

DEEPAK OHLYAN

VP – Global Facilities, Dell



The Dell facilities team constantly thrives to design and manage its workplaces with state-of-the-art technology and new-age designs that provide a safe yet lively, collaborative and conducive environment for its employees, customers and visitors.

There is a paradigm shift in the way facilities management operations are being managed today. With rapid invasion of technology, workplace innovation and growing emphasis on sustainable operations, we are one of the key business enablers who play a key role in enterprise profitability

Dell's existing buildings meet LEED Gold or Platinum standards. These new age collaborative workspaces are equipped with green walls, green roofs, recycled materials, plastic bottle crushers, rainwater-reuse systems, solar panels, renewable energy sources, and host of other sustainable features. Majority of facilities are 'Highly Protected Risk' accredited by FM Global and on occupational health & safety front, Dell is a proud winner of the coveted Golden Peacock award.

"We have also incorporated workplace innovation in our facilities which has lounges with standing workstations, treadmill workstations and special desks for the differently abled. Our programs have also been focussed to drive incessant innovation, workforce engagement and constant optimization. What we're doing in facilities has now become an attraction and big advantage in not just hiring but also retaining talent" states Ohlyan.

The Indian facility team is a highly matrix driven organisation with a global reporting structure, hence, all standards and policies are implemented at the country level as well. "Each regional unit designs its business strategy in line with providing necessary support to meet the expectations of the overall corporate strategy. The matrix enables the process of group resource allocation, enabling the company to maximise its potential. The global structure of our facilities organisation provides us with an exceptional platform where great minds come together and we are able to unleash the potential of each team member spread across different regions," explains Ohlyan.

EDWARD DSOUZA

President – Service Masters, SiS India



Dsouza is an IFMA member and a SME in certain sectors of the FM industry, with over 20 years of experience in the US and APAC regions. He currently heads the Service Master India business, a US FM multinational, which is a part of SiS group enterprise.

Having built his specialties in the industry, Dsouza promotes largely the concept on productivity and a diagnostic maintenance programme with CMMS coupled with IoT; digitalisation and data analytics in B&I; infection control programmes and cross contamination control programme in the healthcare, pharma and

food production; smart FM and hospitality programme in large retails formats and education sectors.

"FM operations in India need to evolve from a basic and average skilled resources supplier to a technology-abled, highly skilled solutions delivering enterprise. With today's high-end intelligent building infrastructure coming up and growing rapidly, there is a serious need for FMs to rapidly upskill the resources, invest and offer technology based applications to create value stream at each service points," says Dsouza.

Service Master India has adopted the 'less is good' strategy with the key focus on productivity, high skill and problem-solving service using digital IoT-based analytics to offer value proposition to stakeholders.