

eFACiLiTY®



HDB FINANCIAL SERVICES LIMITED

HDB Financial Services, a Subsidiary of HDFC Bank, Integrates Visitor Management and Facility Booking with eFACiLiTY®

Client Overview

HDFC Bank, one of India's leading private sector banks, owns HDB Financial Services (HDBFS), a rapidly growing financial services company. HDBFS, headquartered in Mumbai, has quickly expanded within India's BFSI sector and boasts a customer base of approximately 1.92 crore.

HDBFS achieved an impressive growth rate of 25.45% per year between FY 2023 and FY 2025 and made headlines with India's largest-ever NBFC IPO in July 2025. However, this rapid expansion made it increasingly difficult to manage operations and customer interactions at scale.



Business Challenges

As HDBFS expanded nationally, serving millions of customers across diverse financial products, managing high visitor inflows and coordinating meeting room bookings at its Mumbai headquarters became increasingly challenging.

Managing the high visitor inflow and coordinating meeting facility bookings became particularly difficult. As a result, the organization faced the following challenges:

- 1. Inefficient visitor handling:** Manual processes at entry points often caused delays, inconsistent record-keeping, and limited security oversight.
- 2. Unlinked bookings and facility approvals:** Meeting rooms were often double-booked because approvals weren't linked, wasting time for employees and visitors.
- 3. Improper utilization of facilities:** Some meeting rooms remained underused while others were overbooked, due to the absence of real-time utilization tracking.





Solution

As HDBFS scaled rapidly, the organization sought an IWMS software built for financial services.

The goal was to move beyond simple digitization by integrating the visitor management system and meeting room booking system into a unified platform. This lets HDBFS schedule visitors and book facilities easily, saving time and improving efficiency.

HDBFS recognized eFACiLiTY®'s capability to unify fragmented visitor management and facility booking processes into a single, scalable platform. Based on these capabilities, they selected eFACiLiTY® IWMS as the ideal solution for its requirements.

The eFACiLiTY® IWMS with Visitor Management System and Facility Booking modules empowered HDBFS to:

1. Manage visitor approvals
2. Reserve facilities at the point of visitor booking
3. Gain real-time visibility into facility usage

Benefits

With eFACiLiTY®'s integrated visitor management and facility booking modules in its operations, HDB Financial Services streamlined its workplace processes. As a result, the organization achieved significant improvements in efficiency, security, and customer experience.



Frictionless Visitor Experience: Automated approvals and pre-scheduled bookings reduced wait times and eliminated paperwork at entry points. Visitors were processed swiftly and directed to pre-reserved meeting spaces enhancing professionalism and customer satisfaction.



Smarter Facility Utilization: With a visitor management system for banks integrated with facility booking, HDBFS reduced manual effort in visitor and room scheduling and reduced idle time. This ensured consistent resource availability.



Stronger Security and Compliance: Digitized visitor records, integrated approval workflows, and time-bound facility access improved compliance and tightened security oversight. This transparency ensured better monitoring of visitor movement and reduced risk across office locations.



Operational Efficiency at Scale: This integration reduced administrative overhead and saved employees significant time on scheduling tasks. It also allowed teams to focus more on customer service and strategic work instead of coordination issues.



Future-Ready Integration: The flexible architecture of eFACiLiTY® provided HDBFS with a scalable platform. It made it easy to integrate with other enterprise systems as business needs evolve. This adaptability keeps the platform future-ready and ensures long-term value. This unified platform ensures visitors and clients experience smooth check-ins and timely meetings, reflecting HDBFS's commitment to customer convenience.



Impact

Driving Efficiency and Customer Trust in BFSI Operations

HDB Financial Services' adoption of [eFACiLiTY®](#) demonstrates how a leading BFSI can benefit from using an IWMS. It integrated a visitor management system with facility [booking](#) software, delivering seamless customer interactions while improving internal efficiency.

By moving from fragmented, manual processes to an IWMS Software suitable for BFSI, HDBFS set a new benchmark for operational agility.

This transformation proves that digital facility management is not just about streamlining operations. It also plays a crucial role in reinforcing customer trust and enabling sustainable growth at scale.

Beyond efficiency, these improvements helped HDBFS deliver a consistently professional and welcoming experience for every visitor.

THANK YOU

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sustainable built environments!

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