flex

Flex, the top global electronics manufacturer, automates facility maintenance operations of their corporate facilities in India with

eFACiLiTY®

CLIENT
BACKGROUND

Flex is a leading global supply chain and electronics manufacturing solutions provider, with operations in approximately 30 countries and a global team of over 172,000 members.

The company excels in delivering technological innovation, supply chain expertise, and diverse manufacturing solutions and services across various industries and markets.

Source: www.flex.com

BUSINESS
REQUIREMENT

Flextronics Technologies India Pvt Ltd, a division of Flex, operates Global Business Service offices in the dynamic hubs of Chennai, Pune, and Coimbatore. India houses Flextronics' largest GBS population globally, making these locations crucial for supporting the company's global operations in key domains such as Global Procurement & Supply Chain, Finance, Engineering & Quality, Program Management, IT, and HR, among other specialized verticals.

Flex aimed to enhance its facility management processes at these GBS locations by transitioning to a more automated and seamlessly integrated approach. This involved addressing various aspects of facility management activities, including space management, asset tracking, cafeteria management, visitor management, and overall operational efficiency.

Recognizing this, Indospace sought a comprehensive facility management application to streamline operations, automate tasks such as security management and billing, and provide real-time insights for informed decision-making. By centralizing operations and offering smartphone accessibility, Indospace aimed to simplify multi-tenanted facility management and enhance organizational efficiency.

OUR
SOLUTION

In pursuit of enhancing its facility management processes, Flex embarked on an exhaustive search for a comprehensive software solution. After a thorough evaluation of various IWMS & CAFM products, eFACiLiTY® emerged as the clear frontrunner, meeting and exceeding all their facility management requirements. The successful implementation of eFACiLiTY® streamlined facility management for Flex's India offices. It ensured efficient maintenance, and comprehensive management of assets, space, cafeteria, visitors, etc., enhancing productivity and operational efficiency across all offices. This implementation included several key modules:

eFACiLiTY® integrated with Schneider's [EcoStruxure](#), enabling smart operations and efficient building maintenance. [eFACiLiTY® Enterprise Asset Management System (EAM/CMMS)](#) enabled efficient tracking and management of assets, streamlined work orders, and facilitated scheduled preventive maintenance. eFACiLiTY® provided a holistic solution that encompassed both hard and soft services in all their GBS facilities in India.

OUR
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With a comprehensive approach, they effectively managed a range of tasks critical to their operations. For hard services, this included maintaining the structural integrity of buildings, ensuring the smooth functioning of mechanical systems, and overseeing security and fire safety protocols. On the soft services side, they streamlined processes like janitorial services, security management, efficient waste disposal, and optimized car parking solutions. Implementing these robust and efficient systems across multiple sites played an important role in elevating overall operational efficiency and productivity, ensuring each site functioned at its peak capacity and aligned with the company's global standards.

[eFACiLiTY® Space Management System](#) offers a user-friendly solution for employees to effortlessly book workspaces at their designated facilities like conference rooms, meeting rooms, etc., and with the automation of the hot-desking, employees have a seamless experience reserving their workspace in a shared/common space.

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Admins can efficiently update information, handle bulk bookings, and manage the move-in/out processes.

The system enables the admin team to track, monitor, and allocate spaces, including workstations, cabins, cubicles, hot desks, etc. This comprehensive system simplifies workspace reservations and enhances overall administrative control, contributing to a more streamlined and organized workspace environment.

The implementation of the eFACiLiTY® Cafeteria Management System replaced the traditional paper coupon system with a seamless digital approach, streamlining meal requests and consumption for Flex employees. Chefs/admins were able to define meal items along with their respective costs, while subsidized food details were meticulously recorded. Furthermore, they can effortlessly extract comprehensive reports, providing insights into subsidized users and their consumption quantities.

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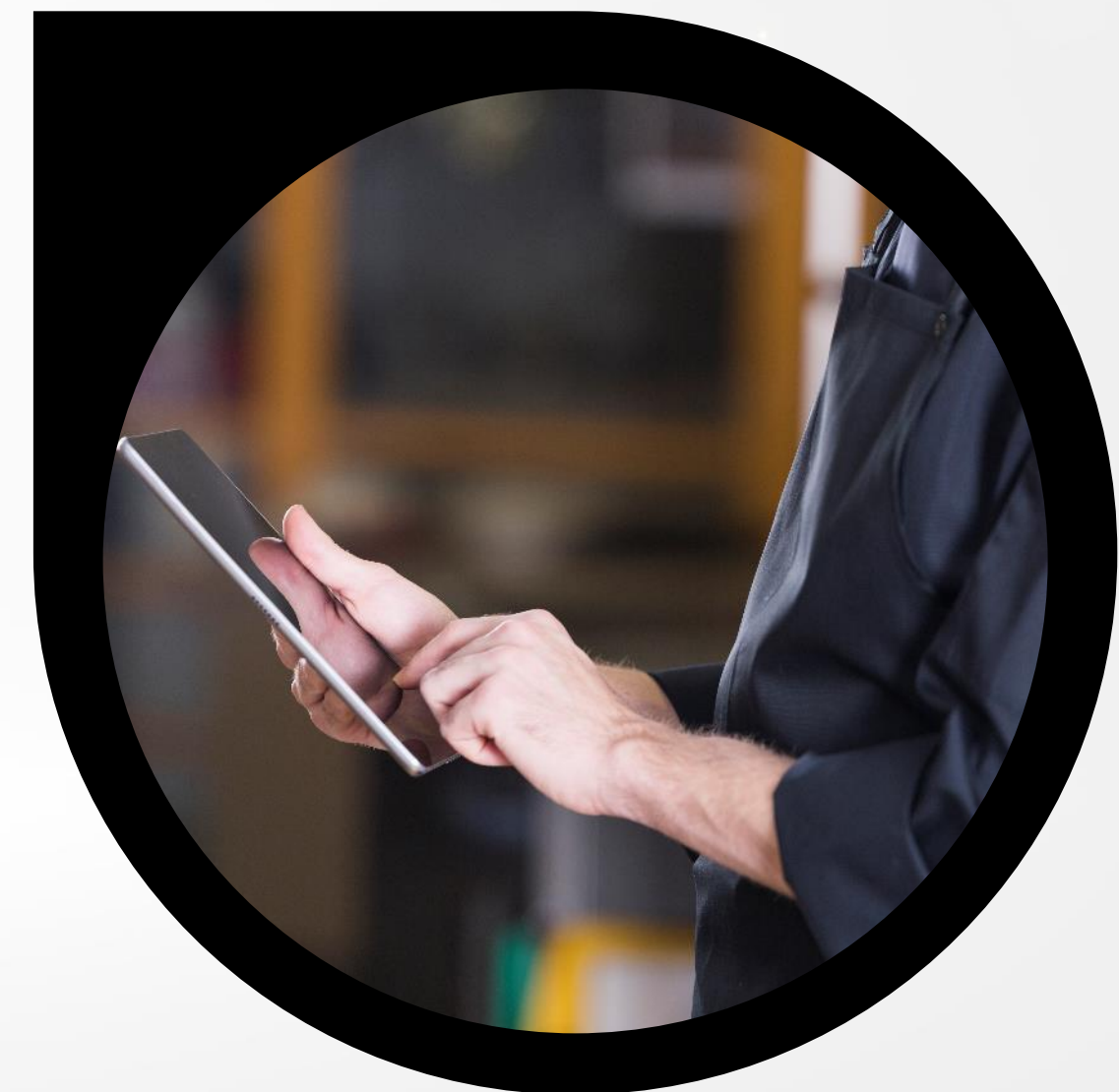This not only streamlined cafeteria operations but also elevated the overall dining experience for Flex employees.

The successful implementation of the eFACiLiTY® Visitor Management System has significantly improved the visitor experience through a streamlined registration process for scheduling appointments. Security admins can validate visitor approvals and oversee seamless sign-in and sign-out procedures within their organization. It not only elevates security measures but also guarantees a hassle-free and efficient process for both visitors and administrative personnel, contributing to an enhanced overall visitor management experience.

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The implementation of the [eFACiLiTY® Smart Facility App](#) enabled seamless booking of spaces, meal reservations, and visitor appointments for employees through their mobile devices. Concurrently, technicians gained enhanced capabilities to efficiently manage work orders, verify asset information, and access comprehensive asset histories, optimizing operational workflows across the organization.

KEY
BENEFITS

With eFACiLiTY®, Flex experienced a remarkable increase in productivity and streamlined facility management operations. Some of the substantial benefits include:

- **Efficient Asset Management:** More than 12,300+ assets were effectively managed through eFACiLiTY®, ensuring improved organization and control

- **Automated Work Orders:** Over 6,500+ planned preventive maintenance (PPM) work orders are effortlessly generated within a brief timeframe, bolstering maintenance efficiency and proactivity

- **Visitor Management:** eFACiLiTY® has effectively screened and badged over 9,000+ visitors within a short span, ensuring a secure and streamlined process

eFACiLiTY®

KEY BENEFITS

With eFACiLiTY®, Flex experienced a remarkable increase in productivity and streamlined facility management operations. Some of the substantial benefits include:

- **Efficient Workspace Operations and Elevated Cafeteria Convenience:** Empowering a workforce of over 9,000 employees across GBS corporate offices, eFACiLiTY® revolutionizes space management by seamlessly handling workspace bookings and elevating administrative control. Beyond this, it redefines cafeteria convenience, expertly managing the dining experience and ushering in efficiency while reducing reliance on traditional paper meal coupons

Flex's experience with eFACiLiTY® stands as a testament to the power of digital transformation in facility management, demonstrating the significant benefits of integrating advanced IWMS & CAFM solutions.

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For futuristic, people-friendly, sustainable built environments!

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