



gaia

Case Study

How a Global Facilities Management Company Uses SmartFeedback to Monitor & Improve Operations

SmartFeedback™

Customer

- Global Facilities Management Company providing comprehensive facilities solutions to businesses and industries

Challenge

- Ensuring tenant happiness
- Managing real time operations and service delivery

Solution

- Integrated real time tenant feedback management
- Get visibility into the last mile operations

Benefits

- Provide visibility
- Improve operations
- Improve experience

CHALLENGE

Facilities Management is a US\$1.2 Trillion industry globally, and a huge growing segment in India. Our client manages facilities for multiple large corporations with Pan India presence. Facilities Management is a real time business, and optimal staff management must be done continuously to improve quality and customer sentiment of services delivered. Given distributed operations, tracking service level perceptions at multiple locations is tough. At the same time, central management teams need to know performance across facilities and across clients.

BENEFITS

The client has deployed Gaia SmartFeedback solutions at multiple clients and campuses across India to monitor nearly 10 Million square feet built space. User and tenant feedback is captured on multiple services KPIs at each location. Real time alerts enable local teams to improve operational response. Cloud dashboards, intelligent insights and reports enable the central management team to view national scale operations on a common dashboard, download and generate reports to send to clients, and improve systemic efficiency in operations.



Improvement
In Operations
Visibility



Improvement
In Response
Time

Manage facility based services dynamically

SmartFeedback provides customer intelligence on experience



Unified Portfolio Views

Single screen view of national scale operations. Drill down by city or location. View real time and historical status on common cloud dashboard.

Tech Enabled Insights

Big data analytics, rules based algorithms, GIS dashboards, and detailed reports provide insights. Real time and historical comparative data.



Real Time Visibility & Alerts

Real time alerts to location supervisors and central teams based on customizable rules engine and service levels. Emails and SMS upon breaches.

Improved Response

Local supervisors can understand dynamic perceptions and pain points by KPI or service category at each location, and improve response time.



Unified Experience

Management for multiple sites and multiple clients

- Experience Monitoring
 - Tablet SmartFeedback devices
 - Multi parameter survey to understand experience drivers at locations
 - SLA Management
- Role and Access Based Views
 - Operational Views
 - Management Views
- Experience Analytics
 - Comparative analytics by metrics, groups, locations
 - Quintile rankings of best and worst performing locations and airports
- Closed Loop Workflow
 - Alerts management
 - API Integration for trouble tickets

Multiple

Buildings & Sites

Multiple

Service Parameters

Multiple

Feedback Stations

Customized

Tenant Surveys

Unified

Experience Dashboard



Increased Visibility



Understand Experience



Improved Ops SLA



Reduced Grievances

Management Team: View experience across all metrics and all locations. Understand patterns and trends.

Site Managers: View experience by site and location for all metrics.

Site Supervisors: Get real time alerts on experience responses, service requests, and grievances. Improve response time to improve tenant experience.