts and cultivating long-term partnerships with our clients.



Our Strength

- At ELEVATORS 360, our team comprises highly skilled experts who specialise in all elevator and vertical transportation maintenance, installation, and repair aspects. Our primary focus is ensuring our customers' safety, comfort, and peace of mind, our top priority deliverables.
- We understand that time is of the essence when it comes to elevator emergencies. Therefore, our robust call centre support ensures our customers can reach us quickly and efficiently.
- At ELEVATORS 360, we prioritise customer satisfaction and aim to build long-term relationships with our clients by tailoring our services to meet their unique needs and exceed their expectations.
- We offer various services, including preventive maintenance plans, customised service contracts, and emergency repair services to ensure the safety and reliability of our clients' vertical transportation systems.
- As part of our client commitment, ELEVATORS 360 provides annual health check-ups on elevators to identify potential issues before they become
- significant problems. We also offer scheduled preventive maintenance to reduce elevator breakdowns and maintain quality.
- In addition to our elevator and escalator services, we offer automatic door installation and maintenance services to provide our customers with a complete solution for their vertical transportation needs.

Our Strength

At ELEVATORS 360, we offer a complete range of services for elevator maintenance, installation, spare parts, escalators, automatic doors, and other forms of vertical transportation. Our team of experts is committed to providing the highest quality service and products to guarantee that our clients' elevators and vertical transportation systems are safe, reliable, and efficient.

1

Elevator Maintenance

We provide a comprehensive preventive maintenance program to identify and address potential issues before they become costly problems. Additionally, we offer on-call maintenance services for emergency repairs to minimise downtime and ensure the safety of our clients and their passengers



2

Annual Health Check-ups

We also provide annual health check-ups for elevators to ensure they continuously operate at optimal levels

3

Emergency Services

At ELEVATORS 360, we understand the importance of emergency services and offer three breakdown calls. Our emergency call can be reached within 1-2 hours, a Breakdown call within 4-8 hours, and a General service call within 24-48 hours



4

Elevator Supply, Installation & Modernisation

Our team provides top-of-the-line elevator installation services for new construction or modernisation projects.

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5

Elevator Spare Parts

We offer a comprehensive range of elevator spare parts from original equipment manufacturers. Our team can quickly identify the required parts and provide timely replacements, minimising downtime and ensuring the safety and reliability of our clients' elevators and vertical transportation systems.

6

Escalator Maintenance

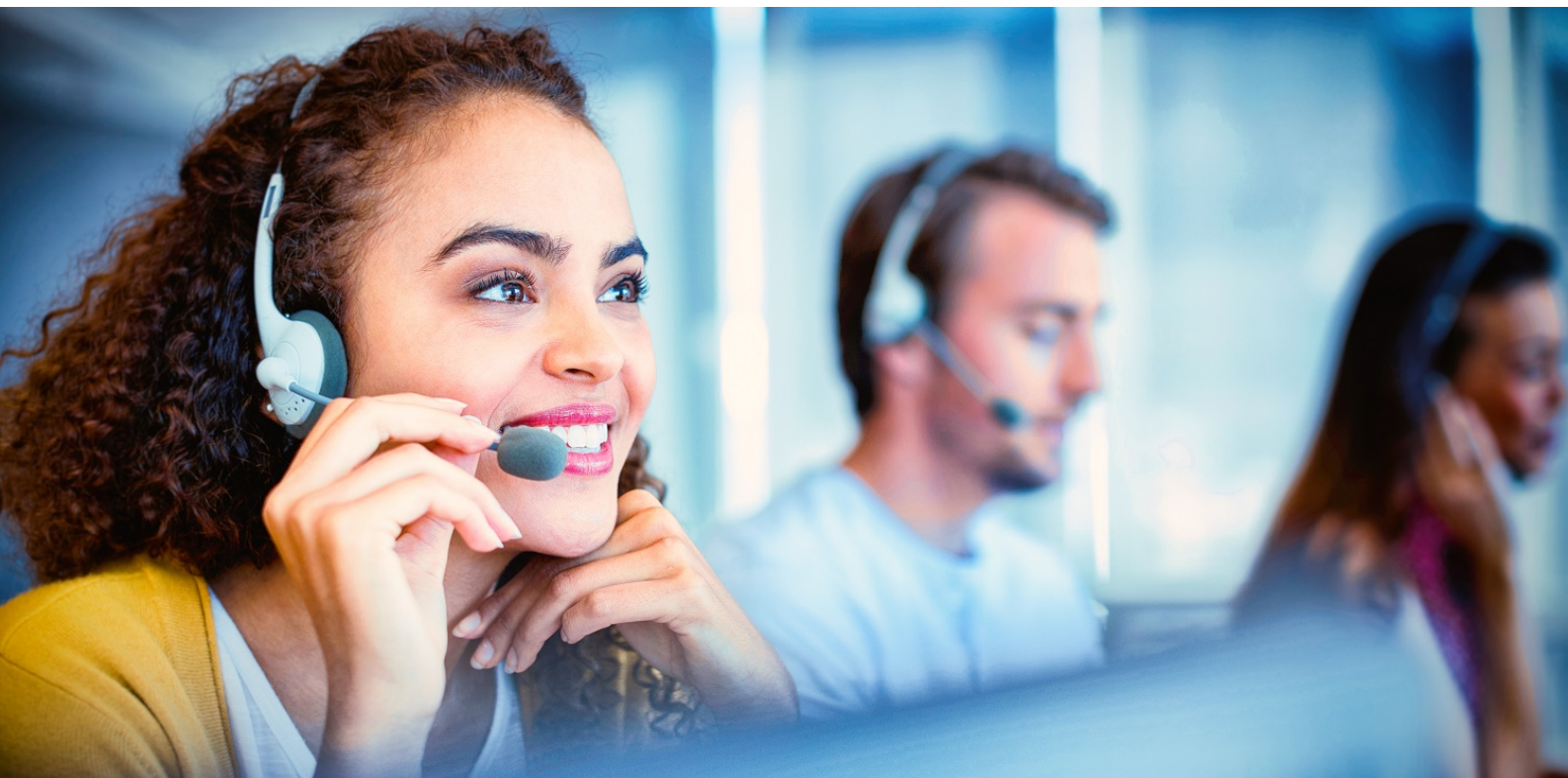
Our comprehensive escalator and moving walkway maintenance services are designed to ensure that our clients' vertical transportation systems are always safe, reliable, and efficient.



7

Automatic Doors

We provide automatic door supply, installation, and maintenance services. We offer a variety of automated door solutions for a wide range of applications and ensure that our clients' automatic doors operate smoothly and efficiently.



Our Client Retention Strategy

ELEVATORS 360 prides itself on its strong client retention strategy, which aims to establish long-term client relationships. The following critical elements make up our strategy:

- **Customised services:** ELEVATORS 360 collaborates closely with clients to understand their needs and delivers tailored services that inspire confidence and guarantee superior performance.
- **Proactive measures:** Our preventive maintenance and planned visits take a strategic approach, and the availability of our strong call centre support ensures that our clients can always reach us when they need us.
- **Regular communication:** ELEVATORS 360 maintains a constant line of communication with clients to guarantee their satisfaction and to address any concerns or issues that may arise swiftly.
- **Value-added services:** Besides standard services, ELEVATORS 360 offers value-added services like annual health check-ups that help clients maintain their vertical transportation systems and prevent minor issues from escalating into major problems. These services cultivate trust and loyalty in our clients.
- **Flexible service contracts:** ELEVATORS 360 offers a wide range of service contracts to accommodate diverse client needs, including comprehensive maintenance contracts, preventive maintenance contracts, basic maintenance contracts, modernisation contracts, and repair contracts. This flexibility ensures that clients receive the services they need when needed.



Our Product Management Strategy

ELEVATORS 360's product management strategy centres around delivering superior quality products and services that satisfy its clients' safety and diverse requirements. Safety is a top priority and a critical component of their product management strategy. Our approach includes:

- **Product research and development:** ELEVATORS 360 prioritises product research and development to offer its clients state-of-the-art products and services. They stay up-to-date with the newest industry trends and technology.
- **Customised solutions:** ELEVATORS 360 offers personalised solutions that meet each client's specific needs. They collaborate closely with clients to understand their requirements and design tailored solutions.
- **Quality control:** ELEVATORS 360 has a rigorous process to ensure its products and services meet the highest safety standards. They use cutting-edge technology and equipment to thoroughly test and inspect their products and services before delivering them to clients.
- **Continuous improvement:** ELEVATORS 360 is dedicated to constant improvement and regularly evaluates its products and services to identify improvement areas. They value client feedback to ensure that their products and services meet their safety and performance expectations.
- **Sustainability:** ELEVATORS 360 is committed to sustainability and offers eco- friendly solutions to help clients reduce their environmental impact. They also uphold ethical business practices, operating socially and environmentally responsibly.



Types of Maintenance Contracts offered by ELEVATORS 360:

- **Comprehensive Maintenance Contracts:** Our complete maintenance contract covers all aspects of maintenance and repair services, including emergency repairs, replacement of faulty parts, and routine inspections. This contract is perfect for clients who want a hassle-free maintenance experience for their elevator or vertical transportation system.
- **Preventive Maintenance Contracts:** Our preventative maintenance contract focuses on scheduled inspections and routine maintenance to prevent potential breakdowns and ensure the safety and reliability of your elevator or vertical transportation system. With this contract, we will work proactively to maintain your equipment, minimising the risk of unexpected downtime.
- **Basic Maintenance Contracts:** Our primary maintenance contract covers essential maintenance services, including routine inspections and minor repairs. This contract is suitable for clients with reliable elevators but must ensure regular maintenance to keep them running smoothly.
- **Modernisation Contracts:** Our modernisation contract is designed for clients who want to upgrade their existing elevator or vertical transportation system to improve safety, efficiency, and aesthetics. With this contract, we can help you enhance the performance and appearance of your equipment to meet your evolving needs.
- **Repair Contracts:** Our repair contract covers emergency repairs and replacing faulty parts. It is suitable for clients who require repairs for faulty elevators not covered under a comprehensive maintenance contract. With this contract, we will respond quickly to your emergency repair needs and restore your equipment to optimal condition.



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