

# Schindler Lifts New Zealand complete a successful pilot project, digitising their bonds and guarantees with Lygon.



The only locally managed major lift operator in New Zealand turns to digital bank guarantees.

## The Challenge

Schindler Lifts New Zealand is the only locally managed major lift company in New Zealand. They take pride in adopting the latest technologies for their engineering practices and are always looking for an opportunity to do the same in their internal operations.

In 2021, Schindler identified the need for transformation in their bank guarantee process. They handle large quantities of physical guarantees and bonds each month, resulting in significant time spent issuing, amending, and cancelling paper documents.

Schindler is an applicant for bonds and guarantees with a high number of manual workflows. All of these are distributed by Schindler's New Zealand Business Controller.

Lygon, through numerous consultative discussions with Schindler, identified that the Arc platform could digitise the current labour-intensive process, and we had the expertise to make these ambitions a reality.

The digitisation of traditional paper-based bank guarantees saves Schindler “significant time, and eliminates the need to physically travel with paper documents.”



“We are excited to do away with paper and to access the Lygon Arc platform from anywhere at any time. This is certainly a big step in the right direction, and we’re excited to soon be a part of the digital world.”

Jill Lee,  
Business Controller,  
Schindler New Zealand

## The Solution

Schindler and Lygon partnered on a pilot project, creating a new way of organising and operating a critical part of their business at a significant cost and time reduction. This pilot allowed both parties to cooperate and create a standardised process of digital guarantee management, which was “a welcome change” for Schindler.

The partnership also offered Schindler the option to build several bespoke features in the Lygon Arc platform if required. This means Schindler have the capability to spread the workload of managing digital guarantees further afield, allowing the New Zealand Business Controller to execute on other essential and strategic business projects with the time saved.

## The Results

The pilot was successful in transforming Schindler’s bank guarantee management process.

The Schindler team were delighted with how easy the Lygon team could facilitate their onboarding, and the fact that it links to their “thinking ahead, acting today” sustainability framework by saving a considerable amount of paper. Schindler reiterated they did not want to return to paper after this successful digital pilot project.