

A photograph of a large, modern convention centre at night. The building features a prominent, illuminated, curved architectural element that resembles a large, stylized 'C' or a series of overlapping arches. The interior lights are visible through the glass facade, and a fountain with blue and purple lights is in the foreground. The sky is dark with some stars visible.

India's largest Convention Centre in Mumbai streamlines its facility management operations with eFACiLiTY®

CLIENT BACKGROUND

The client is India's largest Convention Centre, which is a stunning new landmark for India, as well as a prime location for business, leisure, entertainment, etc. The Centre is a part of India's largest Business and Cultural Hub.

The Convention Centre houses India's largest Convention Hall, a majestic Ballroom for weddings and red-carpet events, three ultra-flexible exhibition halls to host trade shows and expos, and meeting rooms to conduct business meetings & host private gatherings.

BUSINESS CHALLENGE

The Convention and Exhibition Centre is a world-class, state-of-the-art facility located in Mumbai, India's business capital. It covers an area of 8.7 million square feet and will house high-end retail, offices and commercial establishments, ultra-premium residences, and a theatre for performing arts.

The centre has world-class architecture and was built with cutting-edge technology, which made it necessary to implement facility management software to optimize all their activities by streamlining maintenance operations, tracking and managing helpdesk requests with strict SLAs, and providing exceptional experience to all visitors and guests.

SOLUTION

Being a part of India's largest private-sector enterprise, they did an extensive market search reviewed multiple CAFM/CMMS/EAM products, and after evaluations found eFACiLiTY® to be a perfect fit that fulfilled all their facility management requirements. They also felt reassured after knowing about SIERRA's expertise in successful implementations for government organizations, multi-tenanted facilities, etc., across the globe and felt confident that choosing an effective facility management software will be the perfect complement for their convention centre.

eFACiLiTY® was implemented for India's largest Convention Centre in 2022 to streamline its maintenance & helpdesk operations.

eFACiLiTY® Enterprise Asset Management System (EAM/CMMS) allowed the team to set up a centralized system, and track & manage all their assets through regular inspections & audits. eFACiLiTY® enabled them to manage work orders, maintain detailed information of every asset and schedule preventive maintenance for all equipment/assets, generate work orders automatically, and email alerts to maintenance technicians/contractors for quicker resolution.

eFACiLiTY® integrated with Building Information Modeling (BIM) enabling them to view the entire asset information like the latest service history, breakdown history, building drawings, warranty information, etc.

Implementing eFACiLiTY® Helpdesk and Knowledgebase enabled the team to handle requests through a ticketing process that tracked and monitored support tickets from all the sites on a unified platform i.e., centralized helpdesk management.

They could also manage tickets raised by staff for hard service requests like air-conditioning, building maintenance, plumbing, fire safety systems, etc., and soft services requests like up-keeping common & work areas, waste management, cleaning, etc., and other repair requests.

eFACiLiTY® allowed them to utilize custom-built automatic ticket assignment features (round-robin and workload-based) that automatically assign tickets to technicians. Enabling robin round-robin ticket assignment would automatically assign tickets equitably among technicians so that the workload is equally balanced while enabling the workload-based ticket assignment would automatically help them to assign tickets to technicians based on their existing ticket load. eFACiLiTY® also enabled them to take advantage of location-based assignment features enabling them to assign tickets to technicians based on their location. With eFACiLiTY®, teams can now configure and list calls/requests specific to their department and exclude other calls.

eFACiLiTY® Smart Facility App extended the web-based operations of eFACiLiTY® to mobile devices and provided mobility & flexibility to the technicians. It enabled technicians to manage work orders, validate asset details, view asset histories, etc., and helped them respond to priority tickets as quickly as possible. eFACiLiTY® has also developed offline features that allowed them to manage important functions like creating helpdesk calls, and work orders, inspecting and recording equipment readings, validating work permits, and creating & updating assets information, etc. from anywhere in the facility without an internet connection.

CLIENT BENEFITS

As a world-class convention and exhibition centre, they decided to keep regular and efficient maintenance as their highest priority and installing eFACiLiTY® offered their maintenance team the essential tools to automate all primary maintenance tasks and increase productivity significantly. eFACiLiTY® provided an effective asset management solution that will help extend asset life enabling them to operate efficiently.

eFACiLiTY® automated helpdesk operations that streamline all support tickets/requests and help them to actively manage service issues and resolve priority tickets.

Other substantial benefits of eFACiLiTY® include:

- Reduced maintenance costs
- Improved TAT for all maintenance activities