



FM Solutions for IT / ITES Business



Vipul

Facility Management

Building Sense

FM Solutions for IT / ITES Business



Mindtree Consulting

MindTree Consulting is a global IT Solutions company specializing in IT & R&D services. MindTree has set a scorching growth in their business over the past five years with a turnover of over 1200 crores in FY 2008-09.

MindTree has also spread their footprint across India & is poised for rapid expansion in the times ahead. MindTree is considered as one of the most respected companies in the IT/ITES industry & have recently been nominated as one of the top ten 'best places to work' survey in India.

MindTree is known in the industry for innovation, customer centricity & strong leadership standards.

Locations:

Special Economic Zone (SEZ) unit in Bangalore. VFM also serves MindTree business in Noida & Hyderabad

Occupancy: Approx 4000 workstations

Total Area : 1 million sq ft

Operating hours: 24x7 operations

Challenges

- Meeting business growth led administrative challenges across three locations.
- Migrating from a 0.25 million sq ft service base to a 1 million sq ft service portfolio in three years.
- Linear Process & equalized standards across allocations.
- Support on strategic functions like planning, budgeting and optimization initiatives.
- Standard BCP initiatives across buildings/ business units.

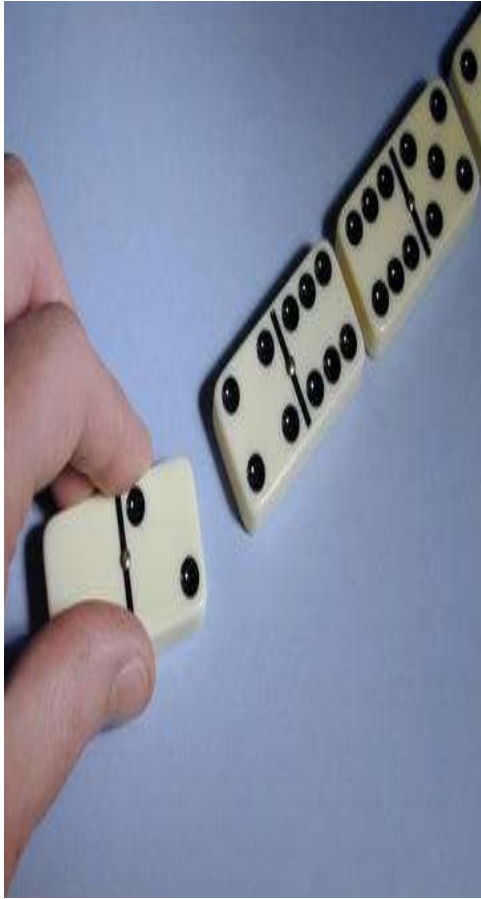
Solutions Implemented

- Optimization initiatives and business process re-engineering led to performance & cost efficiency.
- Our branch team at Bangalore office, and consistent support from our account team at HO ensured smooth transition, operations & scalability challenges at site.
- Regular client review sessions resulted in services which met the expectations of the business.
- Energy baselining and benchmarking exercise.

Results

- Long & trusted partnership between client & VFM
- VFM is advising client on FM related issues for their future projects including choice of building capital equipments
- Client has engaged VFM in many a new activities which forms a part of business support functions
- VFM has institutionalized a long term energy optimization plan for the client across their facilities

FM Solutions for IT / ITES Business



Challenges

- **Non Standard systems** especially HVAC & plumbing systems within the building.
- **Cost & efficiency balance**
- **Staff attrition for our housekeeping and soft services personnel.**
- **Safety Certification & Compliance:** Implementation of various audits like EMS, HIRA, OSHAS etc along with the day to day operational challenges.
- To initiate **Green & Sustainable Agenda** in old legacy facilities.

Solutions

- Competencies have been developed & skills harnessed to operate the non standard systems to extract high uptime & operational efficiency. Air balancing & temp. standards have been set.
- Regular trainings and reward & recognition for VFM employees to enhanced performance & loyalty.
- SOP based audits and a regular follow through implementation plan with client.
- Planned enhancement of the building system based on VFM recommendation which would lead to optimized energy consumption & includes compliance to area standards.

Visible Changes

- **Cost Savings:** Achieved 5% saving in energy across all facilities year on year.
- **Downtime Reduction:** Business downtime due to building services have been brought down significantly and currently stand at less than 1 %.
- **Safety:** Unhindered accident free operations as a result of strong safety processes adherence.
- **Client Satisfaction:** Escalations related to operational issues have been reduced to bare minimum, and we are striving to achieve 100% customer satisfaction.



Vipul

Facility Management

Building Sense

Vipul Facility Management Pvt. Ltd.

Corporate Headquarter

Vipul Square, FF B-Block, Sushant Lok Phase - 1, Gurgaon-122002, Haryana
Phone No. : +91-124-4379512/ 513/ 514. Fax No : +91-124-4379515

Northern Region Offices

Delhi NCR

Vipul Square, FF B-Block, Sushant Lok - 1, Gurgaon-122002, Haryana
Phone No : +91-124-4379512 / 513 / 514, Fax No. : +91-124-4379515

Ludhiana and Chandigarh

SCO-122, 4th Floor, Adj. Kotak Mahindra Bank, Feroz Gandhi Market, Ludhiana, Punjab
Phone No : +91-0161-4636955, Fax No. +91-0161-5036255

Western Region Offices

Mumbai

211-212, Thakkar Tower, Premises Co-Op Society Ltd., Plot No. 88, Sector - 17, Vashi, Navi Mumbai-400705.
Phone No. : +91-22-41239400 / 402

Pune

23,24,25, First Floor, C / D Building, Ashoka Nagar, Mundwa Kharadi By Pass Road, Chandannagar, Pune-411014.
Phone No. :+91-20-66307162

Southern Region Offices

Hyderabad

Babukhan Millenium Center, 104, 1st Floor, Raj Bhawan Road, Somajiguda. Hyderabad - 500082
Phone No : +91-40-40037570 / 581

Bangalore

Unit No. S-907, 9th Floor, South Block, Manipal Centre, Dickenson Road, Bangalore - 560042
Phone No : +91-80-41135255 / +91-80-41135899

Chennai

S-2 Chona Center, 45, College Road, Nungambakam, Chennai-600034
Phone No : +91-44-43021717, Fax No : +91-44-43021010

Eastern Region Office

Kolkata

3rd Floor, 55, Shanti Pally, Opp DPS Ruby Park, Kasba District-24, Paraganas (South), Kolkata, West Bengal - 700107.
Phone No. : +91-33-40060746 / 747

Contact us

info@vipulfacility.com,
www.vipulfacility.com

Toll Free Helpline no: 1800 102 6611

For information about our services, visit www.vipulfacility.com or email us at info@vipulfacility.com

Disclaimer - This file and any information enclosed within the file, is the property of Vipul Facility Management. It contains restricted and/or privileged information and is intended only for authorized screening and/or confidential presentation. If you are not the intended observer of this file, you must not disseminate, modify, copy/plagiarize or take action in reliance upon it, unless permitted by Ngenox. None of the materials provided on this file may be used, reproduced or transmitted, in any form or by any means, electronic or mechanical, including recording or the use of any information storage and retrieval system, without written permission from Vipul Facility Management.