



Breakout spaces scattered across the workflow in Dell's Noida office.

equipment such as ventilation, lighting, power systems, fire systems, and security systems. Dell has also introduced cloud-based PDAs to take readings of all the critical equipment's, housekeeping, cafeteria and transport, etc., using NFC technology (near field communication). The system not only records data but also helps generate insightful reports to manage operations efficiently. It also allows employees to login to the online application and make service requests related to air conditioning, cleaning, pantry services, etc., and FM team utilises the same to measure vendor productivity.

With the help of digitisation Dell facility has saved approximately 83,536 sheets of A4 paper, which is equivalent to saving 10 trees a year.

#### Key contributions of a FM

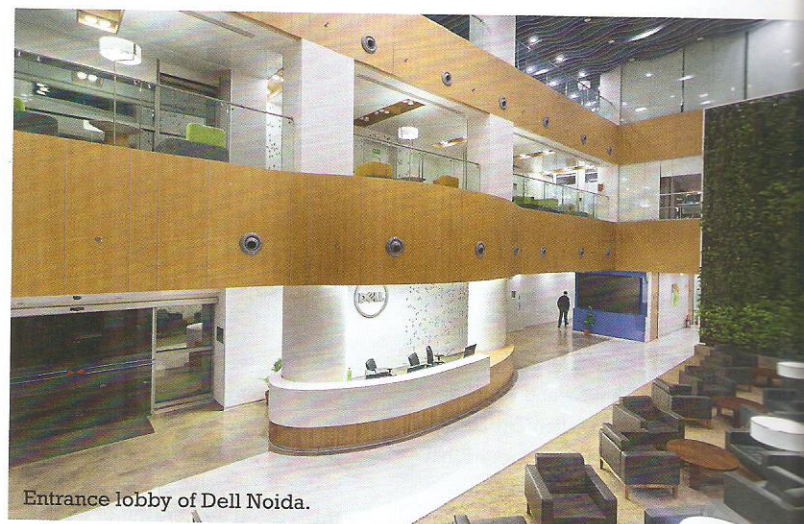
As Ohlyan rightly puts it, "Today's FM world has changed phenomenally. We are no more considered as just service providers, but as business partners; as such our approach is to assist and equip companies with relevant information and data that helps them make meaningful decisions based on cost of operations, availability of specific

skill sets, etc."

In recognition of this fact, Dell has invested in its resources and has formulated a comprehensive training module to focus on professional development and skill enhancement. These trainings programmes are conducted by leveraging both internal and external resources to provide an all-round perspective.

"While India's economy is in a sweet spot, there is still global uncertainty that leads to key focus on spends and we effectively manage our budgets and make certain trade-offs. However, when you continue to innovate, engage and collaborate with your stakeholders, business partners and industry, crunching savings for organisation may be time consuming, but definitely not an arduous task," explains Ohlyan.

On the operations front, facilities team of the company calculates its costs on the basis of previous year expenditures, trends and by gaining insights from its members. They also have a dedicated analyst team, who along with their financial analyst, carefully assess each expense category and critically review the ROIs whenever a new project is proposed for the upcoming year;



Entrance lobby of Dell Noida.

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decisions are then supported by data-driven analysis.

Ohlyan further adds that, "In this economic climate, cost is critical and 'cash is king'. We are more robust when dealing with suppliers by benchmarking service provision and work closely with them to drive value and achieve savings. We are willing to invest in the right products and services, even at a higher cost, to accrue savings in the future. A clear long term plan improves capital planning process and complete visibility of facility spends for future budget planning."

One of the best strategies employed by the company to