



Singapore Data Centre developer Princeton Digital Group (PDG)'s first Indian campus at Navi Mumbai streamlines its facility management operations with eFACiLiTY®

BUSINESS REQUIREMENT

Princeton operates a single-site data centre, 'MU1,' which is built across six acres within a larger IT campus in Airoli, Navi Mumbai. To enhance operational efficiency and optimize facility management, Princeton sought to automate maintenance operations for its new facility. This automation included implementing a building management system (BMS) to provide a holistic view of both the building and its assets, enabling alarms and alerts for equipment failures.

The service requests and incidents were managed manually, resulting in time-consuming processes, potential errors, and operational inefficiencies. This drove the need for a streamlined facility management solution that could reduce downtime, extend equipment lifespan, streamline helpdesk operations, and enhance overall asset and system management.

BACKGROUND

Princeton Digital Group (PDG) is a prominent internet infrastructure developer and operator headquartered in Singapore. With a significant presence in China, India, Indonesia, and Japan, they operate a portfolio of 20 data centres in 14 cities across five countries, empowering the growth of hyperscalers and enterprises in Asia's fastest-growing digital economies.

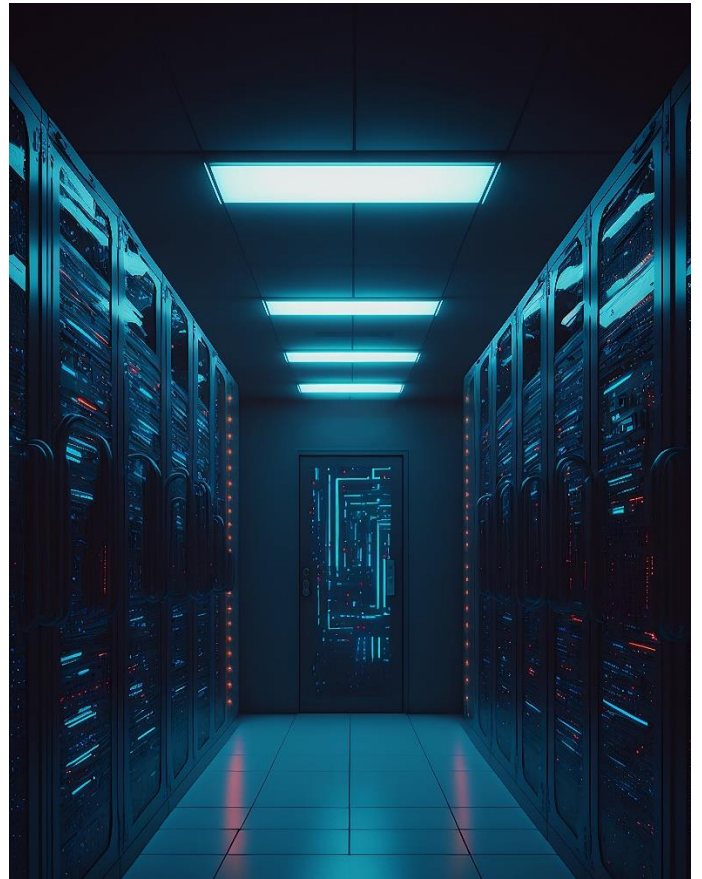
Source:

<http://www.prinetondg.com/>

SOLUTION

Princeton Digital Group (PDG) had a specific requirement, and they collaborated with [Schneider Electric](#), a global energy management and automation specialist, to implement a Building Automation System for their facility. To achieve complete automation and meet all operational requirements, PDG sought facility management software that could seamlessly integrate with the Schneider Electric BMS system, providing an improved solution for daily data centre operations.

Schneider selected eFACiLiTY® for the automation of maintenance operations at Princeton's Navi Mumbai facility based on SIERRA's successful track record of implementing solutions for large organizations worldwide.



eFACiLiTY® integrated with Schneider's [EcoStruxure](#), enabling smart operations and efficient building maintenance. After implementing the [eFACiLiTY® Enterprise Asset Management System](#), Princeton set up a centralized system for tracking and managing assets/equipment, scheduling preventive maintenance for all equipment, and capturing BMS alarms triggered by building/facility systems through OPC DA protocol. They can also generate and manage both preventive and breakdown maintenance work orders, scheduling them based on the calendar or equipment usage frequency.

eFACiLiTY® efficiently manages warranty and Annual Maintenance Contract (AMC) timelines with eFACiLiTY®, ensuring timely service interventions, maximizing the lifespan of equipment, and minimizing downtime, ultimately optimizing operational efficiency.

Implementing the [eFACiLiTY® Helpdesk & Knowledgebase System](#) enabled them to set up a centralized helpdesk system to streamline helpdesk operations & workflows and delegate tasks for team/team members to work on important requests and resolve them within defined SLA. With dashboards and reporting capabilities, facility managers had full visibility of the status of service tickets and were able to track the service team's productivity.

BENEFITS

With the successful implementation of eFACiLiTY[®], they are effectively managing numerous assets in the data centre. They can respond swiftly to maintenance requests, reduce costs & downtime of equipment, etc., and allow technicians to prioritize, track, and complete work orders quickly.

With the implementation of eFACiLiTY[®], PDG has seamlessly automated its helpdesk operations, providing efficient management of support tickets and enabling proactive resolution of priority service issues.

Here are the key benefits of eFACiLiTY[®] implementation:

- Effective asset and maintenance management leads to significant cost savings
- Alarm-based work order generation
- Real-time data logging, alerts, email/notifications
- Streamlined helpdesk operations and task delegation
- Faster responses and improved service quality enhance customer satisfaction

