

A nighttime city skyline with numerous skyscrapers illuminated in blue and white. Light trails from traffic and city lights create a dynamic, blurred background. The overall color palette is dominated by blues, purples, and oranges.

TEAMS™

Facility Manag**Intelligence**

Commercial Parks

Commercial Parks

How the TEAMS Comprehensive Project Management Systems have aided Commercial Parks in managing their operations smoothly?

A TEAMS Comprehensive Project Management Systems Case Study



Industry overview

Many a times, Commercial Parks do not have an automated and accurate operational budgeting mechanism in place. They do not have an accurate ratio of maintenance fee collection against the maintenance expenses and also display an inability towards measuring vendor performance and managing KPIs.

Operations and maintenance of commercial parks contributes to around 18 – 20 % of the total budget allocated to operations. AMC constitutes around 25 – 30% of the overall operations expense and manpower and related costs constitute to around 60%. Uncontrolled and excess inventory requirements may result into almost 10% increases in expenses so does manual BTU billing by almost 8 – 10%.

Client overview

Commercial Parks are areas in city where businesses, commercial buildings, financial district and / or shopping centres are situated. These areas are intended for profit businesses such as offices, shopping complexes, restaurants, malls, service stations and many more such places.

Such areas have various operational activities involved for a smooth running comprising of activities like the asset maintenance which looks into the development, maintenance, up-gradation and disposal of assets utilized in different activities of the organization, lease management to keep a track of various factors like the type of lease, rent, details of lessee, and terms of deal among others, vendor management to manage their vendors and getting the best out of them and inventory management to manage and maintain their inventory tactfully.

Client concerns



- Managed our short time period.
 - Tracking and managing lease management
 - Inability towards asset mapping
 - Unable in finalizing the engineering log book
 - Absence of an energy meter mapping system.
 - Absence of a request management system that can cater to 300+ tenants on a single mobile app and have a feedback mechanism.
 - Lack of PPM and AMC tracking and monitoring system.
 - Absence of an online database of the equipment manufacturer and the service provider.
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 - Absence of an online database of the equipment manufacturer and the service provider.
 - Lack of a system for raising a request and tracking assets management cost, CAM and P&L, BTU automation, vendor performance management, inventory.
 - Handling of request management with respect to end to end people and processes involved
 - The biggest concern faced by commercial parks is to understanding the occupancy ratio and cost required to maintain the property.

The **TEAMS** Diagnosis

3 M approach



The **TEAMS** Agenda

- Manage, automate and exercise a system-based control on asset management.
- Handling requests tactfully
- Installing a comprehensive lease management system, through managing, monitoring and document all the lease aspects.
- Measure, monitor and manage your inventory consumption, collection and budgets
- Provide with an end-to-end automation of the BTU billing system



TEAMS Solution

TEAMS Comprehensive Project Management Systems

A comprehensive project management system addressing multiple cost factors, which empowers commercial parks to efficiently manage their collections and meet deadlines.

This system comprises of ten modules tackling various cost factors. They are as follows: Request Management, Asset Management, Energy Management, Compliance Management, Inventory Management, Vendor Management, Lease Management, Common Area Maintenance, British Thermal Unit And Fit – Out Management.



The **TEAMS** RoadMap

1. **TEAMS Request Management Solution**

Most commonly faced problems:

- Absence of a system-based platform to receive housekeeping, security, equipment/ fixture, cafeteria related complaints received through students and faculties
- Complaints are often reported to the faculties, and, in case of faculties, to the departmental heads.
- Absence of a monitoring system to determine the status of complaint, whether, open, in-process or closed.
- Subsequent dissatisfaction amongst the students and faculties.

With TEAMS you get:

- Efficient and automated complaint management system.
- A comprehensive report for the institute's directors to understand the complaint patterns, types of recurring requests, identify problem areas and departments.
- Helps in CapEx planning based on the nature and department associated with the complaint.

2. **TEAMS Asset Management System**

Most commonly faced problems:

- An automated asset management system is absent in most of the commercial parks.
- AMC and PPMs are managed manually in most of the commercial parks
- A constant increase in AMC, and PPMs costs is observed
- Lack of control over AMC and PPM expirations.
- Inability towards tracking equipment AMC, and PPM details
- Inability towards tracking AMC, and PPM schedules

With TEAMS you get:

- Automated AMC, and PPM management
- The CEOs and operations director can have a real-time view of all the AMC and PPM status and details of all the equipment at every site, through a comprehensive dashboard.
- Reduction in the overall AMC and PPM costs by around 2-3%.



3. TEAMS Energy Management System

Most commonly faced problems by hotels

- Lack of a centralized data
- Absence of an energy consumption tracking mechanism,
- Expenses exceeding total budget
- Absence of a monitoring system for preventive maintenance and AMC.
- Absence of post maintenance checks
- Inability to identify energy usage patterns
- Manual meter readings
- Lack of availability of online information about vendors and equipment suppliers.
- Excess water, fuel and gas consumption
- Absence of a centralized monitoring consumption, centralized dashboard to view energy consumption

With TEAMS you get

- Constant monitoring of real-time energy consumption
- Accurate PAN India energy consumption reports for CEOs and operations director.
- Accurate meter readings and control over energy expenses
- Overall savings generated on energy costs – 2-3%.
- Auto reporting of deviations
- Auto reporting of excess consumption
- Over a period of time, the system will give accurate figures of actual consumption against the budgeted consumption.

4. TEAMS Compliance Management System

Most commonly faced problems:

- Poor and lack of an automated system to track the various compliances
- Absence of proper information for labour compliance norms
- No historical or present records of compliances done
- Lack of accurate records to verify if the all the right checks and the necessary precautions have been taken or not.

With TEAMS you get:

- Labor / Staff compliance.
- Fire Safety Compliance.
- Health & Safety Compliance.
- Energy Performance.
- Building Compliance.
- Working Environment.
- Arrangement for equipment's and materials.
- Maintenance and repair compliance. (Work Permits)



5. TEAMS Inventory Management System

Most commonly faced problems:

- Poor and lack of an automated system has resulting into high inventory requirement at all times.
- Excess inventory consumption
- The absence of data on inventory consumption patterns
- No historical or present records of inventory issuance
- No minimum stock point available
- Lack of accurate information about the overall availability of inventory, etc.

With TEAMS you get:

- Controlled inventory consumption
- Comparison of the budgeted versus the planned inventory consumption
- Detailed inventory consumption patterns - activity, purpose and department wise.
- Monitor and manage smaller items under warranty
- Better control over inventory consumption and requirement at each location through inventory consumption mapping system, based on property mapping.
- Reduction in inventory usage and handling by 2-3%.
- Total annual cost saving of 2-3%

6. TEAMS Vendor Management Solution

Most commonly faced problems:

- Absence of a consolidated vendor information database
- Inability towards measuring vendor performance/ KPI management.
- Lack of a system examining the quality of the vendor's work
- Lack of control on vendor based activities, for instance, housekeeping, security etc.

With TEAMS you get:

- Effective, efficient and comprehensive vendor management
- Better control and assessment of vendor's work performance.
- Detailed analysis of every individual vendor through comprehensive vendor work and performance reports.



7. TEAMS Common Area Maintenance System

Most commonly faced problems:

- About 90% of the developers in India do not have an accurate and automated CAM management system and an accurate maintenance cost ratio.
- Almost the entire industry is unaware about per square feet maintenance cost to be incurred for occupied against the non-occupied properties.
- Maintaining PnL levels has become a challenge on account of the mismatch between the expense and earnings ratio.
- Almost every commercial park employs on an average a team of 5-6 people especially for CAM management.
- Most of the property owners do not have a mechanism calculating the charges to be collected from occupied properties versus the non-occupied one, to compensate the losses incurred out of CAM done for the non-occupied properties.

With TEAMS you get:

- Balance between the maintenance costs collected and the maintenance costs paid.
- No miss-outs on bills and invoices
- Provides clear visibility analysis report by the end of the month, further helping in determining the CAM charges for the next month and year.
- Eliminates the need for maintaining a separate CAM team, thus helping to save almost 4-5% of the overall expenditures.
- Controlling Factors Setup – TEAMS also help monitor CAM equipment AMC performance, along with providing an aid for better vendor management through a linkage with the TEAMS Vendor Management System.
- Generate accurate invoices
- Aids in accurate annual budgeting

8. TEAMS Lease Management System

Most commonly faced problems:

- Un-managed and scattered record pertaining to lease details, lease expiration dates, monthly lease amount, lease renewal information.
- Absence of an automated and error-free lease invoicing mechanism.
- Manual billing cycle.

With TEAMS you get:

- A hassle-free and accurate lease management
- Automated billing and invoicing system which saves revenue otherwise spent on maintaining a team for the same activities.
- For building owners, they can generate a report and have a view of the lease status of all the tenants at a glance.
- Savings of almost 4-5% on the overall lease management costs, by automating the process and eradicating the need for manual intervention.



9. TEAMS BTU Management System

Most commonly faced problems:

- Many of commercial parks still resort to manual BTU readings, resulting in errors and revenue losses.
- Lack of use of an automated BTU invoicing and billing mechanism.
- A team dedicated to look after BTU billing and invoicing is still employed by many commercial parks.

With TEAMS you get:

- Automated BTU management
- Automated follow-up for payments, outstanding payments, etc.
- Automated reminders for various expiration dates.
- Comprehensive BTU reports.
- TEAMS eliminates the need for manual BTU management and initiating a saving of almost 4-5% of costs altogether incurred in BTU billing, manual record capturing and data

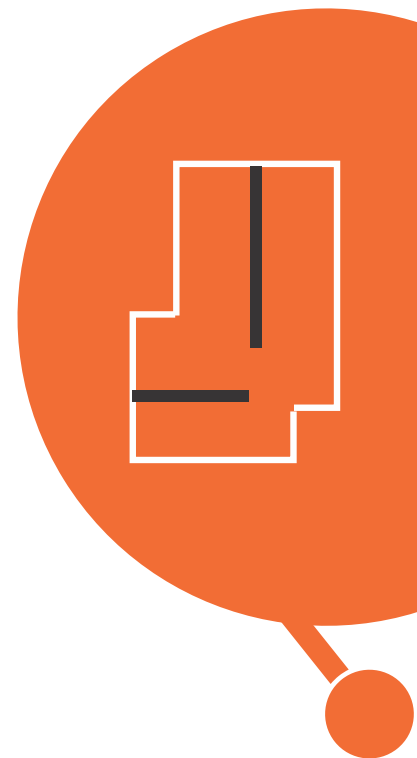
10. TEAMS Fit-Out Management System

Most commonly faced problems:

- Almost 20-30% area of any commercial park is under constant change fit-out, however, without any automated process to manage such changes (as 20%-30% tenants, on an average, vacate the space every year).
- Most of the commercial parks struggle with fit-out data maintenance and retrieval.
- Manual management of fit-outs and vital misses contribute to delayed fit-outs, less control over vendor performance, thus increasing the final fit-out costs.
- Absence of checks on the technical handovers
- Unable to view the status of the ongoing fit-outs
- Absence of an escalation mechanism
- Absence of a consolidated dashboard view or database specifying the vendor roles

With TEAMS you get:

- As an outcome, the client gets an automated system set up with a license and documentation process for papers and documents needed during fit – out.
- It also is beneficial in the various approved stages and recording stages of fit-out, wherein it stores agreed changes in the system for next 5 years.
- Besides, through vendor management the client can take a call on vendor retention or changes, etc as well as maintain a list of approved vendors with required license who can perform this task.
- Park owners can track the record of every fit-out change up to 5 years.
- It helps owners/ team to know and track all the licenses involved during various fit-out activities.
- Besides, owners can now have a comprehensive report of all the costs incurred during the entire fit-out process.



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