

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



Facility Booking



Book Meeting /
Conference Rooms, Invite
Attendees, Order
Refreshments



Time and Attendance



Roster, Leave
Management and Clock-
In / Out Exceptions



Visitor Management



Visitor Sign-in, Badge
Printing, Tracking



File / Drawing Management



Floor Plans, Wiring
Diagrams, Documents,
User Manuals



Tenant Billing System



Manage Tenants, Meter
Readings, Billing,
Collections



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



Mail Room Management



Tracks Incoming and
Outgoing Consignments



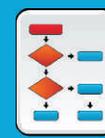
Project Management



Project Planning, Activity
Tracking



Workflow Engine



Create and Customize
Workflows



EAM Mobile



Asset Validation, Work
Orders Processing,
Inspection and Readings



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

Overview

eFACiLiTY is a modular web based Facilities Management Software that works together with your business and allows day-to-day management of the processes, automates operations, provides a management dashboard for critical analysis and enables enterprise wide control in the most intelligent and efficient way.

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 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 healthier, more productive and safer environments - at lesser costs and efforts.

Solution for



Platform	Messaging	Single-sign-on
- Web	- Email	- Active Directory
- PDA	- SMS	- Oracle Directory
- Mobile	- MMS	- 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
- ▶ Resource Management
- ▶ Procurement Management
- ▶ Contracts Management
- ▶ Service Level (SLA) Management
- ▶ Stores / Inventory Management
- ▶ Property Management
- ▶ Key Management
- ▶ Fuel Management
- ▶ Asset Tracking with RFID, Barcodes

The in-built Planned Preventive Maintenance (PPM) Library and the easy to use asset import tool allow kick-starting the implementation in a very short time.

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
- ▶ Recording of all events throughout the life cycle of a call
- ▶ Exchange of information between job requestor and operator via Message option
- ▶ Raise, track and close Work Orders
- ▶ Record solutions and post in knowledgebase
- ▶ Service level analysis
- ▶ Faults and solutions history
- ▶ Call response analysis
- ▶ FAQs and Links

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 using touch screen kiosks
- ▶ Visitor sign-out
- ▶ Business card scanning for speedy registrations
- ▶ Visitor history tracking
- ▶ Blacklisting of visitors
- ▶ Visitor photo and signature capture
- ▶ Smartcards / e-Passports integration
- ▶ Items carried in/out scanning
- ▶ Visitor / contractor badge / pass printing
- ▶ Visitor / contractor badge designer
- ▶ Gate pass printing & Returnable items tracking
- ▶ MS Exchange / MS Outlook integration for appointments calendar
- ▶ Access control system / Turnstile gates integration

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
- ▶ Email / SMS notifications
- ▶ Utilization analysis
- ▶ Billing of reservations & cancellations
- ▶ 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

Time and Attendance

The Time and Attendance System of eFACiLiTY provides improved efficiency, accuracy and productivity to the resource management and payroll 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 and Roster generation
- ▶ Roster approval and re-assignment
- ▶ Employee / Department shift calendar
- ▶ Track time-in and time-out of every personnel
- ▶ Late clock-in, early clock-out and other exceptions list
- ▶ Overtime calculation and reporting
- ▶ Leaves requests, approvals workflow
- ▶ Permissions / on-duty requests, approvals workflow
- ▶ Integration with multiple access control systems
- ▶ Integration with other HR / Payroll Systems
- ▶ Mobile SMS based clock-in/out and leave requests
- ▶ Employee Tracking

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
- ▶ View utilization, occupancy, free space and allocate space visually using floor-plans
- ▶ Extensive reporting capability

BMS / BAS Integration

eFACiLiTY integrates seamlessly with popular Building Management Systems (BMS) and Building Automation Systems (BAS).

Alarms based Work Order 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.

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



Integrates with:



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.



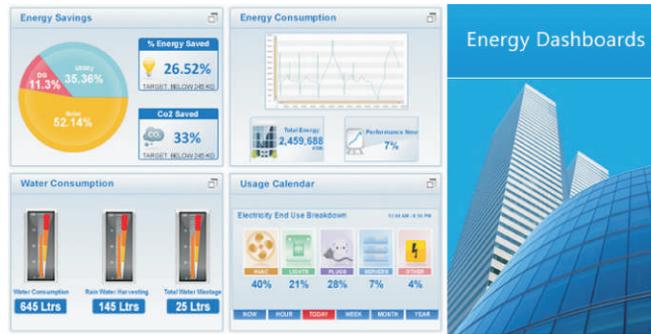
Key Features:

- ▶ 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 normal / peak / after / override / holiday / weekend hours etc.
- ▶ Automatic meter reading via BMS/BAS systems
- ▶ Import of meter readings or manual input
- ▶ Automatic bill generation and mass emailing / printing
- ▶ Tenant payments and credit notes tracking
- ▶ Bill wise matching of payments and credit notes
- ▶ Bill registers, tenant ledgers, receivables statement
- ▶ Occupancy / Vacancy Analysis
- ▶ Reminders for lease contracts nearing expiry
- ▶ Integration with other financial applications

Energy Dashboards

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

The intuitive management dashboards are developed using Microsoft Silverlight technology providing excellent user experience and is a must have tool for the top management and 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
- ▶ View detailed consumption data with comparison
- ▶ 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
- ▶ Badge / Pass 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.
- ▶ 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

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.

Key Features:

- ▶ Setup and manage complex workflow rules and logics to manage complex and diverse business processes of every organization function
- ▶ Routing of workflows based on user actions like approvals, rejections and update of key information
- ▶ Easily configurable approval request email messages
- ▶ Reminders on pending approvals
- ▶ Within network / outside network approvals enabling remote approvals on implementations within network
- ▶ Supports web service calls, WCF calls, stored procedure calls, SQL query builder etc.
- ▶ Detailed tracking of all operations maintaining audit log / history

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.

EAM Mobile

eFACiLiTY EAM Mobile module enables service technicians, managers and other users to access eFACiLiTY via devices like Windows Phone, Apple iPhone, Apple iPad, Android Phone, Android Tablet, Blackberry etc on the move.



Key Features:

- ▶ Asset tracking
- ▶ Work order processing
- ▶ Inspection and audits
- ▶ Helpdesk calls recording and processing
- ▶ Record meter readings
- ▶ Facility reservation
- ▶ Visitor pre-registration

The ability to dispatch service calls and work orders with complete information on the asset, the location of the asset, the problem and the details of the work to be carried out, the tools required, the spares to be used etc. directly to technicians mobile devices enhances significantly the efficiency, quality of work and the speed of service to the end-users.

Supports:



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

Company Profile

SIERRA, the developers of eFACiLiTY is a INDIA based Software Company operating in Malaysia, USA and Middle East offering services including Custom Software Development of Mobile and Web Applications, Offshore Development Services, Software Support Services. SIERRA is a Microsoft Gold Certified Company.

SIERRA Strengths:

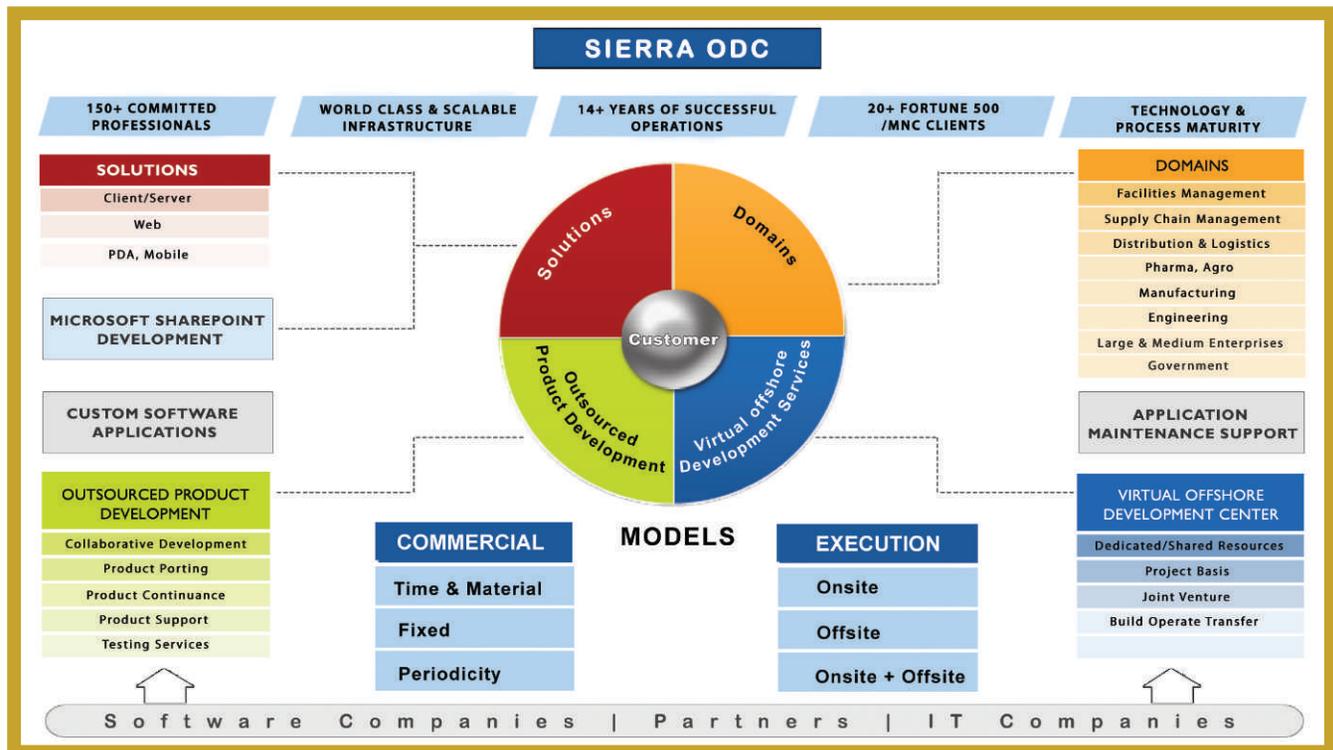
- ▶ 14 years of successful operations
- ▶ 150+ employees
- ▶ World class / scalable infrastructure
- ▶ Technology & Process maturity
- ▶ 20+ Fortune 500 customers, 5+ governments as customers
- ▶ Preferred vendor status with 4 global companies

Services:

- ▶ Custom Software Development
- ▶ Offshore Development Services
- ▶ Software Support Services



Technologies:



Our Clients & End Users



A Product of
SIERRA ODC Private Limited

Fortune 500 / MNC



Middle East & Africa



Asia Pacific



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