



Tata AIA Life Insurance, the top life insurance company in India optimized its facility reservation and space planning operations with eFACiLiTY®

CLIENT BACKGROUND

Tata AIA Life Insurance Company Limited (Tata AIA Life Insurance) is a joint venture entity, formed by Tata Sons Pvt. Ltd. and AIA Group Ltd. (AIA). Tata AIA Life Insurance combines Tata's preeminent leadership position in India and AIA's presence as the largest, independent listed Pan-Asian life insurance group in the world spanning 18 markets in the Asia Pacific region. Tata AIA Life Insurance is also one of the leading insurers in the Indian private sector.

Source: <https://www.tataaia.com/>

BUSINESS CHALLENGE

Tata AIA Life Insurance has two facilities - Peninsula Business Park, Lower Parel, a premium workspace that houses numerous major corporations, and iThink Lodha Techno Campus, Thane, one of the smart workspaces in Mumbai, both were solely managed by Tata AIA's admin team locally with no online FM solution in place.

After the COVID-19 pandemic, the team wanted to implement a space planning system to help create an employee-centric digital workplace and manage their workplaces smartly by taking care of their return-to-work aspects with technology-enabled capabilities at both their facilities. What they needed was an efficient space management system, an online platform in a visual format where employees can book workspaces & common spaces themselves without any intervention or assistance from the admin team.

SOLUTION

During their extensive market research and deliberations for space planning systems for their facilities, Tata AIA found eFACiLiTY® to be the perfect choice for their wide scope of diverse space planning and managing requirements.

eFACiLiTY® offered Tata AIA's admin team two of its most innovative software with a smart mobile application to manage their facilities smartly and implement employees' return-to-workplace policy seamlessly. So, eFACiLiTY® was deployed for both their facilities to efficiently manage spaces in Mumbai.

Implementing eFACiLiTY® Space Management System enabled the admin team to track, monitor, and allocate spaces i.e., workstations, cabins, cubicles, hot desks, etc., and allowed them to restrict location/department wise total space allocations to limit the number of people and execute their space planning strategies.

Thanks to eFACiLiTY® employees were able to reserve their workspace easily and with the automation of the hot-desking, employees had a seamless experience reserving their workspace in a shared/common space. This has also increased the visibility of the admin team over the spaces being booked regularly in the facility.

Implementing eFACiLiTY® Facility Booking System allowed employees to reserve all the bookable facilities i.e., meeting rooms, training rooms, dining areas, etc. The admin team was able to allocate location-wise spaces like parking spaces for managers, cabins, etc. based on hierarchy levels like Senior Manager, Manager, etc., in the organization. The admin team was also able to override facility bookings or suggest alternate rooms in case of non-availability, view the occupancy statistics to plan/optimize area-wise meeting rooms, etc.

eFACiLiTY® Smart Facility App, the extension of eFACiLiTY® CAFM/IWMS for mobile devices facilitates enhanced user experience for employees. Moreover, the hot-desking software allowed employees to view space availability, occupancy status, reserve desks/meeting rooms, etc., in the Tata AIA premises while on the go.

The employees also used eFACiLiTY® Smart Facility App at security checkpoints to scan the QR codes to validate their entry/sign-in into the premises which help the admin teams to cross-verify and ensure if allocated spaces are utilized efficiently.

KEY BENEFITS

- Ability to configure all the available spaces & facilities on a unified platform
- Optimized workspace usage with real-time headcount tracking
- Workspace usage and real-time availability data of workspaces and meeting rooms
- Visual occupancy dashboards for space utilization analysis & optimization
- SSO integration improved the end-user experience and security