

WeMaintain signs with KeolisAmey Docklands for provision of lift & escalator maintenance and new IoT technologies to all London DLR stations

- WeMaintain combines technology, technical and data expertise to ensure efficient lift and escalator operations
- Contract will see WeMaintain provide maintenance solutions covering 86 lifts and 30 escalators across the DLR network.
- WeMaintain's proprietary Internet of Things (IoT) solution will provide live data to KeolisAmey Docklands, giving improved operational insights
- WeMaintain UK MD Tom Harmsworth says the agreement will bring innovation to the DLR that will ultimately lead to increased lift and escalator reliability and greater customer satisfaction

LONDON, 23 March, 2021 — WeMaintain, a fast growing PropTech company based in Paris and London, has signed a four-year contract with KeolisAmey Docklands (KAD) for the provision of lift and escalator maintenance solutions to all London Docklands Light Railway (DLR) stations.

The agreement will see WeMaintain provide maintenance solutions covering 86 lifts and 30 escalators across the DLR network. Additionally, WeMaintain's proprietary Internet of Things (IoT) solution will be installed on all lifts and escalators, providing live data to KAD that will give better insights into the operational state of critical equipment and open-up new possibilities for improved understanding of asset utilisation.

Since its launch three years ago, WeMaintain has been radically transforming the regulated lift and escalator maintenance market. It gives asset owners and operators an end-to-end solution for carrying out critical maintenance operations and provides high-quality data through proprietary technological solutions that improves knowledge of assets. WeMaintain's business model has been praised by customers in Paris and London as it provides real-time data and information on buildings and other assets they previously could not access.

WeMaintain's model differs from other maintenance providers in that it gives engineers and those on the ground autonomy and sophisticated technology, so they can work towards creating the best possible customer experience. Importantly, engineers are incentivised to deliver on agreed customer KPIs, with performance bonuses paid monthly. This differentiates WeMaintain from competitors and helps to ensure consistent high-performance. This 'pay-for-performance' model means customers are given peace of mind that everyone is striving toward the same goals and ensures engagement throughout the life of the contract term.

Commenting on the agreement, Tom Harmsworth, UK Managing Director of WeMaintain, said that the KeolisAmey Docklands contract win will see exciting innovation for the DLR that will ultimately lead to increased lift and escalator reliability.

"We're very pleased to be working with KAD and we look forward to delivering the highest standards of elevator and lift maintenance to the DLR network. Our operations team has deep experience of the rail environment and we look forward to bringing a new approach to this part of the industry.

"This agreement will see WeMaintain bring real innovation to the DLR through the implementation of our IoT technology.

"Once our IoT sensors are installed on all of the DLR's 86 lifts and 30 escalators, we will be able to provide KAD with early warnings of possible equipment failure, allowing us to react and resolve an issue with speed and efficiency that wasn't previously possible. We and KAD anticipate that once the effectiveness of our solution has been confirmed through live operations, our IoT technology will facilitate a shift to predictive maintenance.

"Rail networks are uniquely challenging environments in which to work and WeMaintain has both the staff and the technology to offer operators unmatched maintenance solutions that will result in greater levels of customer satisfaction. Some of our team members have decades of experience working in the rail sector and it's an area in which we see great growth potential for our business."

Kieran Wright, Lifts and Escalators Maintenance Manager at KAD said:

"KeolisAmey Docklands look forward to working with WeMaintain UK over the next four years, as they maintain our lift and escalator fleet. WeMaintain have come across as being professional, dedicated and enthusiastic and wanting to change the way lifts and escalators are maintained away from the norm. I look forward to the step change that we can collaboratively achieve."

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About WeMaintain

Founded in late 2017 by Benoit Dupont, Jade Francine, and Tristan Foureur, WeMaintain is a French PropTech startup that is radically transforming the regulated maintenance market. To do so, it offers building managers and owners a solution that combines the technical skills of engineers with the agility and predictability of its proprietary technology. It takes care of the invisible yet indispensable operations that are essential to a building. WeMaintain puts quality back at the heart of the lift maintenance market, enabling managers to optimise their assets and the experience offered to occupants. WeMaintain supports numerous clients in both the residential and office property markets, and has won major contracts such as the Allianz Real Estate portfolio in the Paris region. Since its launch, the company has already raised €8.8M from Idinvest & Raise Ventures. The WeMaintain team, based in Paris and London, currently comprises 65 people. <https://wemaintain.com>

About KeolisAmey Docklands (KAD)

KeolisAmey Docklands operates and maintains the Docklands Light Railway (DLR) under franchise for Docklands Light Railway Limited, part of Transport for London. It is the busiest light railway in the UK and carries over 120 million passengers a year. KeolisAmey Docklands is a joint venture between transport operators, Keolis (70%) and infrastructure specialists Amey (30%).