



Godrej Industries, the top Indian conglomerate automates the facility maintenance and helpdesk operations for their corporate house in Mumbai with eFACiLiTY®

CLIENT

Godrej One is a part of the Godrej Group's ambitious project, The Trees, and one of India's leading commercial buildings with LEED® Platinum certification situated in the heart of Mumbai city, well connected to all major transit points and business hubs.

It is the headquarters to Godrej Industries, one of the holding companies of Godrej Group, that have significant interests in consumer goods, real estate, agriculture, chemicals, and financial services through subsidiary and associate companies, across 18 countries with an estimated 1.2 billion consumers.

Source: <https://www.godrejindustries.com/>

BUSINESS CHALLENGE

Godrej One, platinum-rated green building's facility management team relied on telephone, email, and personal interaction to communicate their service requests and managed escalations through emails.

The green building's asset/equipment maintenance management like preventive maintenance scheduling, work order tracking, etc., and the lease & contract management of external tenants were done manually and maintained on a standalone windows application. The FM team was not able to minimize the errors and redundancies that led to inefficiencies in their facility management.

So, Godrej started looking for a better alternative; a facility management software that could automate their helpdesk & maintenance operations and also scalable to meet the current and future needs of their green building.

SOLUTION

With the responsibility to maintain green building standards as well as keep the ambience of the building healthier for their users, Godrej started evaluating multiple leading CAFM/IWMS software in the market. After rigorous assessment, Godrej chose eFACiLiTY® that covered all their requirements and felt reassured after knowing about SIERRA's expertise in successful implementations for large organizations.

Godrej went live with eFACiLiTY® in 2015 to enable the FM team to provide better helpdesk support, streamline maintenance operations, maintain contract information of tenants while providing mobility to their FM crew with a smart mobile application.

eFACiLiTY® Helpdesk and Knowledgebase implementation automated the helpdesk ticketing process that tracked and monitored support tickets. eFACiLiTY® enabled the FM team to manage tickets with strict SLAs and gave them the ability to define an escalation matrix that improved their helpdesk functions while ensuring timely resolution of tickets/issues with SLA notifications and alerts. The intuitive helpdesk call status dashboard and reports helped the team to gain complete control over their entire helpdesk support process.

Implementing eFACiLiTY® Enterprise Asset Management (EAM) Software helped Godrej to elevate its asset maintenance management to the next level. It enabled the FM team to streamline all their maintenance operations, set up a centralized system to track & manage all assets at their green building, track maintenance schedules & equipment performance, perform regular inspections, etc., and also intuitive dashboards & reports for the team to make better and informed decisions.

Implementing eFACiLiTY® Tenant/Utilities Billing Software enabled Godrej's FM team to manage the lease and contract information of their external tenants easily.

BENEFITS

After implementing eFACiLiTY® Godrej achieved compelling improvements across their green building in terms of managing both helpdesk calls/requests and maintenance processes.

Godrej now has an automated service helpdesk that has all their support issues centralized and records an average of over 1000+ tickets per month that gets resolved within the stipulated turnaround time ensuring a world-class service experience for their employees.

With eFACiLiTY®, Godrej was able to streamline the maintenance processes that helped them to automate the scheduling of preventive maintenance policies, track assets, manage all types of work orders (preventive & breakdown) completion within defined SLAs.

Other benefits include:

- Increased visibility and faster communication
- Improved turnaround time for all maintenance activities
- Optimized labour costs
- Escalation management
- SLA Elapsed, closure time nearing SLA alerts, and breach notifications
- Full mobility achieved with the highly personalized mobile app
- Carbon footprint reporting for sustainability targets
- Maintain historic repository or tenant-wise trail of bills electronically