

Panchshil Realty, the top real estate developer in Pune automated its facility management operations with eFACiLiTY®

CLIENT BACKGROUND

Panchshil Realty is one of India's leading luxury real estate developers. Renowned for its leadership and excellence in real estate development, the company has successfully delivered over 21 million sq. ft. of prime real estate, with 20 million sq. ft. under development across multi-asset classes.

Source: <https://www.panchshil.com/panchshiltowers>

BUSINESS CHALLENGE

Being one of India's finest luxury real estate developers, and having a large workforce and a sprawling workplace, they were manually managing all these requests for their new facility in Tech Park Two, located in Yerwada, Pune, an IT Park spread across 980,000 sq. ft. and equipped with high-tech support services & exclusive amenities. And since there was no defined escalation matrix for helpdesk requests, there were delays in attending to critical tickets and the process itself was time-consuming with the need for improvement in several areas.

So, Panchshil required new-age facility management software to provide visibility into their problems or requests to streamline their daily business activities and improve efficiency across their facility.

Panchshil wanted a solution that would eliminate any setbacks and provide them the flexibility to manage assets, services requests, occupant feedback, visitors & patrol guards, and seamlessly integrate with their building management systems (BMS) to monitor the energy consumption & facility performance, all while maintaining high standards to deliver a world-class user experience.

SOLUTION

During their pursuit of finding the right solution, Panchshil evaluated many leading FM/CAFM products and was impressed by eFACiLiTY® for its user-friendliness & scalability that could take care of all their facility management requirements. Panchshil zeroed in on eFACiLiTY® because they felt confident we had the wherewithal to efficiently automate all their facility management operations, and after learning about similar successful implementations across the globe, the feeling only grew stronger.

eFACiLiTY® was implemented for Panchshil in 2021 at their Pune facility to streamline their maintenance & helpdesk operations, monitor energy consumption, collect instant feedback, and manage visitors & patrol guards along with a smart mobile application.

Implementing eFACiLiTY® Enterprise Asset Management Software (EAM/CMMS) enabled them to track & manage their business assets and provide real-time data and insights including maintenance history, warranty, etc., which helped their facility managers to make more informed decisions. eFACiLiTY® ensured that all the maintenance processes were handled efficiently without any errors.

eFACiLiTY® also enabled them to track & manage all their assets present across their multiple sites, manage work orders, maintain detailed asset information, and schedule preventive maintenance for all equipment/assets which helped improve overall efficiency and productivity. The mobile app provided additional mobility to their FM team and allowed service technicians to track assets, perform inspections & audits on time, and upload videos/photos/other attachments upon executing a work order.

eFACiLiTY® ensured Panchshil's adherence to providing a safe working environment to all personnel and preventing unprecedented workplace accidents/equipment failures by implementing eFACiLiTY® Risks and Work Permits System. eFACiLiTY® allowed facility managers to conduct risk assessments, create risk management plans, approve/reject requests, set reminders for permit validity expiration, etc., and workers/technicians to easily apply for work permits.

Implementing the eFACiLiTY® Pest Control System enabled them to schedule pest control activities at their sites and notify occupants as a safety precaution. eFACiLiTY® also enabled them to manage pest control tools/equipment availability, pesticide inventory, and raise work orders to pest control vendors to ensure a pest-free facility.

eFACiLiTY® designed and developed a custom energy dashboard that provided a high-level view of the energy utilization by integrating with their building management systems that enables the facility managers to monitor & measure the building's energy performance. It helped them to re-evaluate their energy requirements and make informed decisions to reduce energy wastage and save utility costs.



Energy Monitoring Dashboard

Implementing the eFACiLiTY® Helpdesk and Knowledgebase System enabled them to set up a centralized helpdesk system to streamline helpdesk operations & workflows and delegate tasks for team/team members to work on important requests and resolve them within defined SLAs. With dashboards and reporting capabilities, facility managers had full visibility of the status of service tickets and were able to track the service team's productivity. eFACiLiTY® Smart Facility App allowed technicians to quickly respond to priority tickets, update status right away, and upload videos/photos/other attachments upon resolving a ticket.

Implementing the eFACiLiTY® Instant Feedback System made it easier for occupants to register feedback in their facility. It enabled facility managers to monitor the workflow of managing poor feedback and provide regular updates to the requestor through eFACiLiTY® Helpdesk and Knowledgebase integration helping FMs to significantly enhance the quality of their services while saving on manpower costs and enhancing occupant experience. eFACiLiTY® Smart Facility App allowed users to send feedback instantly to the FM team to swiftly act on it.

Implementing eFACiLiTY® Patrol Management Software enabled security managers to assign routes for security guards/patrollers to perform regular patrols by scanning checkpoints at various checkpoints at scheduled intervals in the facility. eFACiLiTY® Smart Facility App allowed security managers to analyse guard performance and security patrollers/guards were able to report incidents instantly.

Implementing the eFACiLiTY® Document Approval System enabled Panchshil's vendors/contractors to submit documents that required verification and approval before making their payments. Invoices were submitted for approval by vendors/contractors, after validation & approval by the respective account teams and multiple levels of approvals, they will be shared with the vendor/contractor for further action.

Implementing eFACiLiTY® Card Management software facilitated the facility admins to store and manage the issue of ID cards/badges/passess to contractors, employees, regular visitors like drivers of employees, etc.

eFACiLiTY® Smart Facility App extends the web-based operations of eFACiLiTY® to mobile devices and provides mobility & flexibility to the technicians. The mobile application enabled them to keep a tab on all assets, raise tickets/requests quickly, share feedback & report incidents instantly all while delivering an enhanced user experience.

CLIENT BENEFITS

eFACiLiTY® enables Panchshil to manage 1500+ assets/equipment, and automate all major maintenance activities in both their sites, which helps them to operate efficiently and significantly increases their productivity.

With eFACiLiTY® Panchshil now has automated helpdesk software that streamlines all support tickets/requests and helps them to actively manage service issues and resolve priority tickets. Rather than just emailing work orders and complaints, employees now submit requests over the web/mobile application which generates a work order and is taken care of.

The customized intuitive energy dashboard provides a complete breakdown, allowing the facility managers to easily analyse the energy needs of the facility and act upon them.

eFACiLiTY® augmented both safety & security at their facility in real-time by automating visitor and guard patrol management operations.

Other substantial benefits include:

- Increased visibility and faster communication
- Real-time visitor data, tracking & monitoring
- Improved operational efficiency
- Ability to easily submit essential business documents for approval