

# We ensure safe access to your building

Seamless service solutions







# Premium services throughout the full building lifecycle

## Installation

Everything delivered from one provider: as a manufacturer, we also carry out the installation and commissioning.

## Modernization and upgrades

Ensure the long-term functionality, security and protection of your access solutions.

## Genuine spare parts

a perfect fit, the highest level of manufacturer quality and 24/7 availability for maximum product life.

## Repair

Impossible isn't part of our vocabulary. We solve problems quickly and easily.

**dormakaba Service**  
Everything for your  
peace of mind

## Training

We offer you comprehensive specialist training courses and webinars.

## Digital services

Transform the way you see and manage doors with real-time insights from anywhere. Get guidance to act on data insights or let our dormakaba experts take care of it, so you don't have to.

## Updates and consulting

We advise you on system solutions and keep your software safe.

## Maintenance

Regular maintenance, checks and documentation.

## From planning and installation to ongoing operations

With our fully trained and equipped technicians, we offer one of the best service networks in the industry, covering a broad range of products and services. Our network is available 24/7 nationwide to ensure fast response times. As soon as you make a call, our technicians and their ready-stocked vans will be right with you.





# The benefits of a dormakaba service plan

A building that is in active use requires a surprising amount of maintenance to keep things running smoothly. Regular maintenance and checks ensure that your doors are always up to date and that failures are effectively prevented. We help you take care of access in your building with our safe, simple service.



**24/7 rapid assistance**  
We provide quick, hassle-free support in case of malfunctions.



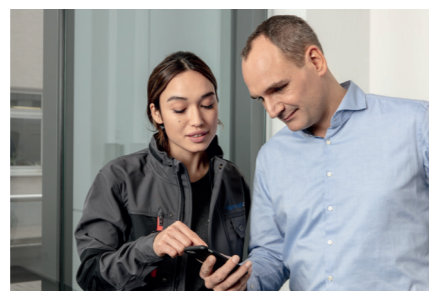
**Always near**  
Local presence.



**Dedicated**  
Team of fully trained and equipped experts.



**Quick spare parts supply**  
Efficient supply chains always ensures high availability and quick delivery times.



**Up-to-date**  
Consulting on modernization and upgrades.



**Independent support**  
State-of-the-art-equipment.

# Why regular maintenance? Prevention is better than cure



**Uptime and usability**  
Regular maintenance reduces breakdowns and avoids accident ensuring your building is secure and your people are safe at all times.



**Compliance**  
Assistance in meeting the requirements of your local regulations in a cost effective way.



**People flow**  
Well maintained access products and solutions facilitate a smooth people flow.



**Building's value**  
Well maintained access products and solutions increase the value of your building.



**Sustainability**  
We help you manage your energy costs and prolong the product lifecycle for greater sustainability.



**Maximized customer satisfaction**  
We constantly refine our solutions and processes to ensure a smooth people flow and build a positive user experience.



**High level of security**  
Through regular maintenance, we actively prevent possible malfunctions, downtimes and the resultant risks.



**Improved cost-effectiveness**  
Ongoing maintenance increases the longevity of your products and systems, saving you time and money.

## Extensive experience: All makes and models



Automatic Sliding Doors



Automatic/ Manual Swing Doors



Revolving Doors



Hotel Lock Systems



Movable Walls



Emergency Exit Doors



Access Control Systems



Time and Attendance Systems



Speed Gates



Fire Doors



Industrial Doors



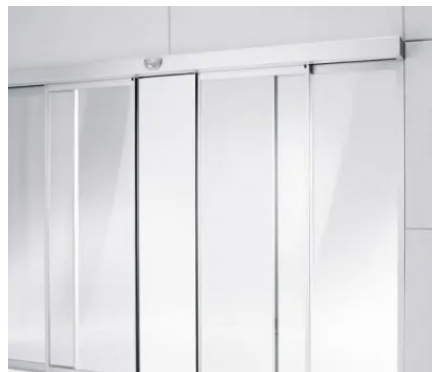
Barriers

# EntriWorX Door Solutions

For smarter, more efficient door management

EntriWorX helps you stay connected, giving you information about your doors at all times. Whether you're managing a large building or a small business, EntriWorX is designed to make your operations more efficient and effective.

## What is EntriWorX Door Solutions



### Connected doors

With no specialist infrastructure or network requirements, EntriWorX connects to new, or existing dormakaba entrance systems to securely expose key performance, operational and error data for a single door, or your entire network.



### Real-time

Always-on connectivity means critical parameters are monitored in real-time allowing action to be taken immediately in the event of an operational anomaly. Supporting the reliable, available and safe operation of your doors at all-times.



### Door insights

Unlock the full potential of your door data with our flexible, scalable product options. Access Insights through our intuitive, visually engaging web-application, or seamlessly integrate your data into the place that matters to you.

## Advantages at a glance



Operational Efficiency



Faster Issue Resolution



Premium Service Support



Door Transparency. Anywhere, anytime



Data-driven Servicing and Repairs



Integration into Smart Buildings

## Flexible, scalable solutions

We know that not all organizations are the same or want to manage their doors in the same way. As such, EntriWorX Door Solutions maximizes flexibility with 3 different offerings.

### EntriWorX Door Insights

Access to insights you've never had before

EntriWorX Door Insights is designed to help you achieve smarter building operations by using real-time and historical operational, performance and utilization of data to help you develop new, more efficient ways to manage your doors.

With our highly intuitive, visually engaging web-application, no matter how large, or dispersed your installed base is, you have access to intuitive, meaningful and actionable information from anywhere, at anytime, from any device.

### EntriWorX Integrate

Smart Building Operations

Recommended for organizations that have experience or comfort with integrating data from smart buildings, or other IoT solutions, EntriWorX Integrate provides the ultimate in flexible data usage. Allowing customers to integrate their door data into their solutions of choice, for holistic insights across their connected eco-system.

### EntriWorX Supported Service

Let the experts take care of your doors

dormakaba monitors your EntriWorX connected doors so you don't have to. Talk to your local dormakaba service department about the benefits of including EntriWorX Supported Service into your Service Contract today.



## Access to insights for building sustainability

- Reducing technician call-outs not only saves the trip to site but ensures the door is back to protecting your physical and climate environment as fast as possible.
- Understanding door utilization patterns can help you use your entrances in the most intelligent way.
- When your door is performing at it's best, it's at it's most efficient.

EntriWorX supports optimization of your CO2 footprint for smart building sustainability.





Door  
Hardware



Electronic  
Access & Data



Mechanical  
Key Systems



Lodging  
Systems



Entrance  
Systems



Service



Safe  
Locks



Movable  
Walls

## Our Sustainability Commitment

dormakaba is committed to sustainable development along the entire value chain. In order to provide quantified data on the environmental impact of a product and its ecological footprint, dormakaba provides Environmental Product Declarations (EPDs). You can find the EPD and more about our commitment to sustainability here or via the QR code.

[www.dormakaba.com/sustainability](http://www.dormakaba.com/sustainability)



WN 05590251532, 04/23, Global Service Brochure  
Subject to change without notice.



[dormakaba.com](http://dormakaba.com)

**dormakaba**  
**International Holding AG**  
Hofwisenstrasse 24  
CH-8153 Rümlang

T +41 44 818 90 11  
[info@dormakaba.com](mailto:info@dormakaba.com)  
[www.dormakaba.com](http://www.dormakaba.com)