

eFACiLiTY® | Enterprise Facility Management Software

Maintenance Management



Asset Register,
Maintenance Policies,
Work Orders, Inventory



Helpdesk & Knowledgebase



Requests, Problems
Processing, SLA,
Knowledgebase



Space Management



Plan and Manage Space
Occupancy, Track and
Monitor efficient
Utilization



Facility Booking



Book Meeting /
Conference Rooms, Invite
Attendees, Order
Refreshments



Time and Attendance & HR



Roster, Leave
Management, Clock-
in/out Exceptions, Skill
Matrix and Training



Visitor Management



Visitor Sign-In, Badge
Printing, Tracking. Items
carried In/Out



File / Drawing Management



Floor Plans, Wiring
Diagrams, Documents,
User Manuals, Storage
and Retrieval



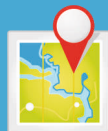
Tenant Billing System



Manage Tenants, Meter
Readings, Billing,
Collections, Lease details



Travel Requests Management



Requests, Approval
Workflow, Fulfillment and
Delivery Tracking



Energy Dashboards



Energy Utilization
Tracking, Projections and
Cost Savings



BMS / BAS Integration



Process Alarms and
Generate Work Orders,
Capture Readings, Control
Equipment



Mail Room Management



Tracks Incoming and
Outgoing Consignments,
Track Service Provider
Performance



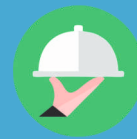
Project Management



Project Planning, Activity
Tracking, Time Sheets,
Status Dashboards



Canteen Management



Menus, Meal Requests,
Live Dashboard, Order
Tracking, Inventory,
Waste Monitoring



eFACiLiTY® Smart Building App



Smart Control, Asset
Validation, Work Order
Processing, Inspection
and Readings



End to End Facilities Management Software that simplifies complex operations,
aids cost reduction & improves efficiencies

Overview

eFACiLiTY® - Enterprise Facility Management Software is a leading CAFM/FMS solution that competes with world leading products in the CAFM/EAM/CMMS space. It is a contemporary solution that works together with businesses to provide complete perspective on facilities operation by bringing together space, people, assets and maintenance into a single system.

eFACiLiTY® offers an environment that could provide enhanced productivity, safety, comfort, convenience and cost effective operations through seamless integration, interaction and optimization of all functional control systems in real time, seamlessly, effectively and efficiently.

eFACiLiTY® is upgraded with HTML5 & Bootstrap enabling access via multiple devices and browsers, with improved schematics and components for enhanced user experience.



eFACiLiTY® not only integrates and simplifies the operation of facilities and building systems, but also links them to the enterprise management systems allowing enterprise-wide connectivity, monitoring and reporting of vital operational information.

As a result, businesses and organizations can establish a completely automated, healthier, more productive and safer environments - at lesser costs and efforts.

Solution for



Platform

- HTML5
- iOS, Android
- Azure

Messaging

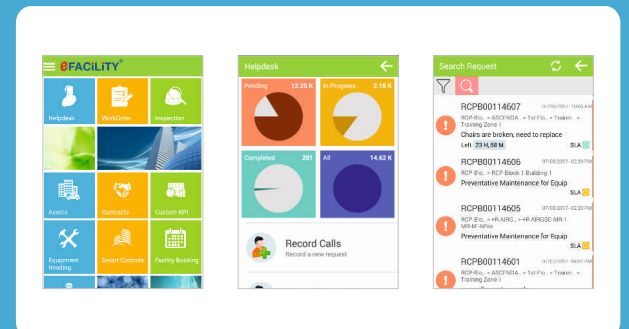
- Email
- 2-Way SMS
- MMS

Single-sign-on

- Active Directory
- Oracle Directory
- LDAP



Mobile Version



Maintenance Management

eFACiLiTY's Maintenance Management System provides Enterprise Asset Management (EAM), Property Management and Computerized Maintenance Management (CMMS) features that facilitates the asset managers to track, maintain and manage their assets, properties, facilities and equipments and get the best performance throughout their life-cycle.



Key Functions:

- ▶ Asset Management
- ▶ Preventive Maintenance Scheduling
- ▶ Corrective Maintenance
- ▶ Work Order Management
- ▶ Automated Resource Management
- ▶ Procurement Management
- ▶ Contracts Management
- ▶ Service Level (SLA) Management
- ▶ Stores / Inventory Management
- ▶ Property Management
- ▶ Key Management
- ▶ Asset Tracking with RFID, Barcodes
- ▶ PPM Library with standard policies in-built
- ▶ SMS approval for work orders
- ▶ Configurable Work Order Approval Workflows
- ▶ GIS Integration
- ▶ On Screen visual display of work orders nearing SLA breach with ageing information

Helpdesk & Knowledgebase

eFACiLiTY's Helpdesk module manages the work flow of registering, assigning and resolving of the job requests and problems reported in a facility or organization. The full history of actions taken, events, follow-ups, messages exchanged, response times and user feedback can be tracked via the system that helps in analysis and improvement of the helpdesk and call resolution functions.



Key Features:

- ▶ Call booking via emails, self registration, tele-calls and BMS / BAS alarms
- ▶ Register problems, job requests etc.
- ▶ Priority assignment based on nature of faults
- ▶ Assign, distribute, monitor
- ▶ Escalation based on SLAs defined
- ▶ Events & follow-ups
- ▶ Exchange of information between job requestor and operator via Message option
- ▶ Raise, track and close Work Orders
- ▶ Record solutions and post in knowledgebase
- ▶ SLA analysis and breach notification
- ▶ Faults and solutions history
- ▶ Call response analysis with remaining, turnaround, SLA Elapsed and closure time
- ▶ FAQs and Links
- ▶ Helpdesk Call Status Dashboard
- ▶ Incident/Problem/Change Management

Visitor Management

The security requirements of large organizations and infrastructure are challenging and growing increasingly. Visitors should be screened, registered, signed in quickly and allowed to visit only the relevant areas via integration with access control devices. These challenges are managed efficiently by eFACiLiTY's Visitor Management System



Key Features:

- ▶ Online requests for appointment
- ▶ Pre-registration of groups and individuals
- ▶ Email / SMS notifications
- ▶ Today's appointments and expected visitors
- ▶ Visitor self sign-in & sign-out using touch kiosks
- ▶ Business card scanning, NFC integration for speedy registrations
- ▶ Enhanced Visitor history tracking
- ▶ Blacklisting of visitors
- ▶ Visitor photo and signature capture
- ▶ Smartcards / e-Passports integration
- ▶ Items carried in/out scanning
- ▶ Visitor / Contractor badge designing and printing
- ▶ Overstay alerts and Emergency SMS alerts
- ▶ Gate pass printing & Returnable items tracking
- ▶ MS Exchange / MS Outlook integration for appointments calendar
- ▶ Access control system / Turnstile gates integration
- ▶ Multi-level gate pass approval workflow
- ▶ Multi-tier visitors' approval process

Facility Booking

eFACiLiTY's Facility Booking System helps streamlining of reservation and usage of common and individual facilities by businesses within a facility or building complex. The internet / intranet enabled facility booking, approval and billing operations across organizations enhances operations efficiency. Meeting rooms, conference halls, desk space, office space auditoriums, high cost equipments, training facilities etc. can be booked via the system.



Key Features:

- ▶ Facilities directory
- ▶ Online / Offline booking requests
- ▶ Visual booking using graphical interface
- ▶ Confirmation, rejection, suggestion of alternate facilities
- ▶ Re-allocation, cancellation, block booking
- ▶ Booking / display touch kiosks
- ▶ Billing with payment gateway integration
- ▶ Inviting internal & external attendees for meetings
- ▶ Scheduling of refreshments orders to catering
- ▶ Switch on / off HVAC and lighting automatically with BAS / BMS integration
- ▶ Pre-registration of attendees with visitor management
- ▶ Car park booking
- ▶ Display of user calendars from MS Exchange
- ▶ Bi-Directional MS Exchange / MS Outlook integration for booking

Time and Attendance & HR

The Time and Attendance & Human Resources System of eFACiLiTY® provides improved efficiency, accuracy and productivity to the resource management and HR process of organizations. This system has the roster management module inbuilt and integrates with the time & attendance and access control hardware systems to provide attendance, late clocking exceptions, overtime information of employees to the HR, Payroll and their respective departments.



Key Features:

- ▶ Employee profile, Shift management & Rostering
- ▶ Roster approval and re-assignment
- ▶ Employee / Department shift calendar
- ▶ Track time-in and time-out of every personnel
- ▶ Late clock-in, early clock-out & other exceptions
- ▶ Overtime calculation and reporting
- ▶ Leave requests, approvals workflow
- ▶ Permissions / on-duty requests, approvals
- ▶ Integration with multiple access control systems
- ▶ Integration with other HR / Payroll Systems
- ▶ Mobile SMS based clock-in/out and leave requests
- ▶ Employee Tracking
- ▶ Configurable comp-off expiry definition
- ▶ Skills and Certifications matrix
- ▶ Training need assessment, planning and feedback
- ▶ Performance appraisal

Space Management

eFACiLiTY® Space Management System helps in tracking the space available in the facility and allocate space to departments and employees in an efficient manner, track occupancy for utilization analysis and reporting, help in department or project or account wise charge back and accounting leading to an efficiently managed space.

The ability to manage the space by using floor-plans imported from AutoCAD, visually allocating space and the display of utilization analysis dashboard augments the user friendliness multi-fold.



Key Features:

- ▶ Create and manage space inventory along with their AutoCAD floor-plans
- ▶ Assignment of space ownership to departments, accounts or projects
- ▶ Seat allocation to employees based on department, account or project
- ▶ Cross utilization of space across departments, accounts or projects
- ▶ Allocate for specific time-slots, shifts and duration
- ▶ Visual floor plan view for space utilization analysis - department / cost center wise
- ▶ Extensive reporting capability
- ▶ Supports hot-desking functionality

BMS / BAS Integration

eFACiLiTY® integrates seamlessly with most Building Management/Automation Systems (BMS/BAS).

Automatic Work Orders Triggering

The alarms triggered by the BMS/BAS control systems can be captured by eFACiLiTY® and the work order can be generated automatically and emailed to the contractor or technician responsible to fix the same along with an SMS alert. By monitoring the equipment readings via the BMS/BAS systems, usage based preventive maintenance work orders are triggered.

Switching HVAC / Lighting

eFACiLiTY® Facility Booking module, based on scheduled meetings and user preferences, by integrating with BMS / BAS systems can trigger the lighting, air-conditioning etc at a specific time before the scheduled meeting. At the end of the meeting, after a grace period, eFACiLiTY® switches off the equipments automatically leading to energy conservation, automation and better user comfort.

Automated meter reading and Tenant Billing



Integrations with BMS/BAS systems of:



Tenant Billing

eFACiLiTY® Tenant Billing System captures the resource utilization data of tenants directly from the corresponding meters via the BMS / BAS systems and generates bills automatically based on the defined utility wise / slab wise billing rates. The fixed service charges, monthly rentals, maintenance fee etc can also be configured tenant / property wise.



Key Features:

- ▶ Manage property, tenant, owner, lease and contract information
- ▶ Tenant move-in, subscriptions, move-out
- ▶ Setting up of rate card - service wise, slab wise, property group wise etc. for various timeline etc.
- ▶ Automatic meter reading via BMS/BAS systems
- ▶ Import of meter readings or manual input
- ▶ Automatic bill generation and mass emailing / printing
- ▶ Multiple in-built consumption logic and ad-hoc services billing
- ▶ Tenant payments and credit notes tracking
- ▶ Bill registers, tenant ledgers, receivables statement
- ▶ Occupancy / Vacancy Analysis
- ▶ Reminders for lease contracts nearing expiry
- ▶ Integration with other financial applications
- ▶ Bills with consumption pattern and carbon footprint

Energy Dashboards

eFACiLiTY® Energy Dashboards provides a high level view of the energy utilization, water consumption, indoor environmental quality, outdoor parameters, green power generation and monetary savings with drill-downs for more detailed analysis.

The intuitive management dashboards can be displayed on large screens to create occupant awareness and is a must have tool for the facility managers of green buildings and large facilities.



Key Features:

- ▶ Resource wise consumption trends
- ▶ Alerts on consumption beyond set limits
- ▶ Bar / Trend / Pie Charts for easy analysis
- ▶ Comparison and analysis options on various consumption data
- ▶ Records history of increase or decrease in consumption with reasons updating the knowledge repository for future analysis
- ▶ Green house gas accounting / carbon accounting
- ▶ Green building certification related reports
- ▶ Monetary savings reports
- ▶ Energy utilization thresholds configuration
- ▶ Alerts on excess utilization
- ▶ Easy integration with popular BMS / BAS systems
- ▶ Custom integration with meters / devices that support popular protocols

File / Drawing Management

eFACiLiTY's Drawing and Document Management System is a digital files management tool to store, track and manage information of all the drawings, documents, manuals, software etc. associated with the facility / building systems and equipments.

The floor plans, equipment drawings, building plans, technical drawings, wiring diagrams, network diagrams etc. can be securely stored, maintained and managed via the system. The extensive search provision helps in identifying and retrieving the documents quickly.

The supported file types include DWG, BMP, JPG, PDF, DOC and many more.

Card Management System

eFACiLiTY® Card Management System helps to manage the creation, issuance and tracking of badges and passes to employees, contractors, daily visitors like drivers of employees, etc.

Key Features:

- ▶ Registration of employees, contractors, temporary staff and drivers
- ▶ Issue of badges / passes to employees, contractors, temporary staff and drivers
- ▶ User definable badge templates designing and printing
- ▶ Temporary badge issue
- ▶ Expiry dates setting for badges / passes issued and tracking
- ▶ Email alerts to users on badges / passes that are nearing expiry
- ▶ Registry of badges issued, badges expired and badges nearing expiry

Travel Requests Management

eFACiLiTY® Travel Requests Management System helps the travel desk to track and manage all travel related requests like air ticket reservation, visa processing, foreign currency purchase, hotel reservations, car rentals etc.

The system also handles cost approval work flows, cross department charge backs, vendor invoices reconciliation and provides extensive reporting capabilities.



Key Features:

- ▶ Registering of travel requests along with individual preferences
- ▶ Combined request for ticketing, visa, hotel & cab reservations, foreign currency purchase etc.
- ▶ Request type wise user defined fields
- ▶ Cost estimates for approval
- ▶ Multi-level / multi-department approval workflow management
- ▶ Raising of work orders to vendors
- ▶ Service fulfillment
- ▶ Booking, cancellation and re-issue
- ▶ Chargeback cross-department, cross-account / project
- ▶ Extensive reporting and integration with financial applications

Smart Building App

The Smart Building App for mobile devices is an essential component of the Smart Buildings of the future providing asset tracking, work order management and end-user requests management. The app also allows to control and operate all electro-mechanical systems by integrating with leading Building Automation Systems (BMS/BAS), leading to energy savings and full-fledged automation. The module enables service technicians, managers and other users to access eFACiLiTY® via mobile devices.

Key Features:

- ▶ Asset tracking
- ▶ Work order processing with inventory management
- ▶ Inspection and audits
- ▶ Helpdesk calls recording and processing
- ▶ Record meter readings
- ▶ Facility reservation & Visitor pre-registration
- ▶ Track technician location via GPS
- ▶ Push notifications for work order assignment



Smart Controls:

- ▶ Automatic operation of Gate, Lighting, Air-Conditioning, PoE Phones, PoE Devices, Window Blinds, etc. based on entry and exit
- ▶ Personalization of operating parameters of equipment to enhance user comfort
- ▶ Panic Button for raising alarms (Safety & Security)
- ▶ Automated hot-desk booking, intimation of arrival/exit of managers to secretaries
- ▶ Fire, Security and other critical equipment alarms notification
- ▶ Live camera access with CCTV System integration
- ▶ Display of live video in case of fire/security alarms

Workflow Engine

eFACiLiTY® Workflow Designer & Engine is a full-fledged workflow management tool that allows administrators to implement complex workflows involving multi-level approvals, rule based branching etc. to all eFACiLiTY® functions. This extends the customization and expansion capabilities of eFACiLiTY® without touching the base software.

Canteen Management System

- ▶ Setup & display daily menus with nutrient values
- ▶ Monthly/daily meal requests
- ▶ Time & Attendance integration for calculating expected meal count
- ▶ Kitchen order tracking for ad-hoc orders
- ▶ Kitchen dashboard for monitoring consumption displaying committed, expected, consumed & balance list
- ▶ Kitchen Inventory and Procurement Management
- ▶ Recipe management and ingredients pick list
- ▶ Food waste monitoring
- ▶ Payroll integration for employee deductions
- ▶ Feedback kiosk for collecting instant feedback
- ▶ Personalized health report (nutrient values, time of consumption)
- ▶ Access control integration for consumption counts

Extension Tools

eFACiLiTY® provides 200+ pre-configured reports, graphs, dashboards displaying Key Performance Indicators (KPIs) etc. across multiple sites.

Further, the system is extended by additional tools like the KPI Builder, Custom Report Builder, Pivot Grid Builder for the business users to generate a plethora of custom reports on their own using simple wizards.



Mail Room Management

eFACiLiTY® Mail Room Management System helps the mail room operations of large office complexes to track the outgoing and incoming consignments till the same is delivered. Mail room management is also a function of facility administrators and facility management companies

The delivery status is monitored and recorded and thereby the service level of the service provider is analyzed and SLA violations are reported. The system also provides the invoice generation feature for the consignments handled.



Administration Functions

eFACiLiTY® has comprehensive administration functions to manage the various configuration parameters, system integration settings, lookup-lists etc.

Key Features:

- ▶ The powerful audit trail configurator allows administrators to enable / disable audit trails at each table level and column level providing complete tracking ability
- ▶ eFACiLiTY being a large application all information that are common to the various modules are controlled centrally to avoid duplication of information
- ▶ The security policy management feature ensures highest levels of security to the data
- ▶ The application is globalized and is available localized for several languages
- ▶ The system is tightly integrated with Microsoft active directory, Oracle Single-Sign-on, LDAP etc to provide integrated security and control
- ▶ Application access log to monitor user logins

Company Profile

SIERRA, the developers of eFACiLiTY® is an INDIA based Software Company with operational offices in Singapore, Malaysia, USA and Middle East; proficient in Hardware Integration / Automation technologies, Enterprise Software Development, Custom Software Development, Web and Mobile Application development for customers world-wide.

SIERRA Strengths:

- ▶ 2 Decades of successful operations
- ▶ 150+ Strong committed team
- ▶ World class & scalable infrastructure
- ▶ Technology & Process maturity
- ▶ 20+ Fortune 500 customers, 10+ Governments as customers
- ▶ Preferred vendor status with 4 global companies

Services:

- ▶ Custom Software Development
- ▶ Offshore Development Services
- ▶ Cloud Solutions
- ▶ End to End IT Turnkey Solutions



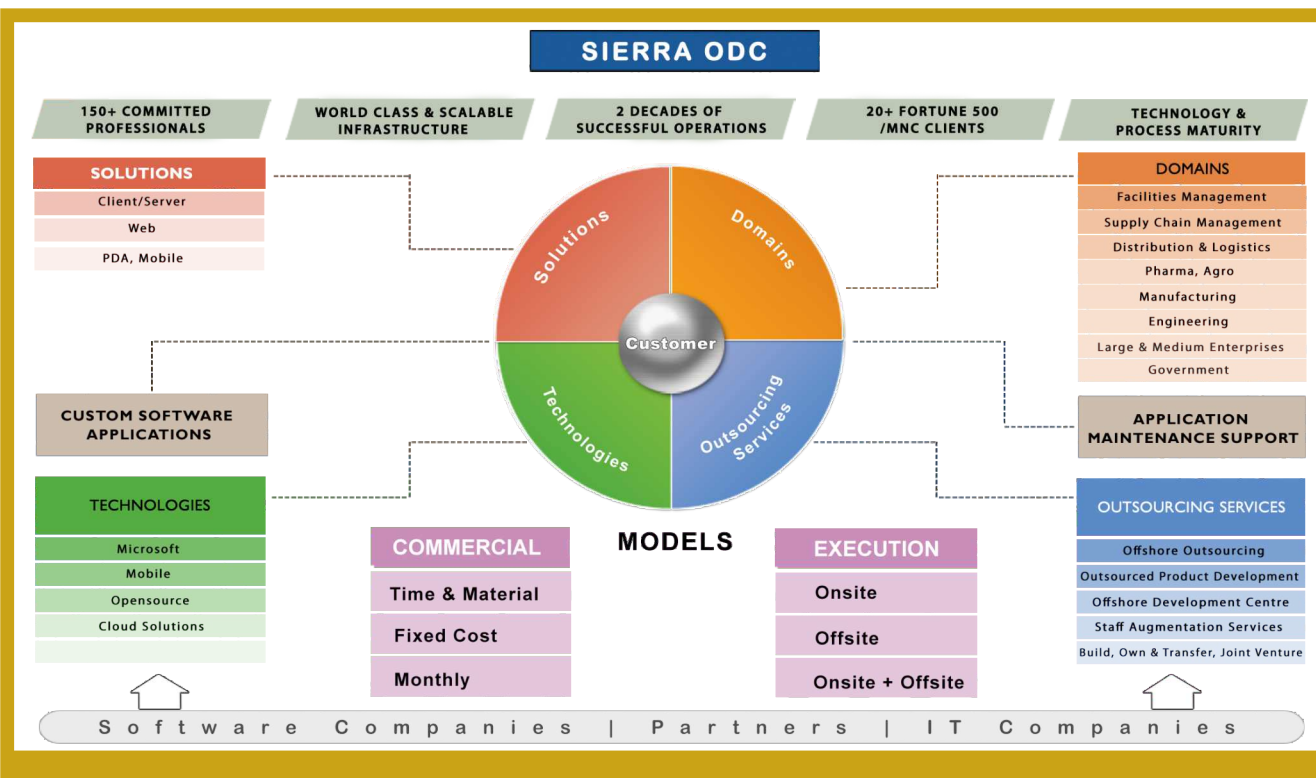
Awards:



Awarded
The Best SME IT Services company
@ IMC IT awards 2013



Recognized as
One of the Top 26 Most Innovative Companies
@ CII Industrial Innovation Awards 2014



Our Clients & End Users

Fortune 500 / MNC



India



Asia Pacific

Middle East & Africa



A Product of
SIERRA ODC Private Limited

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