eFACiLiTY® | Facilitating Maintenance Management and Streamlining HelpDesk Management operations at
EY India offices across 22 cities

The Client

EY is one of the big fours in consultancy services providing advisory, assurance, tax, and transaction services that help solve their client's toughest challenges and build a better working world for all.

With a mission to helping clients solve their toughest issues, EY helps organizations identify and capitalize on new opportunities. From mobility to health care to future cities, traditional industry boundaries are being disrupted, as sectors converge to adapt to technological and societal changes. EY helps to navigate this fast-changing environment with agility, fresh thinking, and embrace industry disruption as an opportunity.

Business Challenge

EY was using an internally developed tool for managing its Helpdesk operations for allowing its employees to raise tickets for reporting their facility administration related issues. This needed a revamp and had to be fixed with a seamless and highly configurable module.

The asset/equipment maintenance management o f their facility across the sites were done manually and fed to a standalone windows application and this needed automation to make maintenance operations efficient.

EY was on the lookout for facility management software to automate and streamline their facility management operations. The Helpdesk Management System and Maintenance Management system were high on their list of priorities.

Clients Benefits

Today, EY has implemented the Helpdesk Management module and centrally tracks every ticket raised in its 22 offices across 6 cities in India. The Helpdesk sees an average of over 1100 tickets raised every day. This has streamlined their helpdesk management with tickets being closed within the stipulated turnaround time ensuring a world-class service experience for their employees. The dashboard gives them the status of the overall scenario in real-time across locations in terms of tickets raised, tickets resolved and those to be attended to.

The maintenance at EY facilities across the country has become very easy, thanks to eFACiLiTY® Maintenance management module, they have moved from a manual maintenance log to a well-designed and robust maintenance module. Both preventive and corrective maintenance is done at the right time and notification alerts keep the maintenance management team in full control of their facility.

eFACiLiTY® Solution

EY found eFACiLiTY® to be extremely modular compared to other software's available in the market. It was an easy fit for EY's replacement of its standalone Helpdesk module and existing manual processes for maintenance management. The multi-site, multi-location feature of eFACiLiTY® enabled EY to deploy the Helpdesk Management System and Maintenance management system across 6 cities and 22 offices in the country seamlessly.