

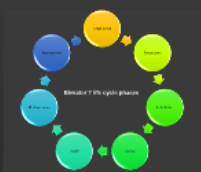
Why annual maintenance contracts covering routine maintenance and breakdown service were vital?

WHAT SHOULD HE DO?

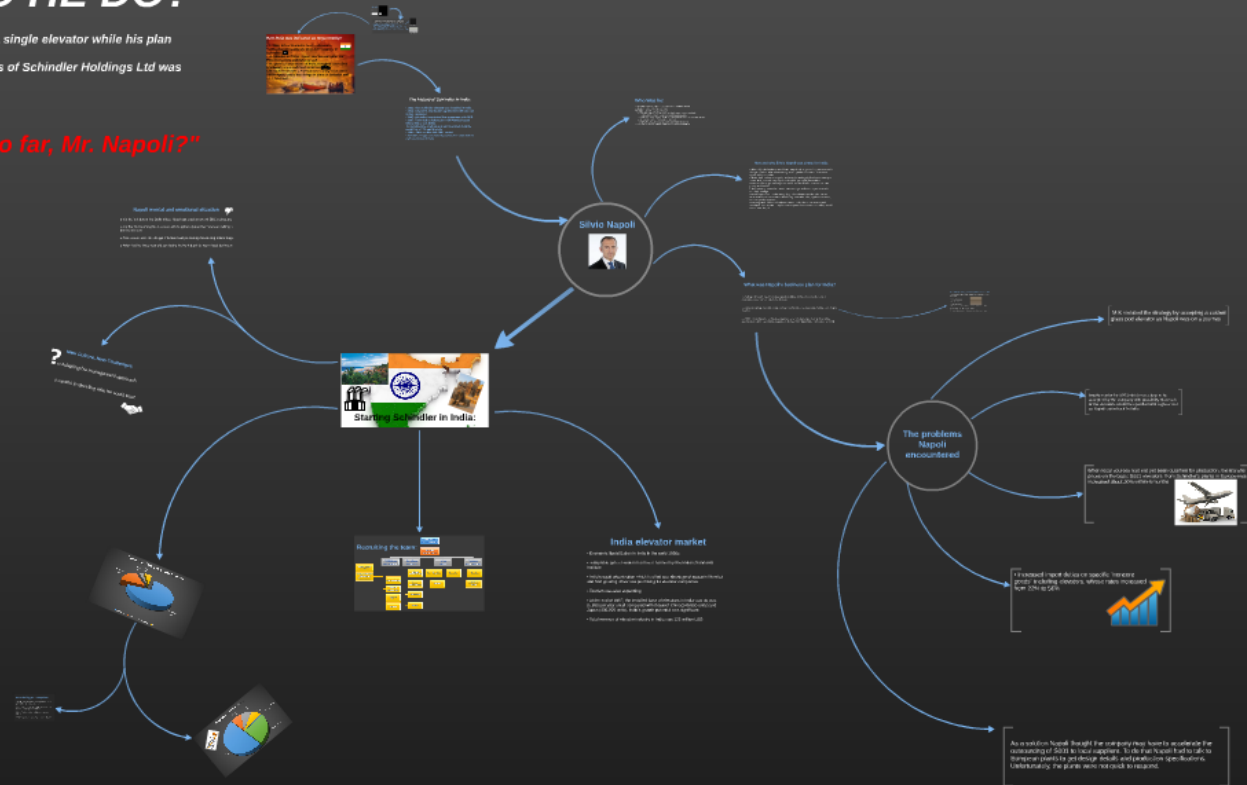
- Eight months in India and he still had not installed a single elevator while his plan showed first-year sales of 50 units and
- new Luc Bonnard, vice chairman, board of directors of Schindler Holdings Ltd was visiting.

He asked him:

"So, how are things going so far, Mr. Napoli?"



- Should he seek Bonnard's help?
- Should he propose a revised plan?
- Should he sort out the challenges himself?



Silvio Napoli at Schindler India (A)

Thecasesolutions.com

Silvio Napoli at Schindler- India

contributors:

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Schindler: Introducing the company

- Established in 1874 in Switzerland by Robert Schindler
- Beginning of elevators Manufacturing in 1889
- Alfred N. Schindler (4th generation of the family) lead the company in 1987
- By 1998, Schindler had worldwide revenues of 4 billion US \$
- 38,000 employee in 97 subsidiaries
- Until then the company did not yet have its own operations in India



Robert Schindler