

japan elevator service

jes

Company Profile

A full-page photograph of an elevator shaft. A technician wearing a red and black uniform with 'jes' and 'japan elevator service' on the back is working on the left side of the shaft. The shaft is filled with metal tracks, cables, and various mechanical components. A yellow safety frame is visible in the center. The lighting is dramatic, with strong highlights and deep shadows.

**Creating Value through
Expansion,
Technology, and
Reliability**



技術と信頼で未来を形づくる

Creating Value through Expansion, Technology, and Reliability

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Company Profile

On the Cover

「見えないからこそ手を抜かない」——私たちのメンテナンスを支えるモットーです。エレベーターのメンテナンスはエレベーターの上や下、機械室などで行われ、その大半は人目に触れることはありません。しかし、エレベーターを安全で快適に使用していただくためには、日々の保守管理が必要不可欠です。JESの技術員はお客様の安全・安心を確保するため、エレベーターの見えない部分のメンテナンスに邁進しています。

The motto that inspires us in our work is "What cannot be seen, deserves the most careful maintenance." Elevator maintenance work takes place above and below the elevator, in the machine room, and in other places that most people never see. However, to make sure that elevators are safe and give a pleasant ride, daily maintenance is indispensable. To ensure the safety and peace of mind of its customers, JES technical personnel are devoted to maintaining the unseen parts of elevators in best working condition.

ごあいさつ

Message from the President

エレベーターのメンテナンス業務は、各メーカーが自社製品のみを対象に自社・系列の保守会社を通して独占的に行ってきました。当社は独立系保守会社として、主要メーカー全社に対応できる高度な技術力と純正部品の調達力を強みに、質の高いサービスを安価で提供し、先進諸国のエレベーターメンテナンス市場におけるグローバルスタンダードなビジネスモデルを確立しています。

エレベーターのメンテナンス・リニューアル市場は、国内はもとより中国・インドなどアジア諸国でも年々拡大の一途を辿っています。当社は日本市場で高く評価された技術力とサービス品質をグローバル市場に展開し、飛躍的な成長を目指してまいります。

The elevator maintenance business was conducted previously by elevator manufacturers or members of their respective corporate groups that provide maintenance services on a monopoly basis for elevators they have manufactured. Japan Elevator Service Holdings Co., Ltd. (JES) is an independent elevator maintenance company that services the elevators of all principal manufacturers. Our strengths include high-level technical capabilities and the ability to procure genuine manufacturer parts. We provide high-quality service at low prices. JES has established a global standards business model in the elevator maintenance markets of the industrialized countries.

The market for elevator maintenance and refurbishment is steadily expanding year by year in Japan and in other Asian countries, including China, India, and elsewhere. JES has won a reputation for its technical capabilities in the Japanese market and the quality of its services, and aims to attain dramatic growth by offering its services to the global market.

ジャパンエレベーターサービスホールディングス株式会社
代表取締役会長兼社長

Japan Elevator Service Holdings Co., Ltd.
Chairman of the Board of Directors and President

石田克史

Katsushi Ishida



Creating Value through

Expansion

社員一人ひとりの「安全」への高い意識、主要箇所の純正部品を使用したメンテナンスなど、安全性・品質への強いこだわりと技術力がJESグループの競争力を強化しています。約20年前の設立より、独立系保守会社の中でも類を見ない急成長を果たし、確実にシェアを伸ばしています。2017年3月末現在、国内に60拠点以上に及ぶサービス網を展開し、およそ600名の技術者が約38,800台のエレベーターのメンテナンスサービスを提供しています。

私たちは国内のみならず、成長が期待される海外市場にもビジネスチャンスを広げています。

The competitiveness of the JES Group is strengthened by its insistence on safety and service quality as well as its technical capabilities and sustained by the strong conscientiousness of each and every one of its employees to maintain high safety standards and maintenance work in which genuine parts are used in principal applications. Since its establishment about 20 years ago, JES has achieved unparalleled rapid growth and steadily increased its market share among independent elevator maintenance companies. As of the end of March 2017, JES has extended its network in Japan to include more than 60 locations manned by about 600 technical personnel who provide maintenance services for about 38,800 elevators.

Our objective is to expand our operations not only in Japan but also to tap business opportunities in overseas markets where growth is expected.

2016年、インドでは現地企業との合併会社を設立し、メンテナンスだけでなく自社製エレベーターの開発・導入もスタートさせました。同時に、現地社員への教育、技術者養成にも注力し、サービス品質の向上を図っています。

In 2016, we established a joint venture with an Indian enterprise, and are aiming not only to provide maintenance services but also to begin to develop and introduce elevators manufactured by the JES Group. At the same time, we are focusing on educating and training local personnel as we nurture technical personnel and working to further increase service quality.



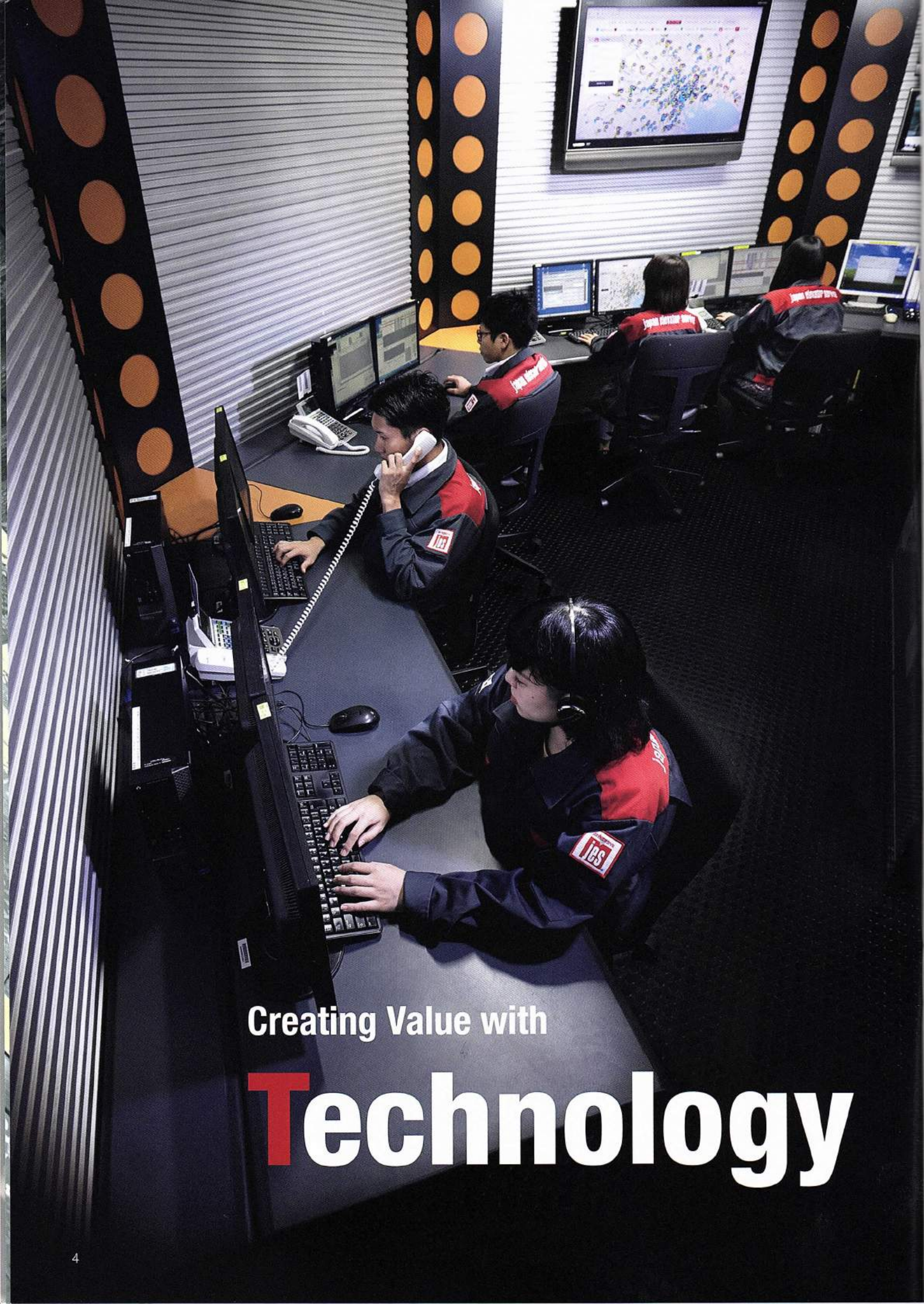
インド・デリー(上) / 当社研修(下)
A view of Delhi in India (above), Staff of JES Group joint venture in India (below)



香港
The JES Group established an elevator service company in Hong Kong.

2014年には香港に海外ビジネス拠点として、グループ会社JAPAN ELEVATOR SERVICE HONG KONG COMPANY LIMITEDを設立。国際特許の取得も視野に入れ、事業拡大を加速させています。

In 2014, we established JAPAN ELEVATOR SERVICE HONG KONG COMPANY LIMITED, as a JES Group company based in the Hong Kong market. We are also aiming to work to obtain international patents and accelerate the development of our business activities.



Creating Value with

Technology



点検へ向かう技術員
JES Group technical staff member on the way to provide services

リモート遠隔点検サービス「PRIME」は自動診断運転による異常の予知、故障の原因把握、遠隔操作によるメンテナンスを実現。これにより、点検時の停止時間の短縮、迅速な緊急対応を可能にしました。

The JES Group's PRIME remote inspection system gives notice of operational abnormalities through automatic diagnostic operations, identifies the causes, and makes it possible to conduct maintenance remotely. As a result, this shortens the time necessary for stopping and inspecting elevators and makes quick maintenance possible.

コントロールセンターは「PRIME」による監視、GPSによるエンジニアの所在把握、非常時の直接通話による対応など、24時間365日体制でエレベーターの安全運転をサポートしています。

The control center provides support for safe operations of elevators on a 24-hour, 365 day per year basis through the use of PRIME for monitoring, GPS for determining the location of engineers, and direct telephone contact during times of emergency.



コントロールセンター
JES Control Center

24時間365日、ひと時も休むことなく稼働し続けるエレベーター。災害による停止、万一の閉じ込めなどから利用者をいち早く救出するため、常に運行状況を見守り続けなければなりません。

JESグループのコントロールセンターは、エレベーターの運行状況をリアルタイムで把握し、万一のトラブル発生時には最寄りのエンジニアに障害情報を発信。情報を受けたエンジニアが現場に急行するシステム体制を構築しています。なかでも、2007年に独自開発したエレベーターのリモート遠隔点検サービス「PRIME」は、主要メーカーの機種に対応した高度な技術力が大きな強み。国内で数々の特許を取得したほか、海外でも特許申請中です。

Elevators must work non-stop 24 hours a day, 365 days a year. To deal with service stoppages because of natural disasters, rescue passengers as quickly as possible in the unlikely event they become trapped inside elevators, and cope with other contingencies, it is essential to monitor elevator operations continuously.

The JES Group Control Center's system monitors elevator operation in real time. In the event of operating problems, under the JES system, the center transfers this information to the engineers nearest the site, and, when they receive it, they rush to the scene. JES systems include PRIME, which JES developed originally in 2007 for remote inspection of elevator operations. This system, which is one of our major strengths, is compatible with the elevators of principal manufacturers and is based on advanced technology. In developing PRIME, JES obtained numerous patents in Japan and has applied for patents overseas.

Creating Value with

1 2 3 4 5

Reliability



点検・修理は主要メーカーの製品に対応。部品交換について主要箇所は純正部品を使用するなど、安全・安心を最重視した点検・修理を行っています。

We respond to maintenance of the products of principal manufacturers. We perform inspection and maintenance work with maximum emphasis on safety and security by using manufacturers' genuine parts for principal applications when we replace major parts.



点検・修理
Inspection and repair work is an essential part of JES Group services.



当社が取得した特許
Patents obtained by JES

JESグループはエレベーターのリモート遠隔点検サービス「PRIME」に採用した各種技術をはじめ、事業展開に有利な数々の特許を取得しています。併せて、最新のテクノロジーをいち早く取り入れることで、メンテナンス品質の持続的なレベルアップを実現しています。

The JES Group holds many patents, including those applied in its PRIME remote elevator inspection system. These patents will be an advantage in the further development of its business. Along with this, JES is quick to introduce the latest technologies and is endeavoring to raise the level of its maintenance services on a continuing basis.

安全への強いこだわり、高度なテクノロジーとともに、お客さまからの「信頼」がJESグループの成長基盤となっています。

2017年3月末現在、JESグループでご契約いただいているエレベーター数は約38,800台。とくに過去5年間は、毎年約3,000台のペースで増加し、計15,000台の新規保守契約を獲得しました。持続的な成長を支える信頼を礎に、私たちはさらなる市場開拓に邁進します。

現在、独立系保守会社の国内シェアは約16.8%といわれていますが、金融系調査機関は将来的に30%まで拡大すると予想しています*。今後、リニューアル事業をはじめ、事業・市場の成長を推進し、お客さまに最も信頼される企業グループを目指します。

*三菱UFJリサーチ&コンサルティング調べ

The growth engines of the JES Group are its thoroughgoing emphasis on safety, advanced technology, and the trust of its customers.

As of the end of March 2017, the JES Group had contracts with customers covering about 38,800 elevators. Especially over the past five years, the number of elevators covered by these contracts has expanded at the rate of about 3,000 each year, and, over this five-year period, JES has obtained new contracts covering a total of 15,000 elevators. With customer trust as the base for sustainable growth, we are working steadily to develop new markets.

At present, the market share of independent elevator maintenance companies in Japan is about 16.8%. Research institutes of financial institutions estimate that this share will rise to 30% in the years ahead. Looking ahead, the JES Group will promote the growth of its business and its market, including its elevator refurbishment services, with the aim of becoming the most highly trusted corporate group in this field among its customers.

* Based on research by Mitsubishi UFJ Research and Consulting

サービス Services

メンテナンス

設立当時は、エレベーター等のメーカーがそれぞれ自社や系列の保守会社を通じて、自社の製品のみのメンテナンスを行うことが一般的であり、価格やサービス内容に競争原理が働きにくい状況でした。JESグループでは、そうした価格設定を根本から見直し、本当に必要な工程やサービスに基づいた安価な価格体系を設定し、満足度の高い保守サービスをお届けしています。

Maintenance

When JES was established, it was common for manufacturers of elevators and related equipment to provide maintenance services themselves or through their affiliated maintenance subsidiaries. It was difficult to compete for this business in terms of prices and services. The JES Group thoroughly reviewed price setting in this industry and set its prices based on work stages and services that were really needed. Thereby, JES created a cheaper price schedule and began to deliver maintenance services that met with customer satisfaction.

リニューアル

エレベーターの法定償却耐用年数は17年、公益社団法人ロングライフビル推進協会(BELCA)のライフサイクル評価では、規格型エレベーターの期待耐用年数は25年とされています*。JESグループでは、設置後20年程度経過したエレベーターを主な対象として、信頼性・安全性・効率運転などの向上を目的に、制御盤・巻上機等の主要部品の一式取り替え工事を含む、既設品の撤去・改設工事を実施しています。法令改正により既存不適格の指摘を受ける物件も増え、リニューアルに対する意識も高まってきています。

*出所：社団法人 建築・設備維持保全推進協会(BELCA)「平成20年度『LC評価用データの収集と提供』報告書」P.7、P.20、P.27

Renewal

The legal useful lifetime of elevators is 17 years, but under the lifecycle assessments of the Building and Equipment Long-Life Cycle Association (BELCA), the expected useful lifetime of elevators meeting specified standards is 25 years.* The JES Group began to provide refurbishment services aimed at elevators in use for approximately 20 years to improve their reliability, safety, and efficiency of operation. These services include removal of existing equipment as well as new installation work, such as the replacement of principal parts of control panels and hoisting mechanisms. The number of elevator installations that have been specified to be unqualified under revised legal provisions has increased, and there is a growing awareness of the need for renewal.

* Source: BELCA, Collection and Dissemination of Data for LC Evaluations 2008 (pages 7, 20, and 27)



メンテナンス作業
Elevator maintenance in progress



リニューアル後のエレベーター
Elevators after undergoing refurbishment

■ フルメンテナンス契約(FM契約)

エレベーターに関する機器装置などの各部品の定期的な点検・給油・調整を行うとともに、経年劣化した部品を当社の費用で交換・修理し、常に最良の状態を維持します。

■ Full Maintenance (FM) Contracts

Under these contracts, customers receive services that include periodic inspection, oiling and greasing, and adjustments in their elevator machinery and equipment, etc. Expenses related to broken and worn parts as well as related replacement and repairs are covered by these contracts. These contracts keep elevators in the best of operation condition.

■ 点検契約(POG契約)

エレベーターに関する機器装置などの各部品の定期的な点検・給油・調整のみ、月々低額の保守料で実施します。消耗品の交換費用は保守料金に含まれていますが、その他の部品の交換・修理は別料金となります。もちろん作業のクオリティは、フルメンテナンス契約(FM契約)と変わりありません。

■ Parts, Oil, and Grease (POG) Inspection Contracts

JES provides periodic inspection, oiling and greasing, and adjustment services for elevator machinery and equipment as well as parts as a separate package at a reduced monthly fee. The cost of replacing consumable items is included in the fee, but the cost of replacing parts and making repairs is invoiced separately. Of course, the quality of this work is the same as with an FM contract.

フルメンテナンス契約(FM契約) Full Maintenance (FM) Contracts

修理工事
Repair work

点検契約(POG契約) Inspection (POG) Contracts

法定検査
Legal inspection

監視サービス
Monitoring service

定期点検
Periodic inspection

緊急対応
Emergency response

人材教育 Personnel Education

JESグループの競争優位性は、複数のメーカー製品への高度な対応能力にあります。エレベーター等を巡る公的資格としては、検査に関するものは存在しますが、点検に関するものは設けられていません。JESグループはこのような現状を踏まえ、エレベーターの安全を担保するためには各種の社内資格制度を充実させる必要があると考えています。そのため多種多様な教育・資格制度を設け、優れた人材の確保・育成に最大限の力を注いでいます。

The competitive strength of the JES Group lies in having sophisticated capabilities for service and maintenance on a wide range of manufacturers' products. Publicly recognized qualifications for elevators are available for verification, but there are none for inspections. In view of this situation, the JES Group saw the need for an internal qualifications system to ensure elevator safety. To develop these capabilities, JES has instituted a diversity of many types of education and training for obtaining official certifications. JES places maximum emphasis on securing and training top-class personnel.

きめ細かな新人教育

「ビジネスマナー研修」や各メーカー製品の基礎知識・ノウハウを確実に習得する「STEP24」、各拠点教育トレーナーによる「OJT研修」など多彩なプログラムを用意。資格取得や適切な労務管理と相まって、新卒社員の3年定着率9割以上という実績に結びついています。

In-Depth Training for New Employees

JES has a wide range of training programs, including "Training for Business Manners," "Step 24" training for gaining expertise and know-how regarding the products of different elevator manufacturers. These programs provide on-the-job training by trainer personnel at each location. Along with appropriate labor management, JES offers training for obtaining official qualifications and the fact that the percentage of new employees still on the job after working three years is more than 90% is evidence to the effectiveness of JES training programs.

継続的な社内研修

テクニカルサポートセンターでは、主要メーカーの様々な機種に対応できるスペシャリストを養成するため、技術の習熟度に応じた各種教育・研修を継続的に実施しています。各メーカー機種の特性の理解、法定検査やリニューアルに関わる解説や実施研修など、詳細で多岐にわたるカリキュラムにより社員の技術向上に努めています。

Continuing Internal Training

The JES Technical Support Center trains specialists who can work on the elevators of the principal manufacturers by providing education and training on a continuing basis for personnel at various levels of technical capabilities. These courses increase the understanding among personnel of the different kinds of elevators of various manufacturers, provide explanations of legal inspections and renewal work, and offer detailed and wide-ranging content aimed at raising the technical level of personnel.

独自の社内認定制度

各種の教育・研修に加え、JESグループでは独自にエンジニアの評価資格制度（昇降機保守担当資格者制度）を導入しています。資格取得は、①昇降機安全資格者、②昇降機準保守担当資格者、③昇降機保守担当資格者の3段階に分かれ、その全てをクリアしなければ、単独での現場担当や夜間・休日の緊急対応ができない仕組みになっています。

Original Internal Certification System

In addition to various types of education and training, JES has introduced its own qualification system for engineers (the Elevator Maintenance Personnel Qualification System). Qualification training is divided into three levels: (1) Qualified Elevator Safety Inspection Personnel (assistant level), (2) Personnel Qualified as Assistant Elevator Maintenance Personnel (second level qualifications), and (3) Personnel Qualified as Elevator Maintenance Personnel (highest and broadest qualification). Under this system, only employees who have cleared training at all three levels are allowed to be solely in charge at a worksite and be selected for emergency work after regular hours and on holidays.



新人教育
The JES Group places a high priority on new employee training.



社内研修
Internal training program session in progress



メンテナンス指導
Maintenance instruction class

● 事業拠点
Business locations

海外独立系企業のメンテナンス市場シェア

Market Share of Independent Elevator Maintenance Companies Worldwide

独立系
Independent

50%



メーカー系
Manufacturer-affiliated

50%

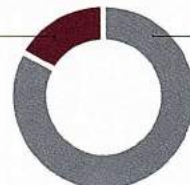
(当社調べ)
(Based on JES research)

国内独立系企業のメンテナンス市場シェア

Market Share of Independent Elevator Maintenance Companies in Japan

独立系
Independent

16.8%



メーカー系
Manufacturer-affiliated

83.2%

(三菱UFJリサーチ&コンサルティング調べ)
(Based on research by Mitsubishi UFJ Research and Consulting)

独立系企業全体に占める当社グループのシェア(国内)

JES Market Share among Independent Elevator Maintenance Companies in Japan

その他
Other companies

D 社
Company D

C 社
Company C

B 社
Company B

当社グループ
JES Group

25.0%

A 社
Company A

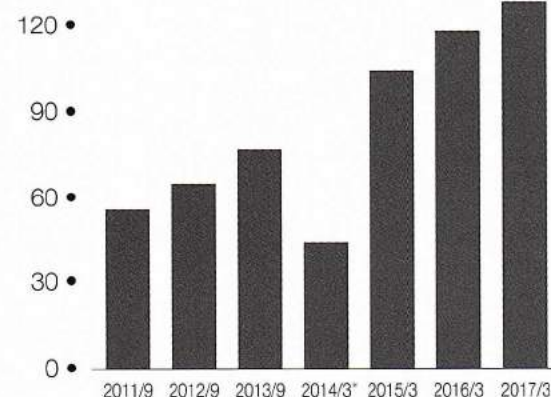


(当社調べ)
(Based on JES research)

売上高の推移

Trends in Net Sales

(億円/Hundred millions of yen)



* 2014年3月期は決算期変更のため6カ月の変則決算。
* The fiscal period ended March 31, 2014 was irregular and covered only six months.

主要データ(2017年3月末現在)

Principal Data on JES Operations (As of March 31, 2017)

設立

Establishment



1994年

保守契約台数

Number of Elevators under Maintenance Contracts



約38,800台

技術員数

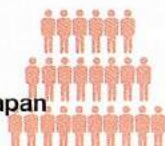
Number of Technical Personnel



606名

従業員数

Number of Employees in Japan



927名

国内拠点数

Number of Domestic Locations



63拠点

海外関係会社数

Number of Overseas Subsidiaries, Affiliates, and Other Closely Associated Companies



3社

歴史 History



会社概要 Company Profile

社名 Company name	ジャパンエレベーターサービスホールディングス株式会社 Japan Elevator Service Holdings Co., Ltd.
設立 Establishment	1994年10月3日 October 3, 1994
本社 Head office	〒103-0027 東京都中央区日本橋1丁目3番13号 東京建物日本橋ビル 5階 Tokyo Tatemono Nihonbashi Bldg. 5F, 1-3-13 Nihonbashi, Chuo-ku, Tokyo 103-0027
代表者 Representative	代表取締役会長兼社長 石田克史 Katsushi Ishida, Chairman of the Board of Directors and President
従業員数 (2017年3月末現在) Number of employees (End of March 2017)	927名 927
資本金 (2017年3月末現在) Capital (End of March 2017)	6億8百万円 ¥608 million
売上高 (2017年3月末現在) Net sales (End of March 2017)	135億44百万円 ¥13,544 million

■ 組織図

■ Organization Chart

