INDOSPACE
a GLP joint venture

Indospace, India’s largest logistics real estate developers streamlines its facility management across 20+ locations with eFACiLiTY®

eFACiLiTY®

CLIENT BACKGROUND

Indospace, headquartered in Mumbai, stands as the country's preeminent investor, developer, and manager of premium industrial and logistics real estate. With an impressive revenue of 74.4 million USD, the company has achieved significant global expansion.

It now ranks as the world's second-largest developer in its field, boasting a remarkable portfolio that encompasses 58 million square feet across 11 cities. To date, this includes 52 strategically located parks, a testament to its substantial growth and influence in the industry.

Source: www.indospace.in

BUSINESS CHALLENGE

Indospace, renowned for its multi-tenanted facilities across diverse geographies, encountered several challenges in managing its extensive portfolio. These challenges included managing security and maintaining the facility at a top-class level, ensuring the smooth handling of client requests, and accurately billing the tenants for their utility usage, rentals, and other costs, providing them with a state-of-the-art interface for two-way communication and sharing crucial services and facility-related information like news articles, etc.

The complexity of these tasks underscored the critical need for a fully integrated, holistic, and robust solution capable of handling complexities with ease and security, especially with facilities spanning multiple sites and serving a diverse customer base

Recognizing this, Indospace sought a comprehensive facility management application to streamline operations, automate tasks such as security management and billing, and provide real-time insights for informed decision-making. By centralizing operations and offering smartphone accessibility, Indospace aimed to simplify multi-tenanted facility management and enhance organizational efficiency.

OUR SOLUTION

Indospace sought a scalable solution to eliminate manual processes, and after thorough research, chose eFACiLiTY® for its user-friendly interface, comprehensive IWMS & CAFM capabilities, and customizable as per specific requirements.

Indospace today efficiently oversees global corporations, such as **DHL, Amazon, Reliance, Flipkart, Fiat, Bosch, BigBasket, Ikea, etc.,** by implementing eFACiLiTY®. This implementation seamlessly addresses various aspects including asset management, visitor management, security, document handling, tenant billing, and helpdesk operations. Indospace offers comprehensive solutions tailored to the needs of their clients across 24 logistics and business parks across India.

The client-side property and facility managers can access a portal interface to view all their facilities spread across geographies. Through this interface, they

OUR SOLUTION

can monitor support calls, track visitor movement, monitor energy and water consumption, access property-wise monthly invoices, and manage outstanding payments to the park management, ensuring transparency and efficiency in facility management.

Implementation of the eFACiLiTY® Enterprise Asset Management System has improved the scheduling and execution of maintenance activities and equipment inspections. By enabling technicians to use NFC scanning for inspections, the system has significantly streamlined the process. Its capability for automatic work order generation not only reduces planning time but also simplifies task monitoring. Consequently, day-to-day maintenance processes have become more efficient, with operations and work orders being automated. This has notably enhanced equipment uptime and markedly reduced maintenance response time, optimizing overall operational efficiency.

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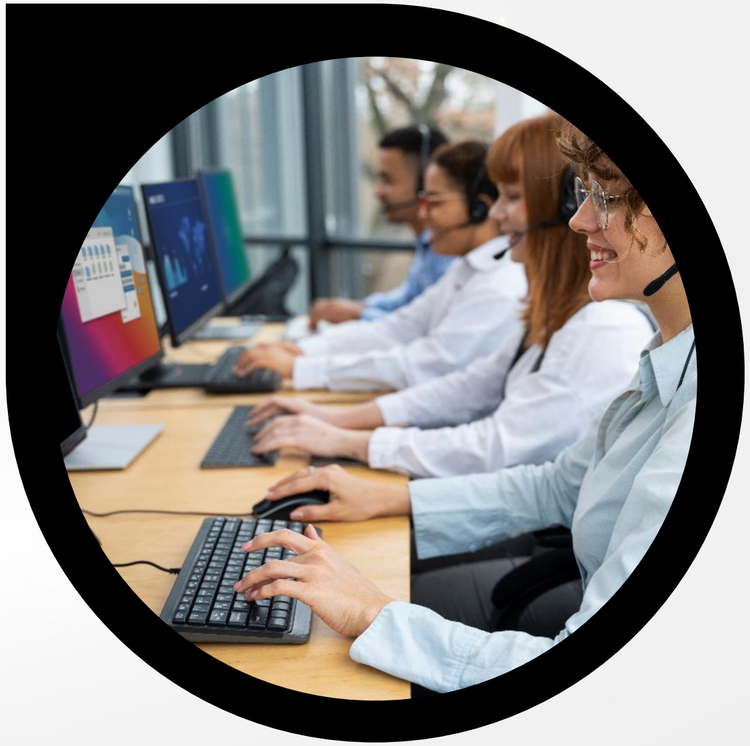
Indospace enhanced its client service with the eFACiLiTY® Helpdesk & Knowledgebase System, offering them the ability to easily raise requests and report issues. This centralized system empowers the Indospace team to quickly respond to and resolve customer complaints and requests, bolstered by site-wise tracking capabilities. Additionally, the system aids in monitoring the helpdesk team's performance through TAT. An essential feature of the system is its escalation matrix, which alerts facility managers to unresolved complaints that have been pending for an extended period, ensuring prompt resolution.

The implementation of the eFACiLiTY® Instant Feedback Management System has enabled the Indospace team to efficiently conduct annual surveys. With this system, they can efficiently administer surveys to diverse clients spanning across all their locations. This streamlines the process of collecting comprehensive feedback from a wide array of stakeholders.



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The implementation of the eFACiLiTY® File Drawing Management System has enabled Indospace to use it as a document repository for efficiently sharing important documents client-wise and site-wise.

Indospace has significantly improved the tenant experience through the implementation of the eFACiLiTY® Tenant Billing System. This advanced system provides tenants with easy access to crucial operations such as Consumption Approval, Bill Approval, Viewing, and Printing, enhancing overall convenience. The system is designed for streamlined utility consumption and billing approval and is accessible via both web and mobile platforms.

Our tenant billing seamlessly integrates with Microsoft 365 Dynamics CRM to efficiently gather lease contract information. OpenBlue Enterprise Manager (OBEM) is part of Johnson Controls' OpenBlue platform, offering a suite of connected solutions for building management and optimization.

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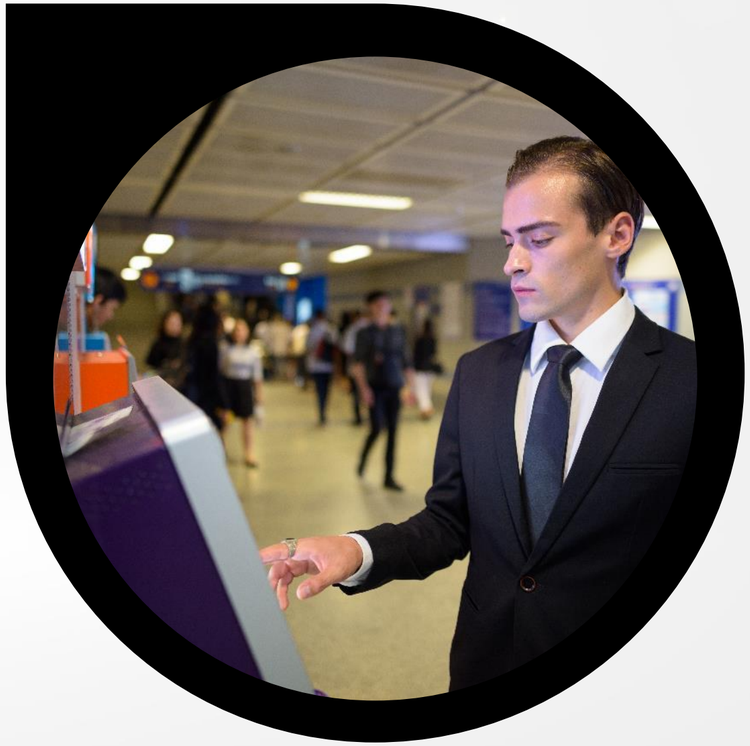
eFACiLiTY® seamlessly integrates with JCI OBEM to automate the whole billing process for Indospace. Following thorough multi-level approvals by Indospace and their client teams, the finalized details are seamlessly fed back into Microsoft D365 Finance as Sales Orders.

D365 takes charge of invoice generation, and eFACiLiTY® ensures a meticulous collection of invoice details, presenting them on the intuitive mobile app. Serving as a pivotal interface, the eFACiLiTY® mobile app empowers clients to effortlessly monitor their monthly billing with transparent insights and analytics, enhancing overall satisfaction.



eFACiLiTY® Visitor Management Software has greatly improved visitor management by replacing all manual processes with a touchless system. This enhancement allows for the generation of electronic visitor passes, online request and approval processes, and automated notifications, streamlining the entire visitor management experience.

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The eFACiLiTY® Patrol Management System has significantly enhanced the efficiency of patrolling activities across all sites. This system introduces a systematic approach by assigning designated routes and checkpoints to security personnel. A distinctive feature is its NFC-based fool-proof patrol management, ensuring a robust and secure method for monitoring patrols. It utilizes NFC technology, providing a reliable and tamper-proof means of verifying patrol checkpoints. Additionally, the system adeptly oversees and manages shift allocations, tracks overtime hours, and incorporates an SOS feature for emergencies.

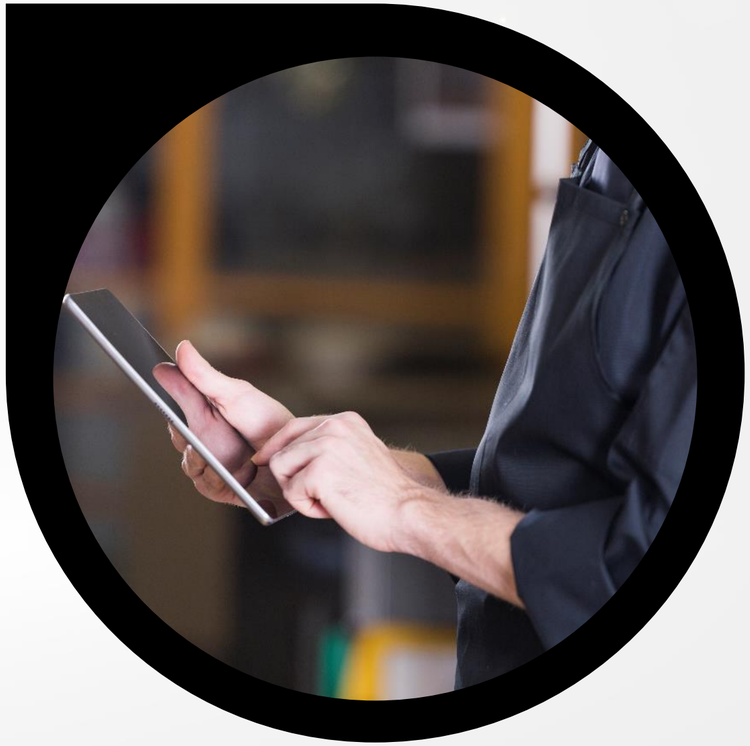
Moreover, the system includes an Instant Incident Reporting feature, allowing security personnel to report incidents promptly with accompanying photos or videos. This capability facilitates swift action and response to security breaches

OUR SOLUTION

enhancing the overall security measures implemented by the organization. eFACiLiTY® Patrol Management System stands as a comprehensive solution that not only streamlines patrolling activities but also ensures a proactive and responsive approach to security incidents.

The eFACiLiTY® Smart Facility App adeptly manages diverse functions for Indospace's clients, ensuring the seamless operation of facilities. The Assets Management feature empowers users to effortlessly handle asset data, complemented by the Contracts Overview module, offering convenient access to detailed contract information.

Efficient Equipment Readings monitoring grants users access to readings from mapped meters. The File Drawing Management module organizes files at an organizational level, providing specific file access. Simultaneously, the Facility Booking module ensures effective reservation management.



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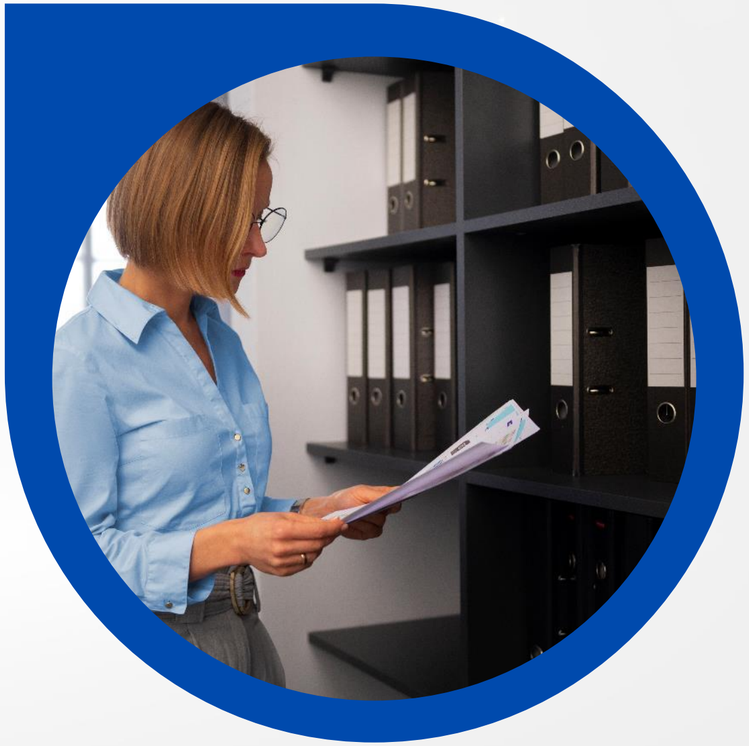
The Helpdesk module streamlines support ticket initiation and management, and the Patrol Management module enhances security by validating details of patrolling guards, scanning checkpoints, and raising incidents, including the capability to initiate SOS alerts.

The Visitor Management module facilitates the easy creation of appointment details and streamlines the sign-in and sign-out process. Additionally, the Tenant Billing module facilitates effortless viewing and approval of bills, offering a comprehensive view of Billing History, inclusive of payment and credit information. It also enables the convenient downloading of processed invoices and displays metered utility service values in a user-friendly graphical format.



Indospace has improved its operations by using the eFACiLiTY® application, which securely and efficiently connects with external applications through API integration, creating a smoother overall experience.

KEY BENEFITS

eFACiLiTY® IWMS & CAFM software was a perfect fit, allowing the Indospace FM team to manage their assets, visitors, security, documents, tenant billing system, and issues raised.

Since its implementation across 30 sites, eFACiLiTY® has achieved significant milestones, highlighting its effectiveness in facility management:

- **Streamlined Helpdesk Operations:** Efficiently managed over 7,000 helpdesk calls, leading to the creation of more than 230 tickets each month.
- **Insightful Surveys:** Conducted and gathered insights from 250 surveys, with numbers continually increasing, demonstrating our commitment to continuous improvement.
- **Comprehensive Visitor Management:** Skillfully managed over 55,000 visitors, demonstrating our efficient handling and coordination of visitor traffic.
- **Exceptional Security Oversight:** Successfully completed an impressive 3,500 patrol rounds, showcasing our rigorous commitment to maintaining a secure and well-monitored environment across all sites.

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Since its implementation across 30 sites, eFACiLiTY® has achieved significant milestones, highlighting its effectiveness in facility management:

- Efficient property management, lease, and contract information were handled seamlessly, capturing service utilization for bill generation and mass emailing/printing
- Facilitated efficient patrolling activities, assigning routes, monitoring shift allocations, and enabling SOS for emergencies
- **Mobile Efficiency:** The eFACiLiTY® Smart Facility App stands as a crucial point of contact for Indospace's clients, functioning like a portal to optimize their operations. It provides seamless access to manage assets, contracts, facility reservations, security, and utility insights, enhancing efficiency on the go.

THANK YOU

More Case Studies

eFACiLiTY®

Most Comprehensive IWMS & CAFM Platform for Enterprise Operations

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