



Sodexo leverages eFACiLiTY® CAFM/IWMS Solution to seamlessly automate facility management services for its clients across the APAC regions

CLIENT BACKGROUND

Sodexo, French food services and facilities management company, is fuelled with the brand purpose of creating a better every day for everyone to build a better life for all. They provide a bouquet of 100+ service offerings to varied clientele - corporates, healthcare organizations, manufacturing locations, educational institutes, and remote environments. Sodexo caters to dynamic facility needs and delivers services to consumers worldwide in over 32,000 sites, spanning 80 countries spread over five continents.

Source: <https://in.sodexo.com/home.html>

BUSINESS CHALLENGE

Sodexo had a mission to help its customers to solve their facility management issues and improve facility management services. Sodexo wanted to specifically improve the FM operations concerning service requests management, SLA management, capture user feedback, automate preventive maintenance scheduling, manage inventory, mail room management, etc. for some of its key clients in India.

EY, Huawei, Alstom, and TITAN were some of the brands that needed an easy-to-use, quick-to-implement, yet enterprise-class solution that could fulfill the above requirements.

Hence the company was on the lookout for a comprehensive FM solution that their clients could use to manage help desk requests, manage space & daily visitors, and also take care of their mailroom operations.

SOLUTION

After evaluating top products in the CAFM/CMMS/FM space, Sodexo had selected eFACiLiTY® over a decade ago and has been using and recommending the eFACiLiTY® CAFM solution and so it was an easy decision to move ahead with eFACiLiTY® for these marquee organizations.

Implementing eFACiLiTY® for these clients meant that their helpdesk support team could track & monitor support tickets from all its sites on a unified platform, i.e., a centralized helpdesk management system.

eFACiLiTY® Helpdesk and Knowledgebase enabled EY to address/resolve repeated queries with a quick turnaround time. Priority-based escalations and those based on defined SLAs helped them identify complaints that required immediate attention and eliminate significant financial penalties incurred in the case of SLA breaches. eFACiLiTY® also enabled EY to generate accurate reports quickly saving more time.

It also enabled resolving requests quickly and help record, track, and handle a huge volume of service requests comprehensively and efficiently enhancing the user experience.

Implementation of eFACiLiTY® Enterprise Asset Management Software enabled setting up a centralized system to track & manage all their assets on all sites, streamline maintenance & inventory operations, and schedule preventive maintenance policies for all equipment/assets. It ensured all maintenance processes were performed efficiently without errors or delays. eFACiLiTY® helped in generating reports quickly on all maintenance activities, helping them make better-informed decisions.

The eFACiLiTY® Space Management System enabled Sodexo's clients to track, monitor, and allocate spaces in their facilities. Employees could reserve workspaces in shared/common areas, offering them a seamless workplace experience. The intuitive dashboards provided FMs with the required statistics & information to maximize space utilization and drive greater efficiency for space optimization.

Implementing the eFACiLiTY® Mailroom Management System enabled Sodexo's clients to organize & track all their consignments in real-time. The centralized solution reduced the manual effort involved in updating the data in both the origin and destination, making the mailroom operations more efficient. It also helped the FM team save huge personnel costs, ensuring a smooth mail flow in/out of their premises.

Implementing the eFACiLiTY® Visitor Management System helped automate the visitor management operations to better track visitors entering and leaving the respective facilities through integration with the access control systems. eFACiLiTY® provided the complete solution for the client requirements like time-bound/permissible area restricted access tracking, custom-made badge/pass printing with visitor photos, etc.

Integration with Single-sign-on allowed secure access to the eFACiLiTY® application and provided excellent end-user experience and security.

eFACiLiTY® Smart Facility App extended the web-based operations of eFACiLiTY® to mobile devices and provided mobility & flexibility to the technicians. The users could make helpdesk requests quickly, and technicians were allowed to manage work orders, report needs, validate asset details on the move, view asset histories, and resolve support calls on priority.

CLIENT BENEFITS

Sodexo's client EY now has a comprehensive facility management solution that centrally manages around 8000+ helpdesk/service requests from their 23 sites in India and abroad.

With eFACiLiTY®, EY also shifted to a more streamlined and robust maintenance module that helped them streamline maintenance & inventory operations and track & manage all their assets across multiple sites. Also, the company could complete all types of work orders (preventive & breakdown) within defined SLAs.

Both Sodexo's clients Huawei (18 sites) and Alstom now have an efficient facility management solution that enables them to take care of the facility management operations across the country.

Sodexo's client TITAN now has a mailroom solution that centrally manages around 5000+ courier packages daily and automates all their mailroom operations end-to-end, reducing the manual efforts involved and delivering seamless tracking of incoming & outgoing consignments.