



**Prestige Group Streamlines Facility
Management Across 110+ Corporate,
Commercial, and Residential Campuses
Nationwide with eFACiLiTY®**



Client Background

Prestige Group is one of India's most respected real estate developers, with a portfolio exceeding 110 properties, including luxury residential communities, commercial complexes, and mixed-use developments. With over 300 completed projects and more than 190 million square feet delivered across major metro cities like Bengaluru, Mumbai, Hyderabad, Chennai, Kochi, and Delhi-NCR, Prestige Group has set new benchmarks for customer-centric development and operational excellence.



Business Challenges

Managing the facility operations across multiple properties presented a set of operational challenges for Prestige Group:

- 1. Fragmented and Non-Automated Processes:** Core operations such as **maintenance, helpdesk management, and asset tracking** were managed using time-consuming **manual processes** and **disconnected systems**, which led to delays, inconsistent data, and slower decision-making. These operational gaps made it difficult for **Prestige Group** to scale efficiently and optimize property management across their portfolio.
- 2. Lack of Integration across Systems:** With multiple disconnected systems in use, data remained isolated across departments, leading to **fragmented information** and poor coordination. This lack of integration hindered operational visibility, causing slow responses to emerging issues and a **reactive approach** to decision-making.
- 3. Reactive and Uncoordinated Maintenance:** The absence of a unified preventive maintenance system led to **inconsistent maintenance scheduling**, causing frequent **downtime** and missed tasks. This resulted in higher costs and operational disruptions due to unexpected asset failures.
- 4. Limited Insight and Delayed Decision Making:** Inadequate reporting tools and the absence of real-time data made it difficult for management to make timely, informed decisions. This lack of visibility hindered effective resource allocation and delayed responses to operational issues.
- 5. Delayed Helpdesk and Issue Tracking:** **Manual tracking of service requests** and lack of integration with other systems led to delayed issue resolution and poor visibility of ongoing requests, ultimately impacting tenant satisfaction and service delivery.

These challenges made it difficult for Prestige Group to maintain a consistent level of service delivery and impacted operational efficiency. They needed a comprehensive solution to streamline processes, improve visibility, and ensure timely maintenance and issue resolution across its entire portfolio.



eFACiLiTY® Implementation for Prestige Group



The implementation of eFACiLiTY® optimized key areas, upgrading operations to automated, seamless, and easily manageable systems. This transformation ensured streamlined property management at every level, enabling **Prestige Group** to set new benchmarks for smart, efficient, and sustainable operations across their portfolio.

Prestige Group has chosen eFACiLiTY® to transform their property management across a vast portfolio. By implementing the eFACiLiTY® CAFM suite across their corporate, commercial, and residential properties, Prestige Group has embraced advanced technology to enhance operational excellence, starting with asset and maintenance management, helpdesk, incident reporting, visitor management, and more.

Implementing eFACiLiTY® Enterprise Asset Management System helped to track and manage assets across their properties. By automating preventive maintenance (PPM) scheduling, the system ensures timely maintenance, extending asset lifecycles and reducing downtime. The centralized asset and inventory management provides enhanced control and visibility, enabling more efficient tracking and resource allocation. With real-time dashboards and reports, Prestige Group gains actionable insights to make informed decisions, optimizing asset performance and minimizing operational disruptions across all sites.

eFACiLiTY® Helpdesk & Knowledgebase Software implementation streamlined the management of corrective maintenance activities and service requests. By seamlessly integrating with MyGate and ADDA, the system enables residents to log complaints and requests directly within their associations. This integration centralizes complaint tracking, speeds up resolution times, and enhances service delivery, leading to improved satisfaction for both tenants and management.

eFACiLiTY® Implementation for Prestige Group (Contd)



eFACiLiTY® Incident Management System was implemented to track and monitor major incidents impacting operations. It captures key data such as observations, root cause analysis (RCA), and corrective actions, ensuring that incidents are addressed promptly and preventative measures are put in place, reducing future occurrences and improving overall operational continuity.

eFACiLiTY® Visitor Management System deployed across Prestige Group's commercial properties, has streamlined the management of visitors associated with respective tenants. The system ensures a smooth and organized check-in process, enhances security, and provides better control over visitor access. By centralizing visitor data, it improves operational flow and contributes to a better tenant experience across all commercial sites.

eFACiLiTY® File & Drawing Management System centralizes critical documents like asset records, site plans, and vendor contracts, allowing for easy access and better document management. This system has improved collaboration and operational efficiency across Prestige Group's vast portfolio, ensuring that essential documents are readily available for decision-makers.

Implementing eFACiLiTY® Waste Management System has enhanced waste tracking and processing across Prestige Group's properties. This system ensures compliance with environmental regulations and optimizes waste handling, promoting sustainability and efficiency in waste management practices.

Benefits

eFACiLiTY® has significantly enhanced the facility management operations across Prestige Group's 110+ global properties, addressing the challenges faced by the group and delivering measurable benefits:



Centralized Asset & Inventory Management: eFACiLiTY® empowers Prestige Group to efficiently manage over 36,500+ assets across all sites through a unified system, enhancing asset control, maintenance, and lifecycle management. Centralized inventory management eliminates operational bottlenecks, optimizing resource allocation and enhancing overall efficiency.



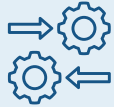
Proactive Maintenance Automation: Automated preventive maintenance planning and scheduling have streamlined maintenance processes, minimized downtime and enhanced operational efficiency. In just **six months**, over **12,000 work orders** were generated, showcasing a proactive approach to asset management and ensuring timely maintenance, which led to a significant reduction in delays and operational disruptions.



Streamlined Helpdesk Operations: The integration of eFACiLiTY® with MyGate and ADDA platforms centralizes complaint tracking, helping manage **over 11,000 service tickets** in six months. This directly solves the problem of delayed issue resolution and poor visibility in the previous manual/semi-automated process, where users faced difficulties in tracking their service requests.



Enhanced Visitor Management: eFACiLiTY® has streamlined visitor management across Prestige Group's commercial properties, enhancing the check-in experience and improving overall security. By centralizing visitor data, the system not only **reduced administrative workload** but also improved **operational efficiency**, providing **better control** over access and ensuring a smoother experience for both tenants and visitors.



Seamless Integration: With eFACiLiTY, **Prestige Group** integrated **MyGate, ADDA**, and SAP, creating a unified, transparent system across all properties. This **eliminated silos**, streamlined communication, and enhanced **operational efficiency** across their portfolio.



Data-Driven Decision Making: With enhanced visibility and access to key metrics, **Prestige Group's** management can now make faster, more informed decisions and monitor operations more effectively. This improvement directly addresses the previous lack of real-time insight into maintenance and operational performance, driving better decision-making and operational efficiency.



Future-Proof & Adaptable: Designed to scale across **110+ sites**, eFACiLiTY® supports **Prestige Group's** growth, adapting seamlessly to their expanding facility management needs. This ensures long-term sustainability and enables future-ready property management as the company evolves.

This comprehensive solution has already delivered tangible benefits across 45 out of 110 sites, with over 11,000 tickets and work orders generated in just six months. As the implementation progresses, these efficiencies will be further enhanced, ensuring Prestige Group's continued leadership in real estate development and facility management.



Implementation Phases

The implementation of eFACiLiTY® for Prestige Group is being carried out in four phases, covering a total of 110 sites. Two phases have already been completed, and the remaining phases will continue the rollout across the group's portfolio, ensuring a unified and comprehensive system for Prestige Group's property management operations.

THANK YOU

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