

Adani, one of India's largest conglomerates, automates the facility management operations of its corporate headquarters in Ahmedabad with eFACiLiTY®



Business Requirement

Adani's cutting-edge new corporate office in Ahmedabad, Gujarat, signifies its strong connection to India's industrial hub. It covers 500,000 square feet and serves top executives and managers, overseeing various Adani Group ventures.

Anticipating the needs of the new facility, Adani made the strategic choice to adopt facility management software that effectively streamlines a multitude of operations, including automating maintenance, managing helpdesk requests, simplifying cafeteria and mailroom functions, as well as handling book requests, feedback, etc. and offers a mobile application to significantly enhance their operational efficiency and facilitate mobility, aligning seamlessly with the dynamic environment of their corporate office.

Client Background

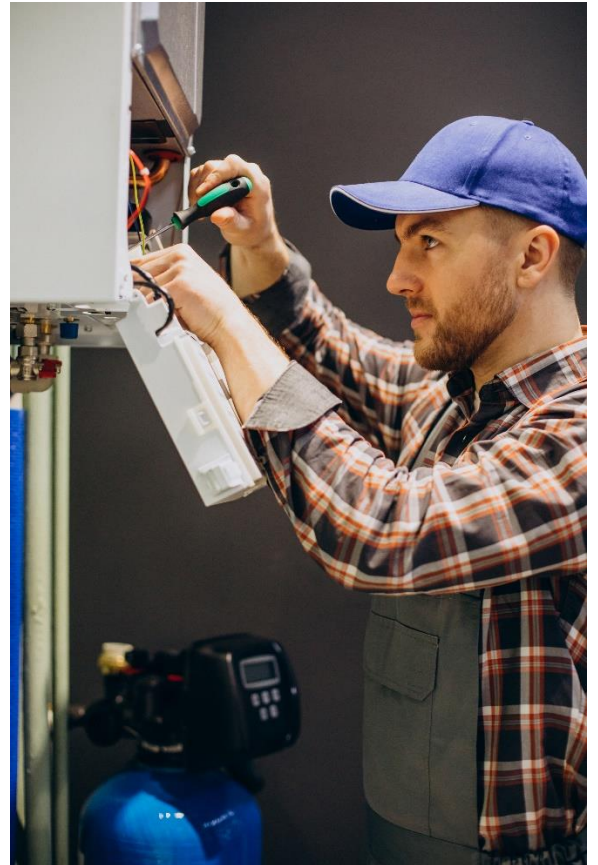
Adani Group is a leading conglomerate headquartered in Ahmedabad with interests in various sectors such as port management, electric power generation and transmission, logistics, agriculture, renewable energy, mining, airport operations, natural gas, and more, with USD 33 billion in revenues operating with a 23000+ team with a widespread global presence.

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

Solution

Adani sought to complement their new corporate office with a cutting-edge software solution. After an extensive search and review of multiple IWMS/CAFM products, eFACiLiTY® emerged as the clear frontrunner, meeting and exceeding all their facility management requirements. The decision to choose eFACiLiTY® was influenced by its comprehensive and versatile features that perfectly matched Adani's specific needs.

The successful implementation of eFACiLiTY® at Adani in 2018 covered the management of their new corporate office, providing a seamless experience. This comprehensive implementation encompassed a wide array of modules, each designed to enhance various aspects of facility management.



Implementing **eFACiLiTY® Enterprise Asset Management System (EAM/CMMS)** enabled them to effectively track and manage all their assets, including work orders, detailed asset information, and scheduled preventive maintenance for all equipment and assets. eFACiLiTY®'s seamless integration with their third-party applications further enabled the smooth flow of work order information, guaranteeing uniform data across platforms, thereby optimizing overall operational efficiency.

eFACiLiTY® provided a holistic solution that encompassed both hard and soft services in their facility. With a focus on the former, they were able to easily manage tasks like building structure upkeep, maintenance of mechanical systems, monitoring security and fire safety systems, etc. On the soft services front, they were able to streamline operations such as cleaning, security, waste management, car parking, etc. This implementation played a crucial role in enhancing overall efficiency and productivity.

The **eFACiLiTY® Helpdesk and Knowledgebase System** offered a robust approach to ticket and work order management, equipping end-users with an effective tool for raising, managing, and closing tickets. Leveraging seamless integration with their third-party applications, eFACiLiTY® facilitates a seamless, bi-directional synchronization of helpdesk tickets and work orders. This integration harmonizes these crucial aspects, leading to streamlined workflows and elevated efficiency within helpdesk operations.

Additionally, the Concierge service tracking feature integrates into the mobile application, introducing an extra layer of convenience for employees, and granting easy access to a range of support services.

Implementing the **eFACiLiTY® Cafeteria Management System** brought a significant change from using traditional paper coupons to a modern digital approach that enhanced the dining experience for Adani employees. The system offered diverse features, allowing employees to effortlessly book meals via multiple platforms such as Web, Mobile, and KIOSK applications. With dining options ranging from quick service outlets (QSRs), à la carte dining, and Buffet-based outlets, employees gained the freedom to tailor their dining preferences according to their choices. Automating the food subsidy process, facilitated through coupons, further streamlined operations.

Furthermore, the integration of the CC Avenue Payment Gateway in eFACiLiTY® ensured secure and convenient payment processing for meals and services. Merchants can swiftly collect payments through various modes, including credit cards, debit cards, cash cards, and net banking, enhancing the overall transaction experience.

The **eFACiLiTY® Instant Feedback System** simplified feedback collection for employees and visitors, enhancing facility management workflows. Through integration with the eFACiLiTY® Helpdesk module, facility managers efficiently handled and addressed feedback, boosting service quality while optimizing costs. KIOSK devices gathered employee preferences, and the eFACiLiTY® Smart Facility App enabled instant feedback submission for swift action.

Implementing the **eFACiLiTY® Mailroom Management System** enhanced their mailroom operations, completely automating the process and minimizing the need for manual intervention. This comprehensive solution facilitated effortless tracking of incoming and outgoing consignments, ensuring a seamless workflow. Through automation, substantial personnel costs were reduced while maintaining a consistently efficient mail flow in and out of their premises.

Implementing **eFACiLiTY® Library Management System** allowed the employees to browse the entire library using their smartphones and make contactless book requests. It allowed the admins to track the book availability, record book issues & returns, charge penalties for delayed returns, etc.

Implementing **eFACiLiTY® Printing and Stationery Software** allowed employees to effortlessly request supplies and aided administrators in efficiently managing store items which eliminated the necessity for manual tracking.

The implementation of **eFACiLiTY® Key Management Software** enabled administrators to efficiently track keys for assets on the premises.

With **eFACiLiTY® Smart Facility App**, employees were able to seamlessly reserve meals, register feedback, submit helpdesk/book/printing or stationery item requests, etc., via mobile devices. Simultaneously, technicians were empowered to efficiently handle work orders, verify asset information, access asset histories, track incoming consignments, manage keys, and resolve support calls on priority.

By seamlessly integrating Adani's Active Directory, user profiles were effortlessly synchronized with the eFACiLiTY® application.

Benefits

The implementation of eFACiLiTY® has ushered in a host of benefits for Adani, reshaping its facility management landscape into a streamlined, integrated, and user-friendly platform. This transformation has resulted in the optimization of resources, elevated employee experiences, and the seamless facilitation of day-to-day operations.

Some of the substantial benefits include:

- **Efficient Management:** Overall, 36,000+ assets were seamlessly managed through eFACiLiTY®, ensuring enhanced control and organization.
- **Work Orders:** Over 200+ planned preventive maintenance (PPM) work orders were automatically generated daily, contributing to proactive maintenance efforts.
- **Helpdesk Management:** A staggering 127,551 helpdesk calls were managed, with 120+ tickets generated daily, showcasing streamlined helpdesk support.
- **Consignment Tracking:** The system flawlessly handled 6,800+ outgoing and 30,000+ incoming consignments, optimizing mailroom operations.
- **Cafeteria Convenience:** More than 900 employees embraced the eFACiLiTY® solution for cafeteria management, reducing paper meal coupons and enhancing the dining experience.
- **Feedback Enhancement:** The platform facilitated valuable input from end-users and visitors, elevating overall satisfaction through improved feedback mechanisms.

In essence, eFACiLiTY® has redefined facility management for Adani, culminating in an ecosystem where efficiency, user engagement, and operational excellence converge seamlessly.

