

**Top Indian Conglomerate Enhances Facility
Operations Across 11,000+ Sites and 4 Lakh+ Users
with eFACiLiTY® CAFM Software**

Client Background

The client is a leading Indian conglomerate with diverse business interests spanning across energy, petrochemicals, textiles, natural resources, retail, and telecommunications. The corporate office complex in Mumbai spans a vast area, comprising numerous buildings that house various subsidiaries and group companies. The organization faces challenges in effectively managing its helpdesk services, maintenance tasks, and facility operations across this extensive infrastructure.





Challenges Faced

The client encountered several operational challenges that hindered effective facility and service management:

- **Manual Request Handling:** Employees across departments raised numerous service requests daily through phone calls and emails. This led to disorganized tracking, delayed responses, and a lack of accountability.
- **Lack of Centralized Tracking:** The absence of a unified system to track service requests resulted in lost or overlooked tickets, impacting service quality and employee satisfaction.
- **Delayed Issue Resolution:** Without automation, manual issue resolution caused prolonged downtimes and reduced service performance.
- **Asset and Maintenance Management Issues:** Difficulty in tracking and maintaining numerous assets led to poor asset utilization, increased downtime, and maintenance delays.
- **Poor Visibility & Reporting:** Without centralized reporting and performance tracking, the client lacked visibility into operations, making it difficult to monitor performance or drive improvements.

Business Requirements

To overcome these challenges, the client sought a comprehensive solution that could:

- Implement a **centralized helpdesk system** for managing and tracking service requests across various departments and subsidiaries.
- Automate **request logging** and ticket generation to streamline operations and reduce manual intervention.
- Optimize maintenance operations by integrating preventive maintenance scheduling and work order management for better asset management.
- Ensure **timely service delivery** with real-time tracking and efficient management of requests.
- Offer **mobile access** for seamless user experience and improved accessibility.
- Integrate with existing systems such as **JIODESK** for user and asset data synchronization.



Implementation

eFACiLiTY® offered a comprehensive suite with strong integration capabilities, flexible workflows, mobile-first architecture, and proven enterprise-grade performance. Its successful track record in similar large-scale deployments was a key factor in the client's decision to adopt this solution.

eFACiLiTY® addressed all the client's challenges with the following key modules:



Enterprise Asset Management (EAM/CMMS)

- **Asset Tracking:** eFACiLiTY®'s Enterprise Asset Management (EAM/CMMS) system enabled the client to efficiently track the assets, ensuring optimal asset utilization and reducing downtime. The system provided a centralized view of asset health, location, and status.
- **Preventive Maintenance Scheduling:** The system automatically scheduled preventive maintenance for assets, significantly reducing the risk of unplanned downtime and improving overall asset longevity. This proactive maintenance approach helped the client maintain smooth operations and avoid costly repairs.
- **Work Order Management:** eFACiLiTY® streamlined the creation, tracking, and completion of work orders. This ensured that maintenance requests were addressed on time and in accordance with SLAs, improving operational efficiency and ensuring faster resolutions.
- **Integration with Existing Systems:** Seamless integration with the client's in-house application (JIODESK) enabled smooth synchronization of user profiles and asset data, creating a unified system for asset and user management. This integration ensured that all maintenance activities were aligned with the most up-to-date information, improving the accuracy and reliability of maintenance operations.



Helpdesk & Knowledgebase System

- **Centralized Ticketing:** With eFACiLiTY® Helpdesk and Knowledgebase, a unified platform was implemented to log, track, and manage service requests from all departments and subsidiaries. This system eliminated the need for manual tracking and ensured all service requests were efficiently handled.
- **Automated Request Logging:** IVRS (Interactive Voice Response System) and email integrations were utilized to automatically log service tickets. This automation reduced manual intervention, improved accuracy, and ensured timely responses.
- **Knowledgebase Integration:** A comprehensive knowledgebase was developed to provide self-service options for common issues, reducing the volume of repetitive service requests and empowering employees to find solutions quickly.

Benefits

eFACiLiTY® has drastically improved helpdesk and maintenance operations for the client, delivering tangible benefits:

- **Enhanced Operational Efficiency:** eFACiLiTY® automates request logging and ticket generation, drastically reducing manual workload and ensuring smoother operations. With over 50,000+ helpdesk tickets processed monthly, the system leads to faster issue resolution and improved service delivery.
- **Improved Service Delivery:** With the centralized tracking system, the client was able to manage and resolve requests on time, significantly enhancing service quality. The system handles 50,000+ work orders monthly, improving turnaround times and ensuring efficient service delivery.
- **Better Asset Management:** eFACiLiTY® efficiently tracked over 2,800,000+ assets, ensuring optimal asset utilization and reducing downtime. Preventive maintenance schedules further boosted operational continuity across the organization.
- **Cost Savings:** Automation and streamlined processes led to reduced downtime and operational costs, contributing to the overall financial health of the organization.

By adopting eFACiLiTY®, the client was able to streamline their helpdesk and maintenance operations, resulting in improved operational efficiency, enhanced service delivery, and significant cost savings.

The system's ability to integrate with existing applications and provide real-time insights empowered the client to make informed decisions and optimize their asset management and service request handling. This successful implementation demonstrated the value of eFACiLiTY® as a comprehensive solution for large-scale facility management.

THANK YOU

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