

Emerzhent, one of the leading real estate providers, leverages the power of eFACiLiTY® to automate and enhance facility maintenance operations for their clients in Hyderabad

## BUSINESS REQUIREMENT

Emerzhent's clients, One West, and SLN Terminus, represent two iconic structures in the region, each with its unique offerings and significance.

**One West** is a prestigious 27-floor corporate tower, offering over 1.2 million square feet of advanced office space. Located in the heart of Nanakramguda, with strategic proximity to the Outer Ring Road and Financial District, it provides a prime advantage to tenants. Designed for world-class IT/ITES and global Fortune 500 companies, One West offers plug-and-play office spaces seamlessly integrated with cutting-edge features and services, making it a highly sought-after corporate address in Hyderabad.

**SLN Terminus**, on the other hand, is a signature mixed-use commercial building located at Gachibowli, Kondapur Highway, adjacent to the expansive 158-acre Botanical Gardens. Positioned between Hitec City and Gachibowli, it enjoys close proximity to over 100 multinational corporations. With a prime location and diverse offerings, it is comparable to renowned international mixed-use projects, attracting top office and retail brands and solidifying its status as a prime destination in the region.

## ABOUT

Emerzhent is one of the leading, Hyderabad-based homegrown companies for Integrated Property Management Services across various Real Estate Verticals. They offer a comprehensive suite of services, catering to every conceivable need of a building — from fundamental facilities management to specialized exclusive services, including Hard FM, Soft FM, Environmental Services, Technology Controlled Operations (TCO), Perimeter Protection, Security Access Control Systems (SACS), and Fire & Safety.

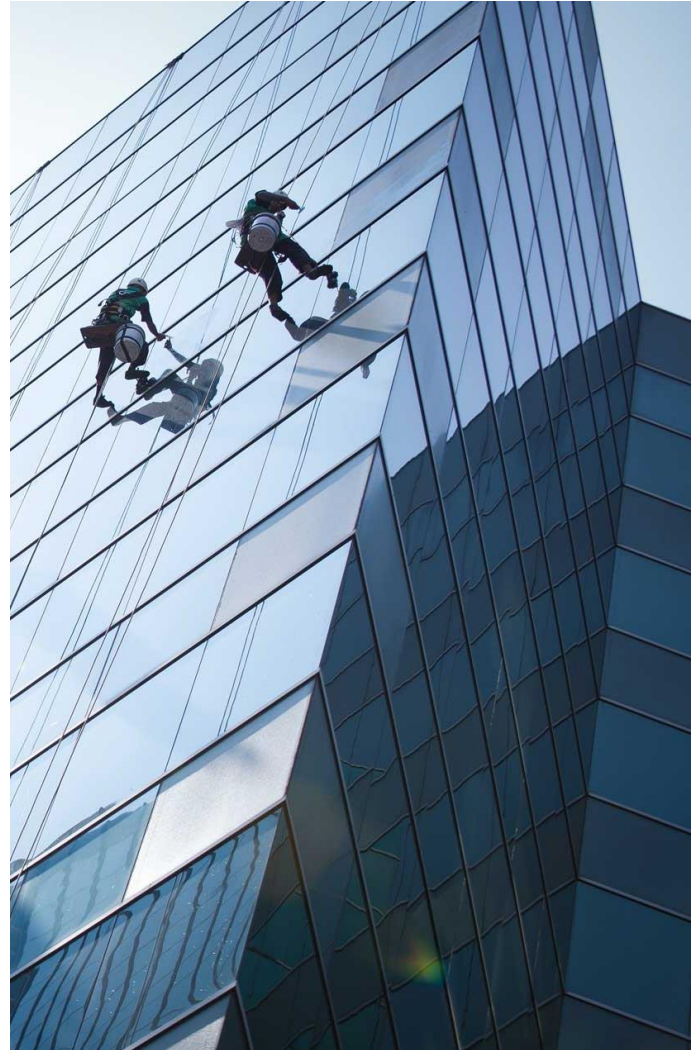
Source: [www.emerzhent.com](http://www.emerzhent.com)

Recognizing the distinct offerings and significance of these iconic structures, Emerzhent's primary challenge lies in effectively managing these buildings by utilizing the best facility management solution available in the market. To address this, they opted for the top-notch facility management software solution. The implementation aims to facilitate a seamless transition to a more automated and integrated approach for all facility management activities for their clients.

## SOLUTION

Emerzhent embarked on a journey to automate the facility for their client's facilities with a cutting-edge facility management 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.

Implementing the [eFACiLiTY® Enterprise Asset Management System \(EAM/CMMS\)](#) has revolutionized the tracking and management of assets at their new facility. It efficiently streamlined work orders and facilitated scheduled preventive maintenance. The system has significantly eased the workload of site managers by automating the generation of work orders for daily inspections and scheduled tasks. This automation has made managing these responsibilities much more manageable and time-efficient.



[eFACiLiTY® File and Drawing System](#) serves as a repository for organizing and managing equipment-related drawings and documents, facilitating efficient maintenance of a centralized database.

The implementation of the [eFACiLiTY® Helpdesk and Knowledgebase System](#) introduced an efficient approach to managing requests through a ticketing process. This system has effectively transformed the once laborious task of handling helpdesk tickets into a systematic and streamlined operation. This transition to a more organized method ensures efficiency and consistency in handling requests across the facility.

The implementation of the [eFACiLiTY® Visitor Management System](#) has fundamentally transformed their visitor registration process. It provides a user-friendly platform for visitors to conveniently register for appointments, streamlining the overall tracking of visitor entries. Moreover, the integration of QR code scanning technology has simplified the sign-in process, making it efficient and hassle-free. This system has been instrumental in enhancing security and operational efficiency by enabling them to effectively track visitor movement within their premises, ensuring a well-monitored and secure environment.

## BENEFITS

With eFACiLiTY®, Emerzhent experienced a remarkable increase in productivity and streamlined facility management operations. Within three months of implementation, Emerzhent adeptly leveraged the system, overseeing about 800 assets across the two facilities. Furthermore, in the last few months, their call centre has also efficiently handled around 600+ calls and successfully screened and badged over 3,000 visitors using eFACiLiTY®. This highlights the immediate and substantial impact of the system on their operations.

