

United Technologies chooses Microsoft Cloud to enhance customer experience and accelerate digital transformation

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UTC is connecting data, people and products to empower employees to operate more efficiently, streamline critical processes, and use intelligent insights to drive positive customer outcomes

REDMOND, Wash., and FARMINGTON, Conn., Nov. 1, 2017 /PRNewswire/ -- Microsoft Corp. and United Technologies Corp. (UTC) (NYSE: UTX) on Wednesday announced a strategic agreement that will create a differentiated customer and employee experience using intelligent technology innovation.

UTC builds and services millions of products in the field, from elevators in some of the world's tallest buildings, to engines and aerospace equipment in the skies, to commercial products that power smart buildings. Leveraging Microsoft Dynamics 365 and Azure, UTC intends to empower employees globally with the digital tools and information needed to support customer interactions for faster, better and more personalized service.

"At UTC, we build products and services that are vital to business and impact lives everywhere. Through digital transformation, we are raising the bar on our capabilities to predict, prevent and respond to our customers' needs. Collaborating with Microsoft, and leveraging its intelligent cloud, we are changing how we define the customer experience," said Vince Campisi, chief digital officer and CIO at UTC.

"United Technologies is a global leader in the aerospace and building industries and has a deep commitment to innovation," said Judson Althoff, executive vice president, Worldwide Commercial Business, Microsoft. "The combination of UTC's customer service expertise together with Microsoft's intelligent cloud will provide a digital business model for UTC businesses across multiple industries."

A core tenet of UTC's transformation is giving employees the digital tools and capabilities to work in new and different ways at market speed. UTC is connecting data, people and products securely to optimize its sales, customer care and field service operations — from responding faster to sales opportunities through automation and intelligence, to predicting maintenance by operationalizing product data, and empowering thousands of service technicians in the field with mobile connectivity. Examples of these initiatives that would be enabled by UTC's use of Microsoft technology include these:

- Otis will use Dynamics 365 CRM to empower service technicians and sales teams with a holistic view of the customer relationship and real-time equipment health data to enable predictive maintenance, dynamic field dispatching and a more seamless customer experience.
- Pratt & Whitney is using Azure and Dynamics for cloud-based field service, sales and marketing solutions to deliver a superior customer experience.
- UTC Aerospace Systems is building solutions on Azure for predictive maintenance of aircraft systems, to better ensure the reliability, safety and cost-efficiency for customers.
- UTC Climate, Controls & Security (CCS) will use Azure as the cloud platform for its connected facilities initiative, aimed at helping customers of Carrier heating, ventilating and air conditioning systems, as well as other CCS products, optimize comfort, efficiency, fire safety, security and more.

About United Technologies Corp.

United Technologies Corp., based in Farmington, Connecticut, provides high-technology systems and services to the building and aerospace industries. By combining a passion for science with precision engineering, the company is creating smart, sustainable solutions that move the world forward. To learn more about UTC, visit the [website](#) or follow the company on Twitter: [@UTC](#)

About Microsoft

Microsoft (Nasdaq "MSFT" @microsoft) is the leading platform and productivity company for the mobile-first, cloud-first world and its mission is to empower every person and every organization on the planet to achieve more.

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