

Global Indian International School (GIIS), one of the top schools in Singapore automates the facility management operations of their SMART Campus with eFACiLiTY®



CLIENT BACKGROUND

Global Indian International School is one of the leading international schools in Singapore. Since its inception in 2002, the school offers Indian and International curricula to students from diverse backgrounds and has grown to span seven countries with 22 campuses combined in Singapore, Malaysia, Japan, Thailand, UAE, Vietnam, and India.

Global Indian International School's new facility in Punggol, Singapore is a tech-savvy premise with state-of-the-art infrastructure that has fully embraced green initiatives in its design and has all the latest facilities with a student capacity of more than 4,000. The campus is equipped with digital & smart classrooms, well-equipped labs, and has enclosed areas of sports pavilions, gymnasiums, swimming pools, etc., to engage students in physical exercise and athletics. The school also has a wide spectrum of spaces that ensures quality campus life and imparts skill-based learning for students.

Source: <https://singapore.globalindianschool.org/>

BUSINESS CHALLENGE

Global Indian International School's FM team at their SMART campus was handling service requests via telephone, email, personal interaction, etc., and was managing escalations through email. Also, the FM team was managing their asset/equipment maintenance operations, & mailroom activities manually which were highly time-consuming.

Being one of the best schools in Singapore, GIIS wanted to automate all these manual operations in their SMART campus to optimize their FM operations while delivering an exceptional student experience on the campus.

SOLUTION

Global Indian International School leveraged its tech-savvy premises to create a world-class learning environment for its students and felt confident that choosing an effective facility management software will be the perfect complement to their SMART campus. So, GIIS reviewed multiple CAFM/CMMS/EAM products and after evaluations found eFACiLiTY® to be a perfect fit that fulfilled all their facility management requirements.

eFACiLiTY® was implemented for GIIS in 2019 at their SMART campus to streamline the maintenance & helpdesk operations while handling incoming mails/consignments efficiently.

Implementing eFACiLiTY® Helpdesk and Knowledgebase allowed the FM team to have a centralized ticketing system that allows them to manage tickets raised by students for academics-related requests and faculty for hard service requests like plumbing, air-conditioning, building maintenance, fire safety systems, etc. and soft services requests like table and chair set-ups, stationery item requests, up-keeping common & work areas, waste management, cleaning, and other IT-related requests like setting up IT equipment such as projectors, printers, or repair requests like replacing whiteboards, light bulbs, projectors, etc., across the school campus.

With eFACiLiTY®, Global Indian International School (GIIS) effortlessly implemented an ideal helpdesk solution that centrally manages all their service/support requests and helps them to swiftly assign technicians to resolve priority helpdesk tickets quickly.

Implementing eFACiLiTY® Enterprise Asset Management System (EAM/CMMS) allowed the FM team to manage contracts and all assets in their campus through regular inspections & audits, automatic scheduling of maintenance policies, planned preventive maintenance (PPM) work orders, etc. GIIS's FM team no longer relies on calls/emails to manage their maintenance processes and has now moved on to become more efficient through automating their maintenance operations.

Implementing eFACiLiTY® Mailroom Management Software at the campus automated their mailroom operations end-to-end reducing the manual efforts involved, delivering seamless tracking of incoming & outgoing consignments. Mailroom automation helped the FM team save huge personnel costs ensuring a smooth flow of mails in/out of their premises.

With eFACiLiTY® Smart Facility App, faculty was able to make helpdesk requests easily and technicians were allowed to manage work orders, report needs, validate asset details on the move, view asset histories, and resolve support calls on priority.

Integration with OneLogin allowed the faculty, students, and administrators to securely access the eFACiLiTY® application similar to all their other applications via a common OneLogin portal.

CLIENT BENEFITS

With eFACiLiTY®, the FM team was able to address/resolve tickets with quick TAT, streamline helpdesk ticket processing and enhance user experience.

eFACiLiTY® automated their maintenance processes & workflows that significantly increased their productivity and helped them to manage all their assets while ensuring the safety of faculty, students, and visitors through regular maintenance and inspections. eFACiLiTY® also automated the mailroom operations that helped them to organize & track all their consignments in real-time.

Other benefits include:

- Reduced maintenance costs
- Improved turnaround time for all maintenance activities
- Improved communication between faculty and maintenance teams
- Hassle-free consignment tracking
- SSO integration improves the end-user experience and improves security