



**ORBITZ**  
ELEVATORS  
YOUR LOCAL CUSTOMER SERVICE EXPERTS

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ORBITZ ELEVATORS (NZ) PTY LTD

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Who are we!!1



**ORBITZ**  
ELEVATORS

MOVING PEOPLE WITH PROFESSIONALISM



# 1. COMPANY INTRODUCTION

Installation, Maintenance, Modernization & Repair of Elevators, Escalators and Moving Walkways

100% Australian/NZ Owned & Operated

Australasia's fastest growing vertical transportation company

Operating Australia, New Zealand and Papua New Guinea Wide plus one to come

Highly experienced personnel and 3<sup>rd</sup> party equipment technical expertise

Customer focused Core Values and Organizational Culture

Communication & Flexibility

Multi Award Winning Business

People-Staff-suppliers-customers.



# 2. DISCUSSION & PLANNING

## Orbitz Elevators Portfolio

- Over 1000 units across Australasia
- Over 130 units in New Zealand
- Wide variety of 3<sup>rd</sup> party manufactured equipment
- 97% Elevators, 3% Escalators & Moving Walkways
- Condition Reporting, Orbitz experience.
- Experience with varied portfolios and sites



**Gold Coast City Council**  
Gold Coast  
Equipment: Mixed Technologies  
Elevator Units: 35



**Moreton Bay Council**  
Moreton Bay  
Equipment: Mixed Technologies  
Elevator Units: 32



**University of Sunshine Coast**  
Sunshine Coast  
Equipment: Mixed Technologies  
Elevator Units: 29



**SAP Tower Auckland**  
Auckland  
Client: Robt. Jones Holdings



**Southern Cross Tower**  
Auckland  
Client: Robt. Jones Holdings



**Zest Apartments**  
Auckland  
Client: Pacific Properties



**Volt Apartments**  
Auckland  
Client: Pacific Properties



**Harvard on Hobson**  
Auckland  
Client: Pacific Properties



**Quadrant Hotel**  
Auckland  
Client: VR Group



**Robina Town Shopping Centre**  
Robina  
Equipment: Predominantly Schindler  
Elevator Units: 25  
Escalator Units: 12  
Moving Walkway Units: 21



**Hyperdome Shopping Centre**  
Logan  
Equipment: ThyssenKrupp & Schindler  
Elevator Units: 3  
Moving Walkway Units: 8



**Grand Central Shopping Centre**  
Toowoomba  
Equipment: Schindler  
Elevator Units: 12  
Escalator Units: 4  
Moving Walkway Units: 35

# MAINTENANCE SERVICES



## TIME ONSITE

Depending on the equipment, its usage, its condition as well as the level of floors serviced, time onsite per unit can range between 45 & 90 minutes



## EFFICIENT MAINTENANCE

We strategically allocate service time and labour with efficiency based on equipment usage and condition and spend more time on areas needed.



## TECHNICIAN WORKLOAD

The average Orbitz technician covers 85 maintenance units which is substantially less than our competitors. Quality over Quantity.

# SPARE PARTS

ACCESS TO ALL GENUINE & GENERIC LIFT COMPONENTS IN THE LIFT INDUSTRY



- General parts stocked in Technician's vehicles
- Spare parts storage facility located in central Auckland
- Asset Profiling & Reporting
- Spare Parts Strategy
- Condition reporting and forecasting
- Proactive procurement
- Access to many generic and genuine part suppliers
- Established trading accounts with suppliers
- Elevator components are catalogued in our spare parts database
- Auckland CDB based with workshop. (Wellington Workshop)



# GENERAL

## QUESTIONS & ANSWERS



### OPERATING ACROSS NZ

Orbitz Elevators proudly services and operates across New Zealand. Based in Auckland, we support local businesses and the prosperity of the New Zealand economy.



### UNIQUE TRANSITION PROCESS

The Orbitz Transition Process is a unique comprehensive procedure we implement for customers transitioning contracts to Orbitz Elevators. We go above and beyond and proactively prepare ourselves for the commencement of our obligations. We provide our customers a unique process enabling them to follow every stage of the transition



### CONDITION REPORTING

We continuously inspect and provide elevator condition reports. Our communication is proven within the industry and we closely monitor our customer's assets in order to prevent unexpected elevator malfunctions from occurring. We maximise the performance and lifecycle of our client's elevators.



### QUALITY 10 STEP AUDIT

Our Quality 10 Step Quick Audit is a process designed to monitor and evaluate the performance of our maintenance service teams assuring our customer's assets are being maintained 'The Orbitz Way'. We complete these inspections within 30 minutes, minimizing disruption to the building's traffic



### SPARE PARTS STRATEGY

We proactively order and stock genuine, generic, common and uncommon elevator components specific to our client's elevators. Our Spare Parts Strategy is designed to maximise efficiency and to avoid repair delays when our customers' elevators require urgent attention.



### COMMUNICATION

Communication with our customers is a core value of ours and has proven to be one of our greatest strengths. We provide personalised services and treat each client as a partnership and continuously work together to maximise the lifecycle of our customers assets.



### TECHNICAL DIVERSITY

With extensive knowledge and experience working with major vertical transportation companies from around the world, our team of experts are capable of professionally maintaining any model of elevators or escalators and moving walkways across New Zealand.



### FLEXIBLE SOLUTIONS

Orbitz Elevators offer flexible maintenance solutions. We understand that client requirements vary and we are open to negotiate flexible solutions to meet equipment, budgetary and business needs.

# GENERAL

## QUESTIONS & ANSWERS



<https://www.youtube.com/watch?v=r42Lvvx85Xg&pp=ygURZWxldmF0b3JzIGJ1cm5pbmc%3D>

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THANK YOU