



FATZER SMART SERVICE

Service from the world market leader, actively shaping safety and providing the foundation for reliable performance in ropeway operations.



Turning safety and availability into strategic foresight.

Complex installations require more than reactive measures. They demand transparency, structure, and the ability to recognise and manage developments early on. The basis for this is a sound understanding of the rope condition and an integrated system that enables proactive decision-making.

Fatzer Smart Service regards service as an integral part of the infrastructure. Expertise, technology, and service are united in a structured approach for safe and efficient operation.

Safety is actively shaped before problems become critical. Maintenance becomes a strategic success factor and technical safety a lasting strength.

What happens today is evaluated in the context of tomorrow's requirements. The comprehensive and longstanding expertise of the world market leader is integrated as systematic support within operations. At the heart of Smart Service is a sustainable partnership, which creates trust, stability, and perspective.

Fatzer Smart Service is based on three service solutions with varying levels of support. They take into account the diverse requirements of ropeway operators and adapt flexibly to individual circumstances.

Smart Service operates on both operational and strategic levels. Data-driven insights flow directly into operations, ensuring the long-term performance of the installation.

The advantages of Fatzer Smart Service:

- Minimised downtime
- Plannable availability and increased operational safety
- Reduced and manageable risks
- Stable budgets through proactive planning
- Efficient and targeted use of resources

Five Modules.

Over 150 service offerings.

Individually tailored.

Smart Service is modular in structure. The services are grouped in a structured manner and clearly organised. The modules define the areas and level of expertise in which Smart Service operates. In practice, they mesh seamlessly and can be flexibly integrated into existing concepts. Operators decide which services they use; together, this creates the right solution.

Monitoring **Making Condition Visible**

Monitoring comprises continuous condition monitoring using a digital twin, transparent, digital and available at any time. Through a dashboard, you have location- and time-independent insight into the condition of the rope, long before changes can impact operations. With suitable hardware, data is collected, evaluated efficiently and reliably, and subsequently presented in a value-adding way.

#Digital Applications #Hardware
#Inspection Services

Monitoring provides structured safety.

Lifecycle Management **Optimise Costs Throughout the Entire Lifecycle**

Lifecycle Management considers the installation holistically throughout its entire lifecycle. This service includes a comprehensive analysis and management of the installation lifecycle for maximum efficiency and predictable costs. With the right information, Smart Service offers advice and support in all planning and operational phases of the rope.

#Lifecycle Analysis #Operational Support

Lifecycle Management enables long-term planning certainty.

Technical Services **Bundling Technical Services**

On-site services are carried out by experienced technicians, such as professional on-site services for installation, commissioning, inspection, maintenance, and targeted technical interventions for all our worldwide rope applications.

#On-site Services #Interfaces

Technical Services provide security.

Academy **Systematically Developing Know-how**

The Academy is a practical transfer of knowledge for safe, efficient, and future-proof operations. With the aim of building qualified, capable teams and systematically embedding know-how in operations, experts conduct training in individually requested areas.

#Basic Training #Advanced Training #Expert Training

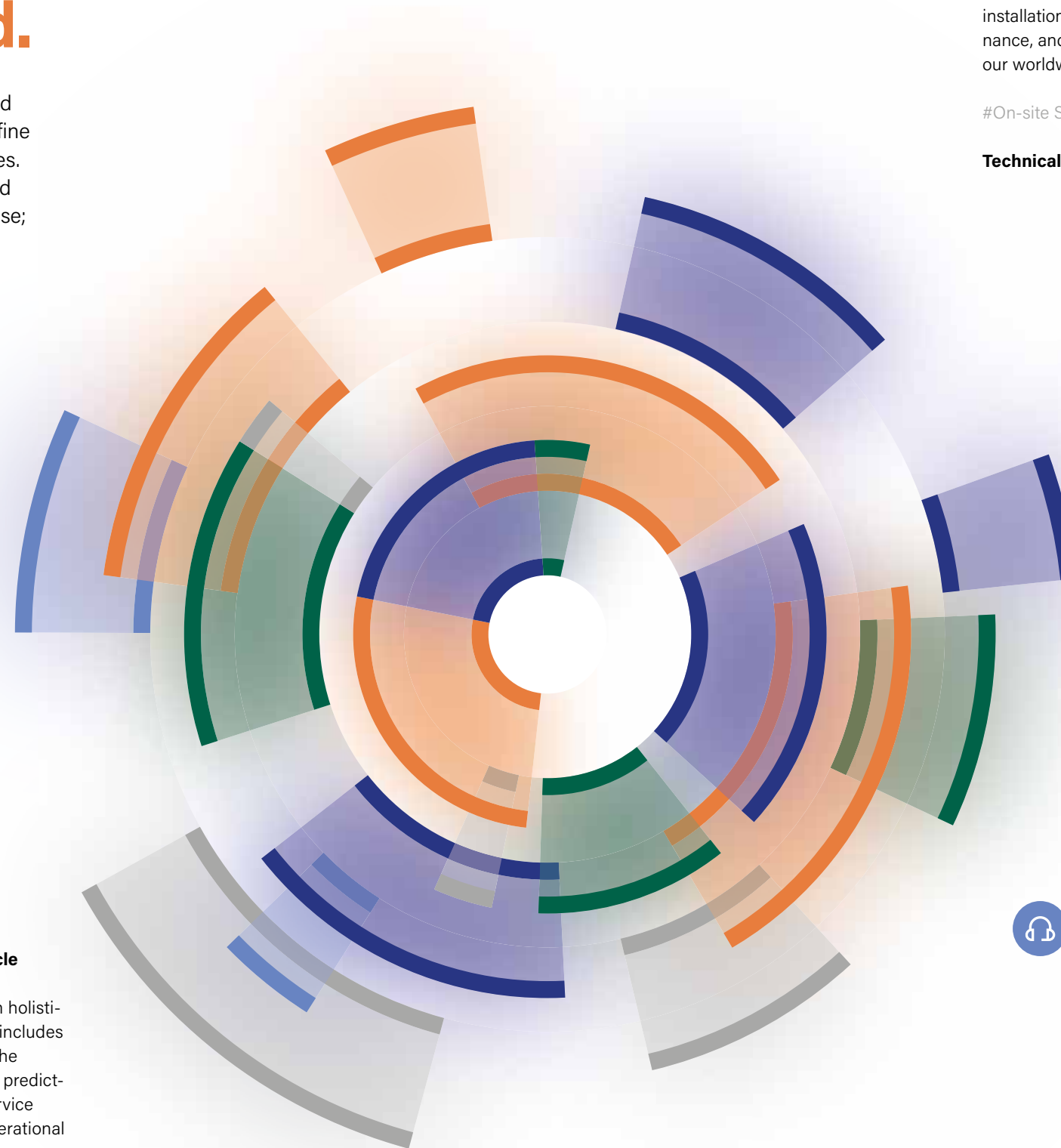
Academy ensures sustainable competence.

Technical Support **Receive Support Quickly**

Technical Support is understood as rapid remote and on-site assistance for maximum safety and minimal downtime, even in emergencies.

#Remote Support

Technical Support assumes responsibility.



SMART VIEW

Laying the foundations— Monitoring & Basic Support

Smart View enables transparent condition monitoring and provides a clear data basis and visualisation for well-informed decisions.

More orientation in daily operations. Transparency enables decisions regarding operation and budget and increases safety.

SMART PREDICT

Acting proactively— Analysis & Recommendations

Smart Predict provides forecasts for scheduled maintenance intervals that fit into operations. Forward-looking predictions enable planning capability and targeted investment.

Fewer surprises. Planning capability is more economical than reaction and resources can be deployed in a targeted manner.

SMART PERFORMANCE

Maximum efficiency— holistic support & implementation

Smart Performance encompasses the targeted optimisation of operation, efficiency and service life through continuous expert support. Operational support and sustainable skills development create stability.

Holistic support instead of isolated measures throughout the entire life cycle. Embedding expertise within the operation.

Service that convinces.

Complex challenges demand a strong partner. One who offers expertise, technology and service from a single source.



"At Whistler Blackcomb, we operate in one of the most demanding ropeway environments in North America—extreme weather, heavy international visitation, and zero tolerance for unplanned downtime. With Fatzer Smart Service, we're no longer reacting to rope issues after they impact operations. We're receiving early insight into changes in rope condition and scheduling interventions before they become critical. It's transformed our approach from reactive maintenance to strategic asset management—enhancing technical safety, strengthening operational stability, and giving us the confidence to plan our budgets reliably across multiple seasons."

Scott Patterson | Director of Lift Maintenance | Whistler Blackcomb

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**Building
Strong
Connections**