

FOR IMMEDIATE RELEASE

Hitachi Launches Dashboard for Building Owners and Managers to Check the Operation and Maintenance Status of Building Facilities, Including Elevators



Screen for smartphone (for illustrative purposes)

Tokyo, October 16, 2019 --- Hitachi, Ltd. (TSE: 6501, “Hitachi”) and Hitachi Building Systems Co., Ltd. (“Hitachi Building Systems”) today announced the launch of the dashboard for building owners and managers in Japan on November 15, 2019. As a new Lumada⁽¹⁾ solution for building, it enables the operation and maintenance status of building facilities, including elevators, to be checked on a PC or a smartphone. Hitachi and Hitachi Building Systems will continuously expand the functions and develop the service globally, mainly in Asia.

Currently, Hitachi Building Systems provides advanced remote monitoring and maintenance service. A variety of operation data from more than 180,000 units of building facilities, including elevators, are collected and monitored in real time and preventive maintenance is achieved based on data analysis results. Conventionally, if building owners and managers wanted to check the operation status of building facilities, they contacted Hitachi Building Systems and got the information. Responding to the needs of building owners and managers to directly grasp the operation status, including restoration progress during large-scale disasters, was expected to be realized.

Hitachi’s dashboard is developed for building facility management under the concept of being visible, connectable and operable. Applicable building facilities are the elevators and escalators for which Hitachi Building Systems provides maintenance service. The target facilities will be gradually expanded to building facilities other than elevators and escalators. Building owners and managers can check a variety of information, such as the operation and

maintenance status of the elevators and escalators they own or manage anytime by accessing the system through a PC or a smartphone. In addition, Hitachi and Hitachi Building Systems contribute to improvements in the efficiency of building management by providing a variety of service menus, including the operation control of an elevator, change in information displayed on an indicator inside an elevator car and display of a maintenance report.

Hitachi and Hitachi Building Systems will continue to broadly use cutting-edge digital technology, including IoT, to develop products and services and globally provide safe, secure and comfortable elevators and escalators as well as services that help resolve customers' issues in urban spaces to contribute to the realization of a sustainable society.

(1) Lumada is Hitachi's advanced digital solutions, services, and technologies for turning data into insights to drive digital innovation.

Service Menu of the Dashboard⁽²⁾⁽³⁾

Service menu	Contents
Information provision service	<ul style="list-style-type: none"> • <u>Display of the operation status of elevators and escalators under the maintenance contract and restoration status at the time of large-scale disasters</u> • <u>Display of the response status to an inquiry about a breakdown</u> • <u>Access to maintenance contract information, past inspection, repair, maintenance records and maintenance schedule</u> • Access to past inspection and remote monitoring diagnosis reports
Safe and secure service	<ul style="list-style-type: none"> • Recording Image inside an elevator car, use of a download service⁽⁴⁾
Setting change service	<ul style="list-style-type: none"> • Setting of elevator operation control (change of the standby floor, fan operation) • Setting of display on a liquid-crystal indicator inside an elevator car (announcement message, weather and news)
Communication service	<ul style="list-style-type: none"> • Information notice of a system halt • E-mail communication with a sales representative

(2) The underlined parts indicate newly developed services. Other services have already been provided on the website exclusively for customers and made available from the dashboard. Service menus will be gradually expanded.

(3) Some services may not be provided depending on the models of elevators and escalators..

(4) Customers will be charged for optional service separately. As a general rule, other services are included in the existing maintenance (remote monitoring service) contract.

About Hitachi Social Innovation Forum 2019 TOKYO

This service will be introduced at “Hitachi Social Innovation Forum 2019 TOKYO” held by Hitachi at Tokyo International Forum on October 17 and 18.

Hitachi Social Innovation Forum 2019 TOKYO official website

<https://hsiftokyo.hitachi/en/index.html>

About Hitachi, Ltd.

Hitachi, Ltd. (TSE: 6501), headquartered in Tokyo, Japan, is focusing on Social Innovation Business combining its operational technology, information technology and products. The company's consolidated revenues for fiscal 2018 (ended March 31, 2019) totalled 9,480.6 billion yen (\$85.4 billion), and the company has approximately 296,000 employees worldwide. Hitachi delivers digital solutions utilizing Lumada in five sectors including Mobility, Smart Life, Industry, Energy and IT, to increase our customer's social, environmental and economic value. For more information on Hitachi, please visit the company's website at <https://www.hitachi.com>.

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Information contained in this news release is current as of the date of the press announcement, but may be subject to change without prior notice.
