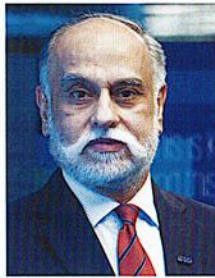




HARPREET KAURA

Senior VP, National Administration, KPMG



FM is a natural extension that's evolved over the years and is currently one of the prime components of any dynamic and forward-looking organisations. Kaura has been with KPMG for over seven years during which the office infrastructure has grown many folds across the country. "When designing a new KPMG workspace, we consider multiple aspects, including the design vision, business requirements, employee engagement, financial outlay, etc. The facility manager must integrate the requirements and needs of all stakeholders to provide a workspace that is functional and productive for

staff. Sharing data and the benefits of new design elements, and how evolving innovations benefit business are approaches that can align all stakeholders," shares Kaura.

With the increase in complexity of workspaces, technology to manage the FM workflow is essential for an efficient and effective service delivery. Most commonly, Computerised Facility Management (CFM) tools help provide an enhanced level of automation in operations. These monitor and control operations as well as provide senior management dashboards of facility performance that can be used to improve operations as well as plan for future facilities.

Kaura opines that a key challenge in the industry is the lack of trained FM professionals. "With the increased complexities of the workspace, FM professionals who can understand cost, team dynamics, organisational dynamics, etc, and can think long term and strategically are needed. There are now industry forums to address this and other issues affecting the industry. It's imperative that all organisations devise ways and means to get FM Services standards under a measurable matrix and ensure performance audits by professional services firms as a mandatory practice," he concludes.

HARAPRASAD PANDA

Regional head – Corporate Services, Sodexo India On-Site Services



A strong believer of system automation and process-driven approach, Haraprasad managed CRE, FM and project management space in IT/ITES, BPO, BFSI, pharma, FMCG, and aviation segment across pan-India, offering a mix of technical, hospitality and soft FM services in last two decades of professional services. With full P&L accountability, he successfully implemented strategic projects to improve service portfolio,

preparing reports," explains Haraprasad.

In transport operation, involvement of multiple stakeholders (employee, driver and supervisor), facilities, routes, transport vendors and statutory requirements makes transport service cumbersome and requires a large transport desk. Post-implementation of the transportation software solution, the overall operation efficiency increased as desired. "The stream of real-time data is presented in an intuitive and functional user interface, which helps easy tracking of trip status. The software also includes an employee app that offers great convenience and safety to employees," states Haraprasad.

The newly introduced, integrated BMS solution added to efficiency of operations at the organisation. Real-time monitoring of building operation and performance, integration with other building services and greater load-based control strategies resulted in energy optimisation and reduced operational costs. "We linked the functionality of individual pieces of building equipment so that they operate as one complete integrated system. This increased employee comfort, security and productivity, increasing business output by providing a safe and healthy working environment with high quality indoor climate and personalised climate and lighting control," he concludes.

building compliance standards, technology initiatives to improve customer satisfaction and site profitability.

The FM service is described as a manpower-driven operation traditionally, but with the evaluation IoT and automation, Sodexo provides the right technology solutions for facilities operation, management and cost savings. Space management, visitor management, helpdesk, mail room management, governance and generation of dashboard, etc, which provided Sodexo with the much needed uplift. "The big data generated by the application eliminates tons of manual labour hours that are otherwise expended in collating, reconciling and