VIPRAS
FACILITY MANAGEMENT SOLUTIONS

VIPRAS FMS PRESENTATION

VIPRAS
FACILITY MANAGEMENT SOLUTIONS

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Company Overview

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Incorporation

2015

Corporate Office
Chennai

Presence in
Tamilnadu-India

Clientele Base 100 +

Site Locations 120+

Company Overview

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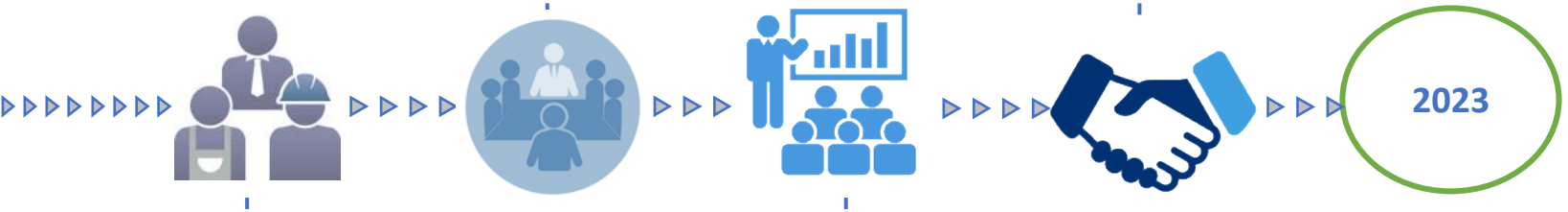
Back Office Employee Strength 50+

ISO Certified



On site Employee Strength 1200+

Training Academies -2

Business Growth Indicator

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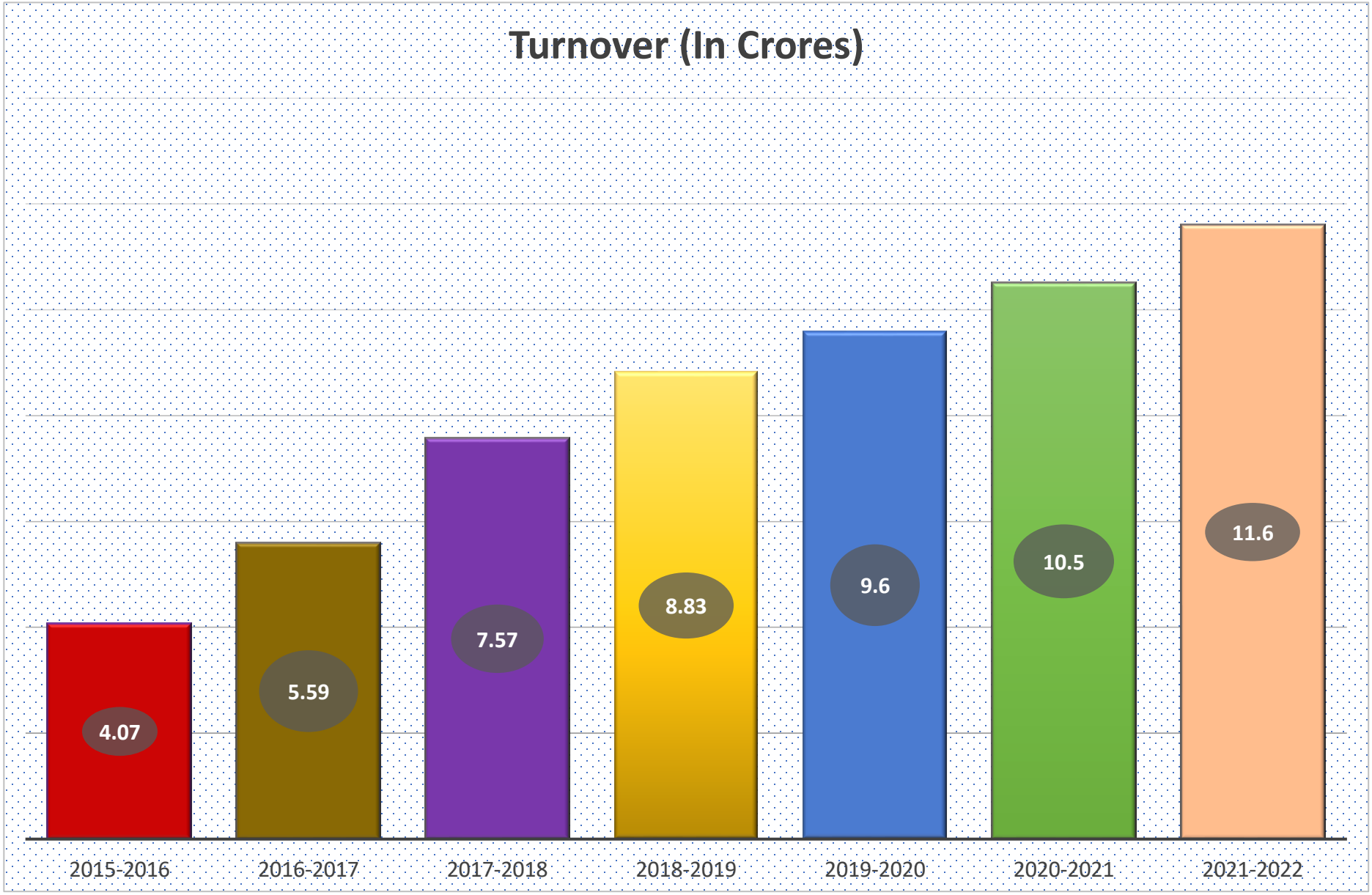
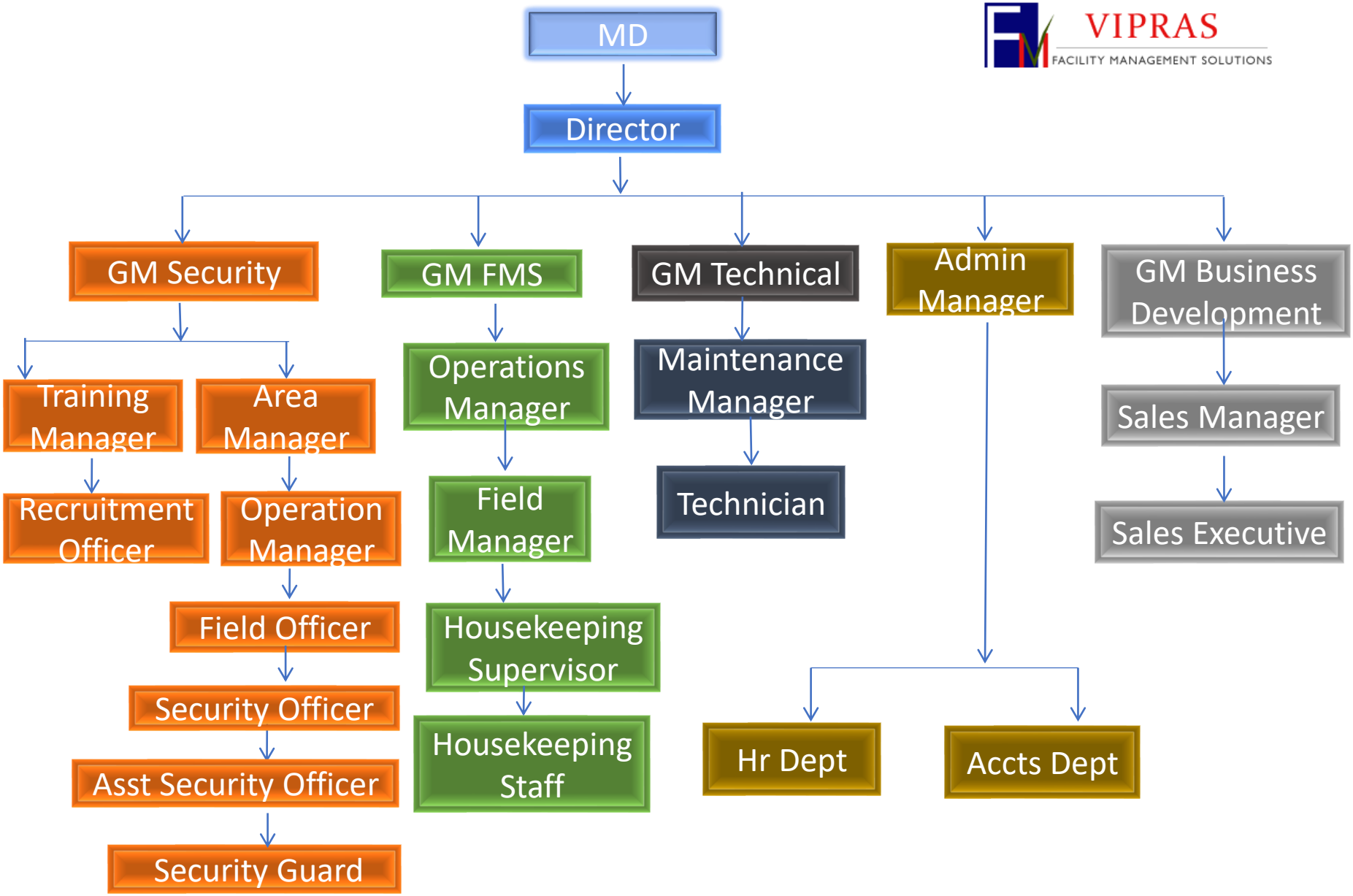


ORGANOGRAM


MD
Director
GM Security
GM FMS
GM Technical
Admin Manager
GM Business Development
Training Manager
Area Manager
Operations Manager
Maintenance Manager
Sales Manager
Recruitment Officer
Operation Manager
Field Manager
Technician
Sales Executive
Field Officer
Housekeeping Supervisor
Security Officer
Housekeeping Staff
Hr Dept
Accts Dept
Asst Security Officer
Security Guard

TEAM COMPOSITION

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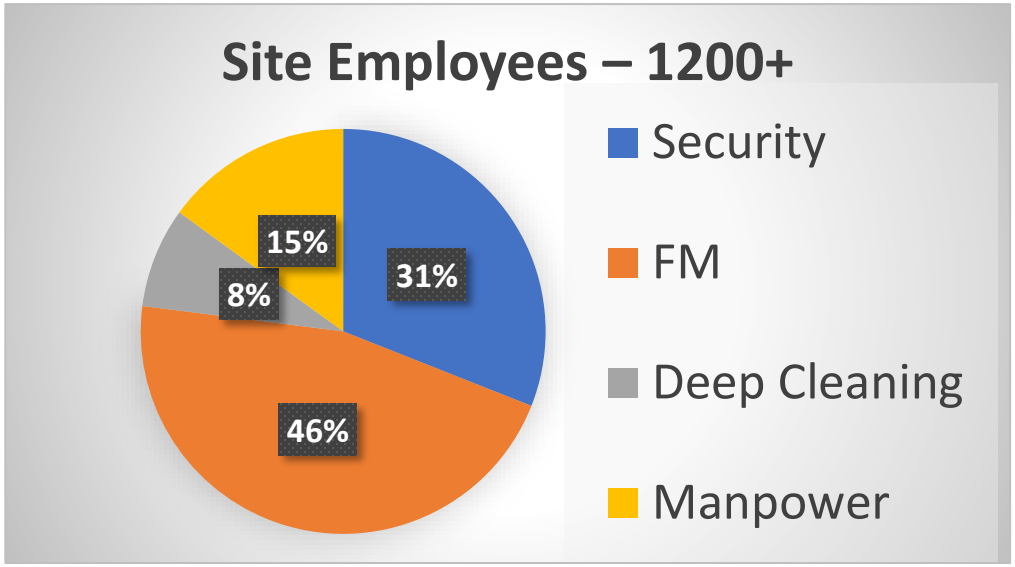

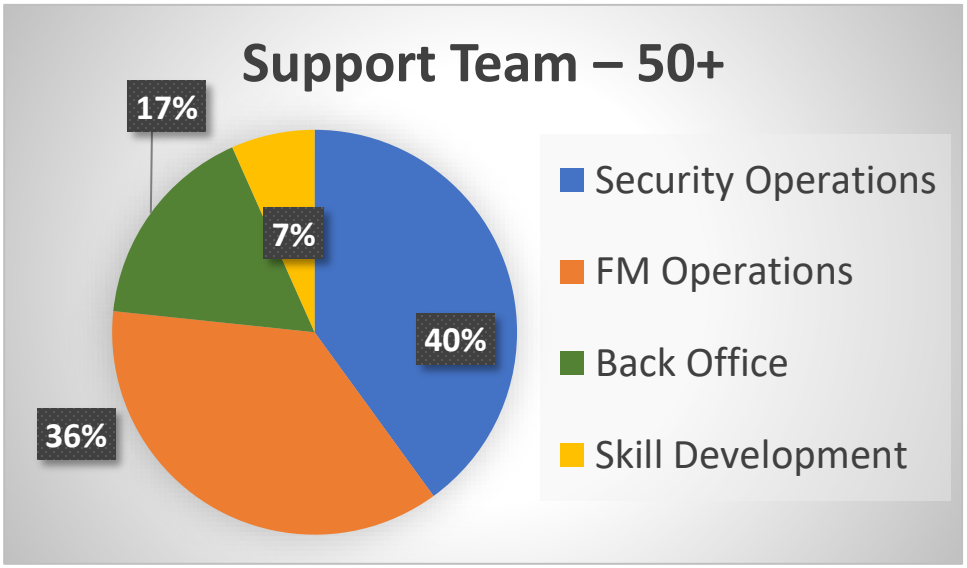

CERTIFICATES

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LMS

CERTIFICATE

This is to Certify that the Management System of

VIPRAS FACILITY MANAGEMENT SOLUTIONS PVT. LTD.

No. 30 B, School Road, Sholinganallur, Chennai - 600119, Tamilnadu, India

has been found to conform to the Quality Management System standard:

ISO 9001:2015

This certificate is valid for the following scope of operations:

Engineering Services, Housekeeping Services, Security Services, Pest Control Services, Gardening, Tree trimming services, Swimming Pool Maintenance, STP/WTP/RO Operation Handing Over & Deep Cleaning Services, Office Support Services, All Kinds of Manpower Supply.

IAF Code: 34, 35 *NACE Code: 74.90, 78.30, 80.10, 81.29, 82.99*

:: Certificate No :: IN119499A

Date of initial registration	Date of this Certificate	Surv. audit on or before / Certificate expiry	Recertification Due
24 April 2021	24 April 2021	23 April 2022	23 April 2024

This Certificate remains valid subject to satisfactory surveillance audits.

QMS

Director

LMS

For verification and updated information concerning the present certificate visit to www.lmsassessments.com

This Certificate is the property of LMS Certifications Private Limited and shall be returned immediately when demanded.

IAF MLA

eiaci Emirates International Accreditation Center

CB-QMS-006

LMS Certifications Private Limited
1, Ananddham, Opp. Kukrail Picnic Spot Gate,
Faridi Nagar, Lucknow - 226015, U.P. (INDIA).
Phone : +91-9554645464
Visit :- www.lmsassessments.com
E-mail :- info@lmsassessments.com

LMS/FM/001/QM/REV06

VISION, MISSION, AIM

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Vision: To become the Pioneer service provider for Integrated Facility Management Services.

Mission: To provide assistance to people, authorities and companies in order to meet their demands for Integrated Facility Services on a 24/7 basis.

Aim: To establish the highest benchmark standards in the Facility Management Industry and to become the leading service provider, Pan India.

CORE VALUES

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Integrity is integral to our operations and by employing the best people in the industry, we use our expertise to develop the finest solutions to clients requirements.

SEGMENTS WE SERVE

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- Corporate
- IT & ITES
- Manufacturing
- Infrastructure
- Retail & Commercials
- Health Care
- Educational
- Banks & Govt Institutions
- Hospitality
- Residential
- Media
- Pharma

SPECTRUM OF SERVICES

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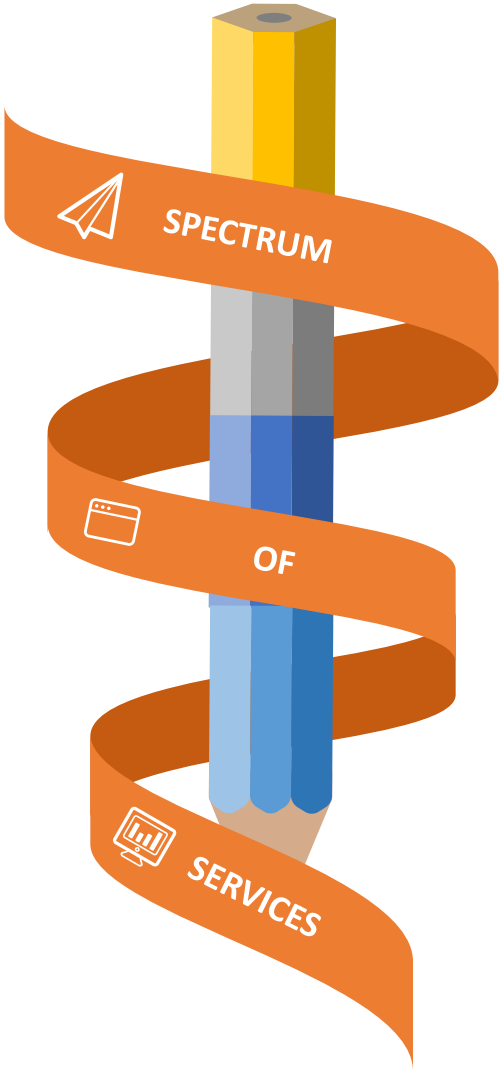

- ❑ Security
- ❑ House Keeping
- ❑ Engineering & Maintenance
- ❑ Office Support
- ❑ Front Office Management
- ❑ Pantry & Cafeteria Management
- ❑ Payroll Management
- ❑ Industrial Cleaning
- ❑ Pest Control
- ❑ Façade Cleaning
- ❑ Landscaping & Gardening
- ❑ Parking Management
- ❑ Post & Pre Handover Cleaning
- ❑ Waste Management
- ❑ Deep cleaning
- ❑ Cobweb Management

CONTROL MECHANISM

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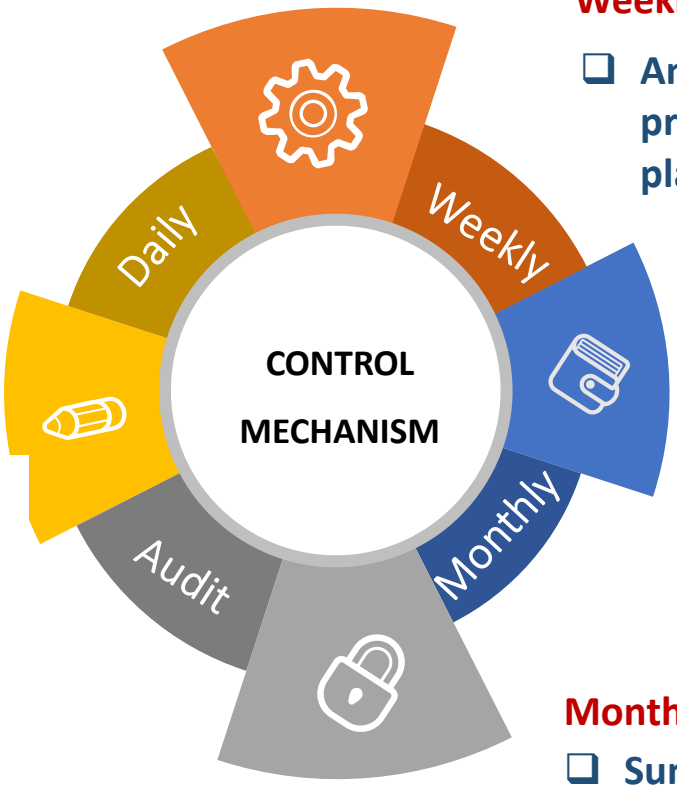
Daily Report

- Gives a snapshot of previous day's activity and action plan for the day.

Weekly Report

- Analyze services provided in previous week and action plan for the week to follow.



Audit

- Performance & Process
- Operations
- Compliance
- Quality Assurance
- Employee Health & Safety
- Training Need Analysis
- Security

Monthly Report

- Summarize and analyze services.
- Compare with SLA and SOW.
- Rating of KPI
- Set action plan for next month.

QUALITY REVIEW PROCESS

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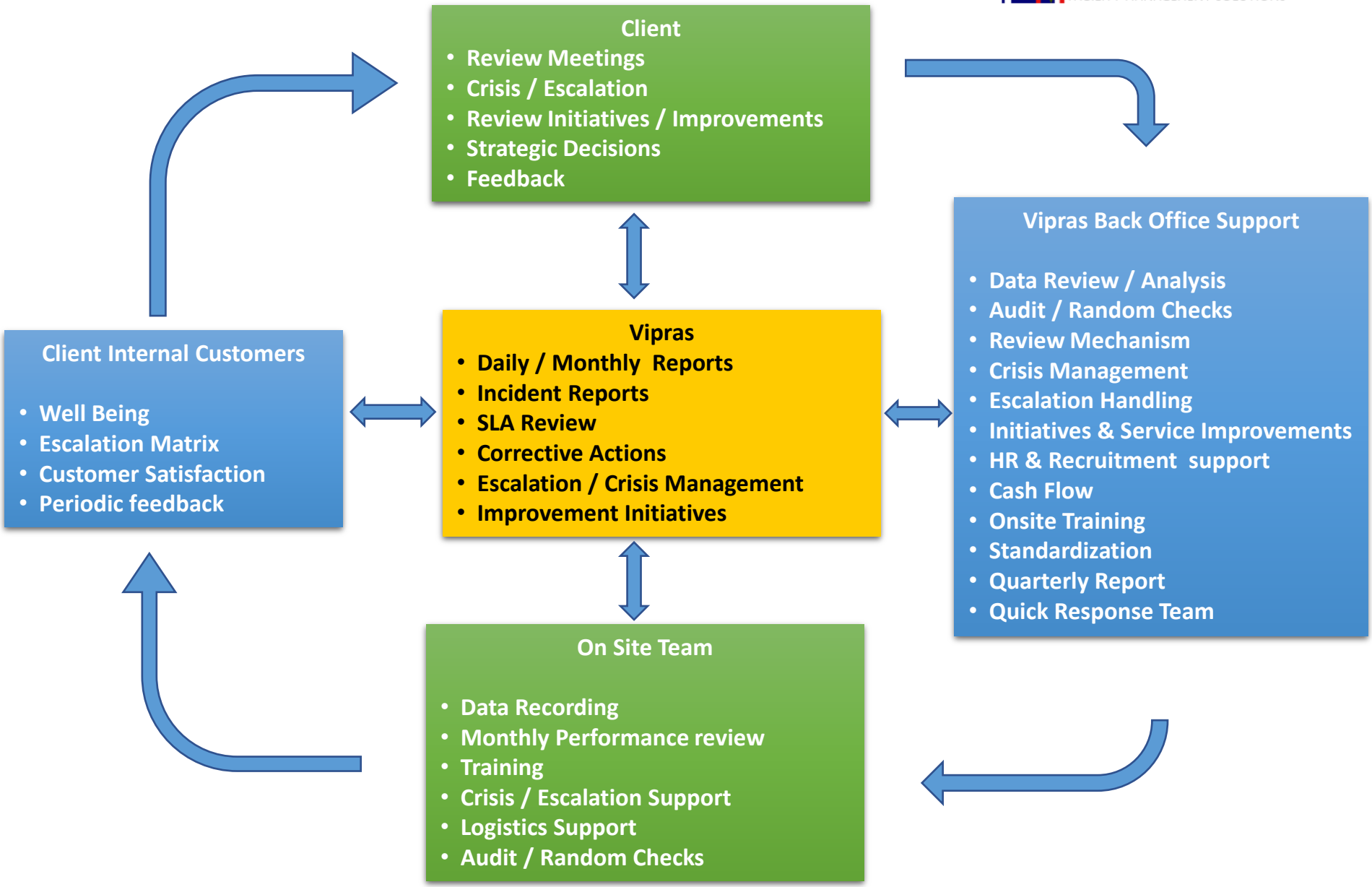

QUALITY MANAGEMENT SYSTEM

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F.M OPERATING MODEL

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"OPERATIONAL MANUAL"

- ❑ Scope of services
- ❑ Organization Structure
- ❑ Standard Operating Procedures
- ❑ Vendor details
- ❑ AMC schedule
- ❑ Escalation matrix
- ❑ Emergency procedures

"MANAGEMENT INFORMATION SYSTEM"

- ❑ Monthly performance
- ❑ Single reference window for services
- ❑ Highlights of events and achievements.
- ❑ Utilities Operational Status
- ❑ Cost Analysis / budgets

"FEEDBACK MECHANISM"

- ❑ Help Desk Operation for IFM Services to measure the performance and feedback from the end users.
- ❑ Monthly Customer Feedback
  - ❖ To measure performance of key personnel.
  - ❖ Identify and analyze systematic problems and Trends

COST SAVING MEASURES

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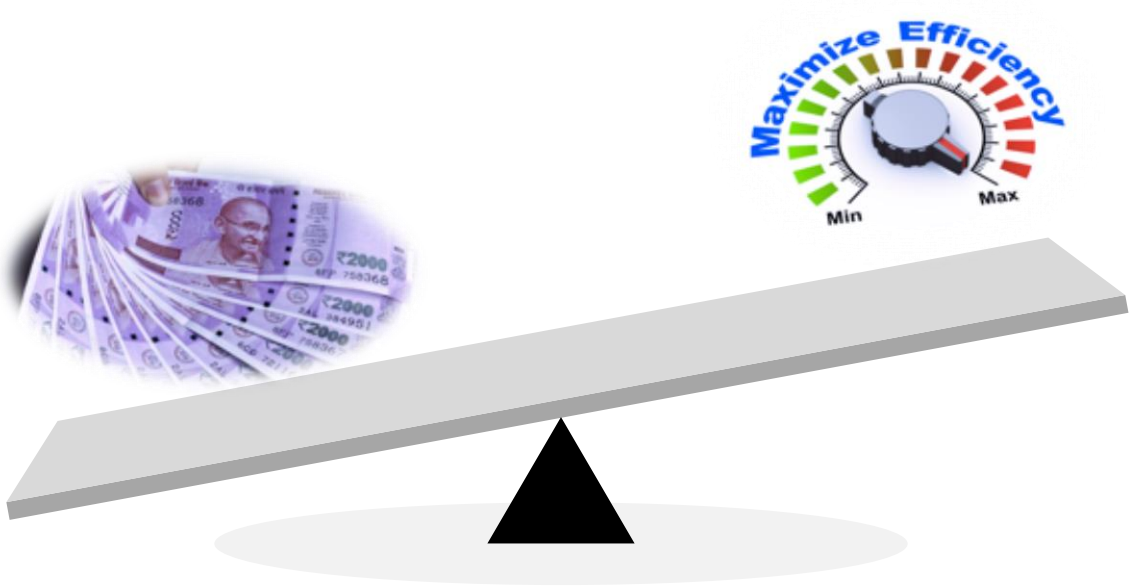
- Optimizing Usage & Consumption
- Re-engineering – Deployment of Resources
- Optimizing procurement efficiency
- Identifying snag & corrective action
- Optimizing of Power & Energy consumption
- Optimization of fire control systems
- Optimization of Security, House Keeping & Tech manpower.
- Optimize mechanized cleaning system.
- Implementation of E - Checklist for all the services.
- Continuous Training for improvements.



HEALTH & SAFETY STANDARDS

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Maintaining a Safe and Healthy Environment.

Description of HSE Policy

- No smoking
- Clinical equipment
- Ambulance facility
- Disposal of garbage
- Incident and injury reporting
- Protective devices for workers
- Occupational injury management

- Access to restricted area
- Our goal is to promote safety standards to ensure compliance with regular statutory requirements.
- Health, Safety & Environment (HSE) to ensure higher standards of environment control.

STRATEGY OF MOBILIZATION

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MOBILISATION
Pre Contract
(0 – 15 Days)

- ✓ Define SOW
- ✓ Finalize SLA/KPI/Scorecard
- ✓ Signing of Contract
- ✓ Equipment list
- ✓ Set transition plan
- ✓ Prepare contingency plan & Job Description
- ✓ Site specific SOP
- ✓ Key personnel contact list

SITE DEPLOYMENT
Post Contract
(0 – 30 Days)

- ✓ Manpower Deployment
- ✓ Staff induction / orientation
- ✓ EHS training program
- ✓ Site familiarization & related equipment
- ✓ Review checklist & procedures
- ✓ Issue post site instructions
- ✓ Process consolidation & standardization
- ✓ Helpdesk Management

STABILIZATION
(30 – 60 Days)

- ✓ Ensure compliance to agreed SLA / KPI
- ✓ Continuous training plan
- ✓ Continuous improvement plan
- ✓ Regular Performance Audit
- ✓ Generate Weekly & Monthly Reports
- ✓ Customer satisfaction & Feedback review
- ✓ Rewards & Recognitions
- ✓ Staff appraisal

TRAINING PROCESS

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Training Need Analysis

↓

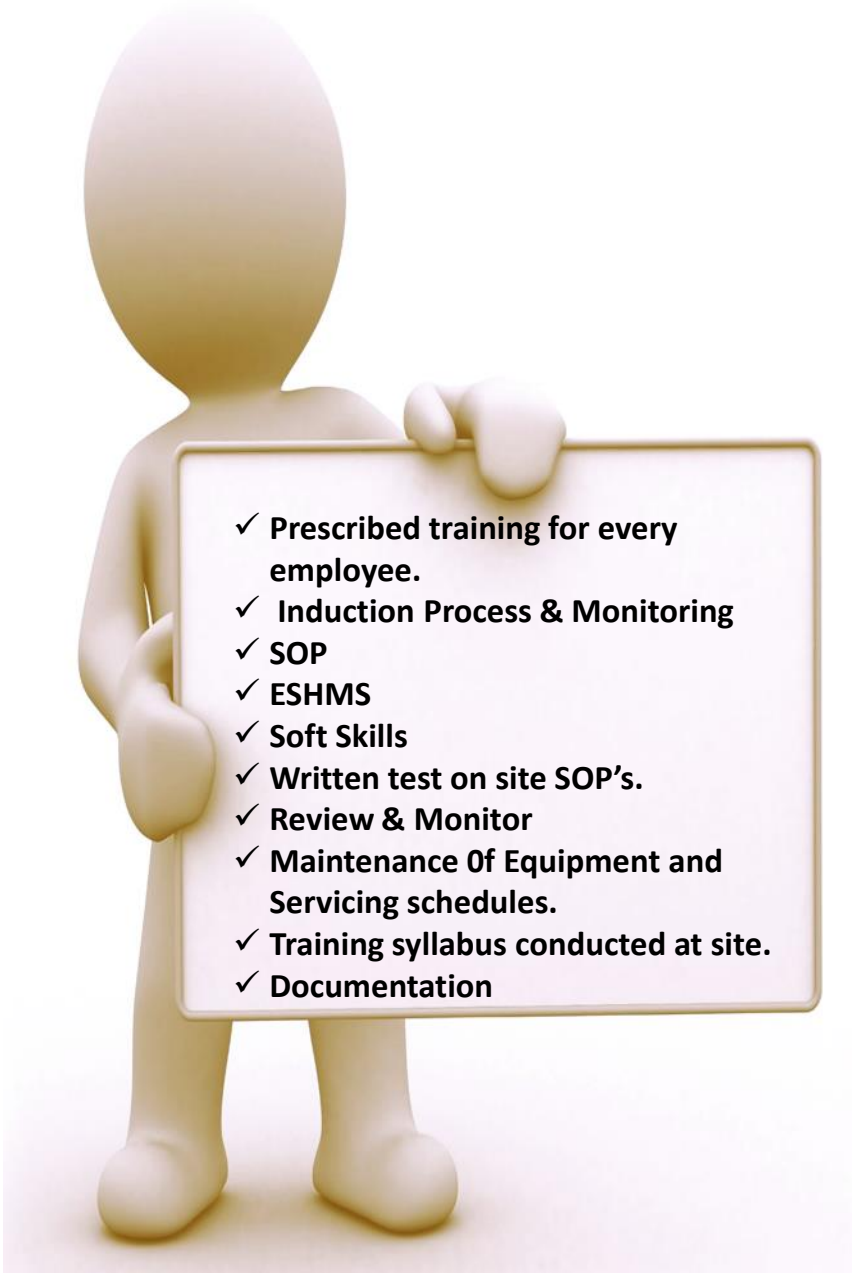
Employee Training & Retention

↓

Post Training Evaluation

↓

Feedback Analysis



TRANSITION STRATEGY

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PHASE 1

- Current Practices
- Identify Gaps
- Systems & Procedures

- **Client Expectations & Site intricacies**
- **Evolving Operational Methodologies**
- **Prepare SOP**
- **Design SLA & KPI**
- **Design MIS Reports**
- **Antecedent Checks & Police Verification.**
- **Procurement procedures**
- **Basic & Refresher Training**

PHASE 2

- Analyze
- Testing & Review
- Implementation Plan

- **Bridging of gaps**
- **Establishing Systems & Procedures**
- **Understand JD, JR & KRA**
- **Impart customized EHS Training**
- **Customize Helpdesk Software**
- **Create synergies with other depts.**
- **Design Business Continuity Plan for FM operations**

PHASE 3

- Execution of Plans
- Benchmark Quality
- Continuous Review & Improvement

- **Seamless Take over.**
- **Review & Fine tune Operations**
- **Customer Feedback Survey**
- **Training to improve standards**

TRANSITION MODEL

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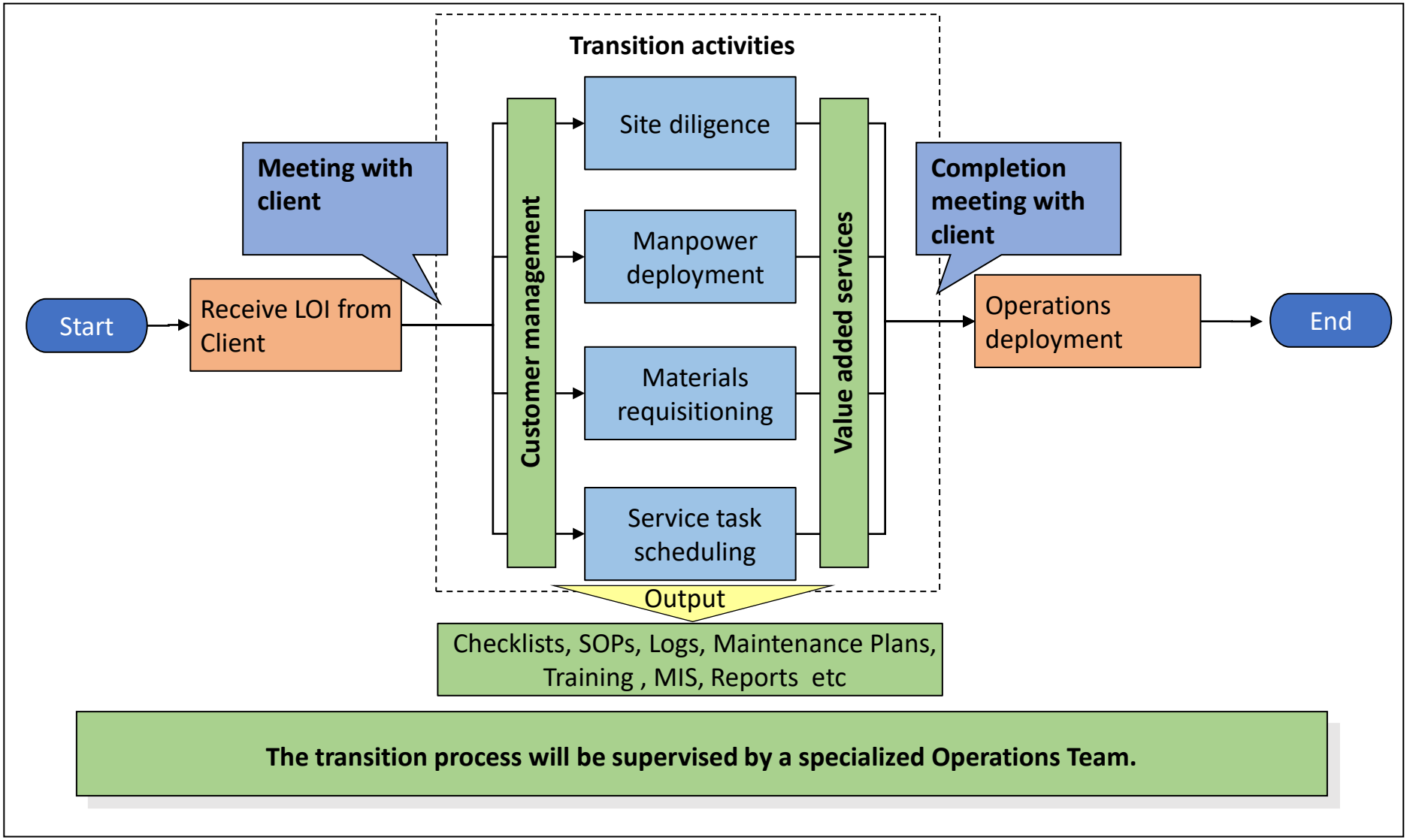

OPERATIONS EFFECTIVENESS

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Visitor Management System

Wireless Radio Sets

HHMD & DFMD

Quarterly Review Mechanism & Risk Assessment

Key Management Personnel

Antecedent Checks & Background Verifications

Feedback Mechanism

Help Desk Software

BACKEND ACTIVITIES

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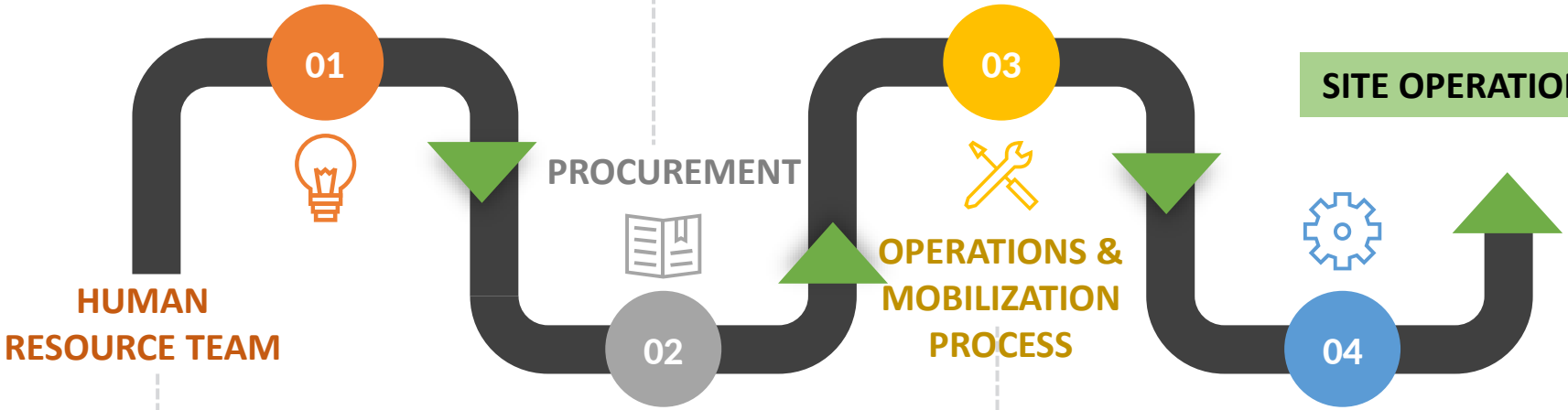
- AMCs
- Uniform, shoes, PPEs etc.
- Inventory Management
- Maintain Equipment serviceability



- Resource Skill Set
- Induction Process
- Issue of Appt. letters / ID cards.
- Selection & Mobilization of staff

- Feedback to client.
- Site visit & orientation.
- Review Weekly Progress
- Deployment Briefing Plan
- Detailing scope of work/services

- Define SOP.
- Reviewing SLA
- Define JDs & JRs.
- Coordinate with HR & Procurement. Mapping services requirement.

STATUTORY COMPLIANCE RECORDS

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- ✓ Muster Roll
- ✓ Wages Register
- ✓ Registers – Advance, Fine, Deduction & Over Time
- ✓ Register of workmen
- ✓ Bonus Register C & D Return
- ✓ Appointment Letter.
- ✓ Employment Card (Form XIV)
- ✓ Wages slips form XIX
- ✓ PF & ESI details of the employees.
- ✓ Copy of ESI cards. (Form 4)
- ✓ Accident Register under ESI Act form 15
- ✓ Monthly challan of PF & ESI.
- ✓ Labor Welfare Fund deposit receipts.
- ✓ P.T. Challans.
- ✓ Form XXIV Integrated Annual Returns
- ✓ ESI Registration Certificate.
- ✓ PF Registration Certificate.
- ✓ Contract Labor License

E-SECURITY SYSTEM

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Biometric Access System

Building Management System

Fire Alarm System

CCTV Surveillance System

Access Control System

Guard Tour Systems & Monitoring Systems

ESCALATION MATRIX

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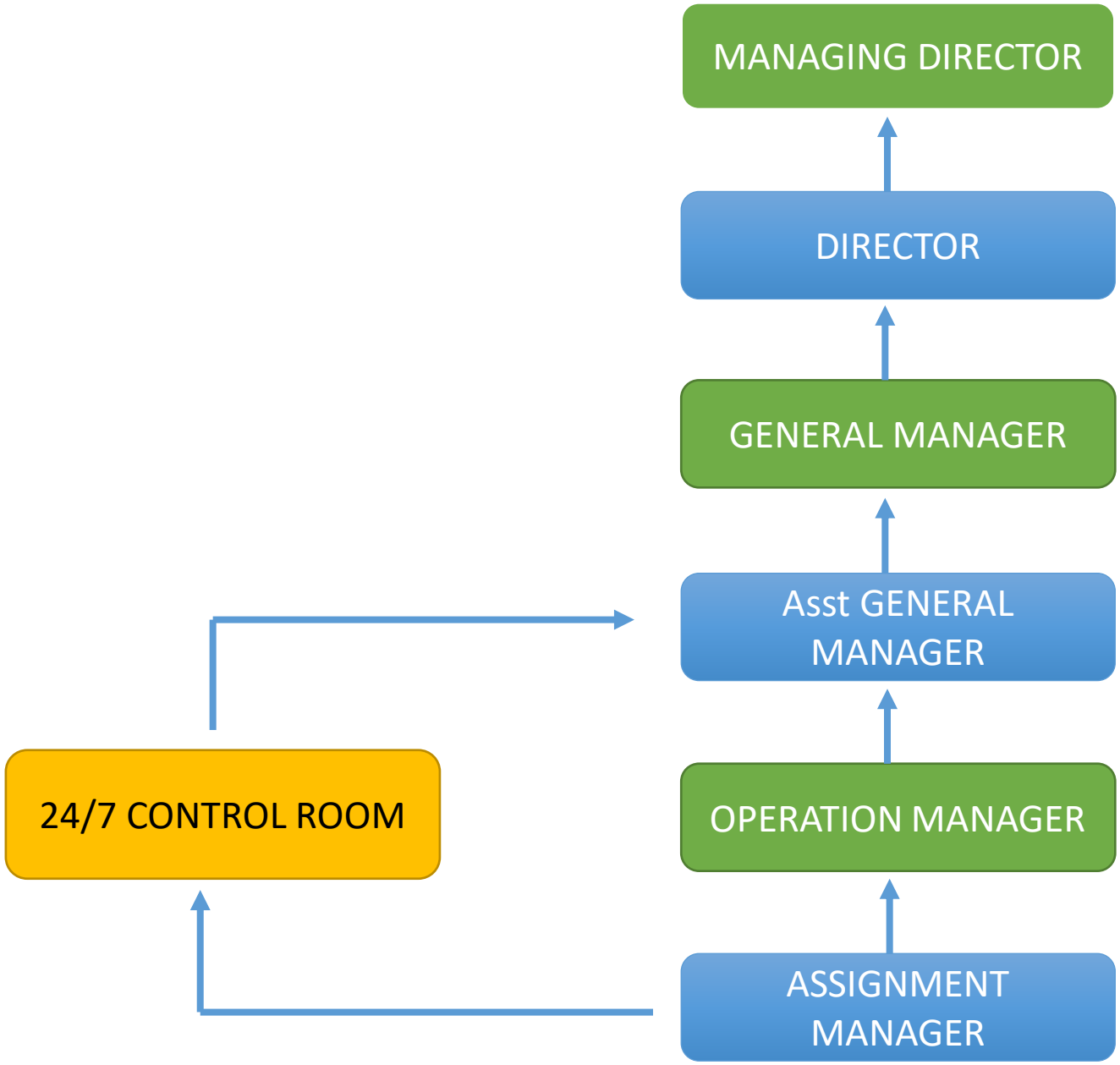

USP

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100%
COMPLIANCES

SELF-PERFORMED
MODEL

24 x 7 CONTROL ROOM

TRAINING ACADEMY
WITH COMPUTER LABS

QUICK RESPONSE TEAM

E -CHECK LIST

ISO CERTIFIED

SKILL DEVELOPMENT

TIE-UP WITH ARMY
PLACEMENT NODE

VALUE ADDED SERVICES

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- MMR REPORT
- ASSIGNMENT MANAGER
- FIRE MOCK DRILL
- NIGHT PATROLLING
- 5S TRAINING
- COMMUNICATION SYSTEM
- VIGILANCE SUPPORT
- LIASONING SUPPORT
- PERIODICAL AUDIT
- R & R PROGRAMS
- PPM

OUR ESTEMEED CLIENTS

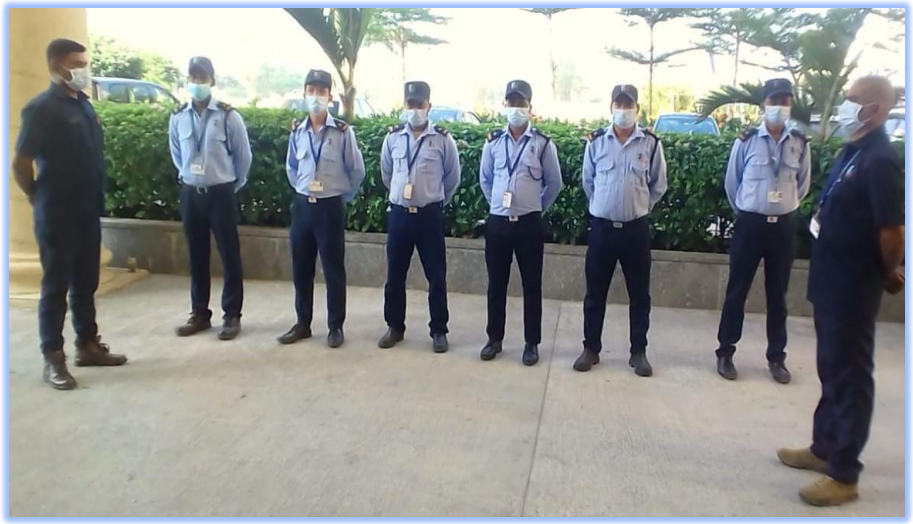
Our Esteemed Clients

Sea Wood- Egattur	Green Zone- Perumbakkam
Sinovia- Egattur	Casa Blanca
Edina- Egattur	Temple Green- Arun Exclo- Oragadam
Pine Wood- Egattur	Amalfi- Egattur
Marg Pushpadrama- Kalavakkam	Prince Highland- Porur
Birch Wood – Egattur	Appaswamy Cirus- Virgambakkam
Bridge Wood – Egattur	Templetrees- Kovilambakkam
Brent Wood – Egattur	Bayview Apartment-Navallur
Hiranandani Apex- Egattur	Kirpa- Alwarpet
Hiranandani Tiana - Egattur	Springs Apartment- Thiruvamiyur
Adroid Artistica- OMR	Sri Srsti- Kovilambakkam
PBEL City- Kelambakkam	Nova- Mahindra City
Arum Villas Pacifica- Paddur	Luz Amor- Appaswamy- Mylapore
Alliance Humming Garden-Kelambakkam	Abode Valley- Pothari
Emami Tajomaya- Navallur	Mayance- Mayajal- ECR
Trellis North Appaswamy- Vadapalani	Green Wood City
Urban Temple Trees- Kilkattalai.	Arun Excello Sanjini apartment
Orchid Alliance Springs – Korathur	Shivani Apartment- Thiruvamiyur
Casa Miro- Mannivakkam	Osian Chlorophyll- Porur
Newry Park Towers- Anna Nagar	Grand Home Land
Appaswamy Capella- Vadapalni	Cosmo City - Pudupakkam

Other Commercial Establishment….

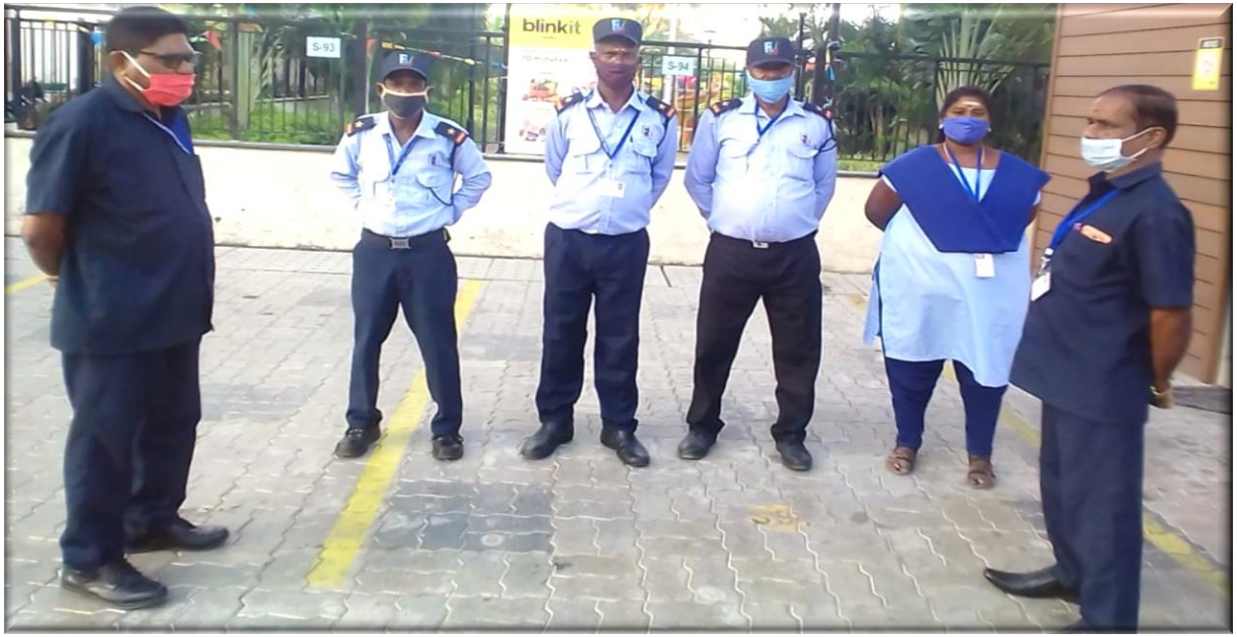
Mayajaal Mall	Arihant North Town
HRPL	Oppo Mobiles
TVH	Grand bay hotel
Chennai Radha Engineering	Marriott Hotel
Apollo	Fairfield Hotel
Fenesta	Sai University
Orchid Alliance	Avinash Industries
Sivasakthi automobiles	Fortune Windows
Teyro Labs- Accord Life Style	Simplex Infrastructure
Sameta Industries	Sumit Restaurant
Saddles India Pvt Ltd	Sky Walk
Easwari Electricals	Goodrich Gasket
Global Software	Centaur billings

We Secure the Place



We reflect in the Night

Women Security on Duty

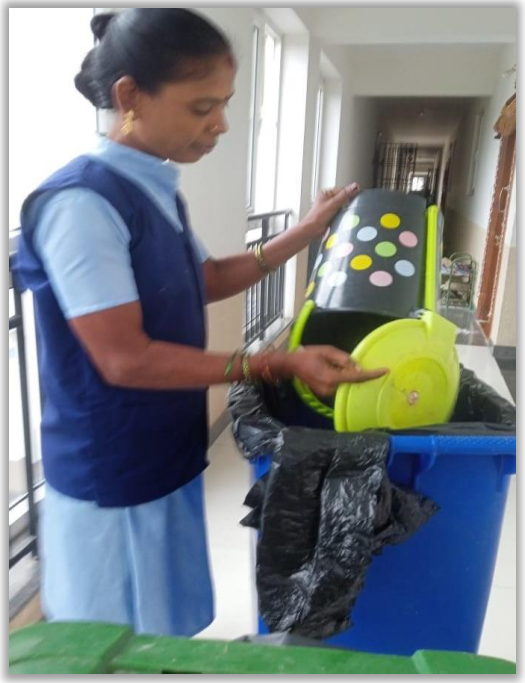


Safety is top priority

Events and Celebration

We Keep Your Place Clean

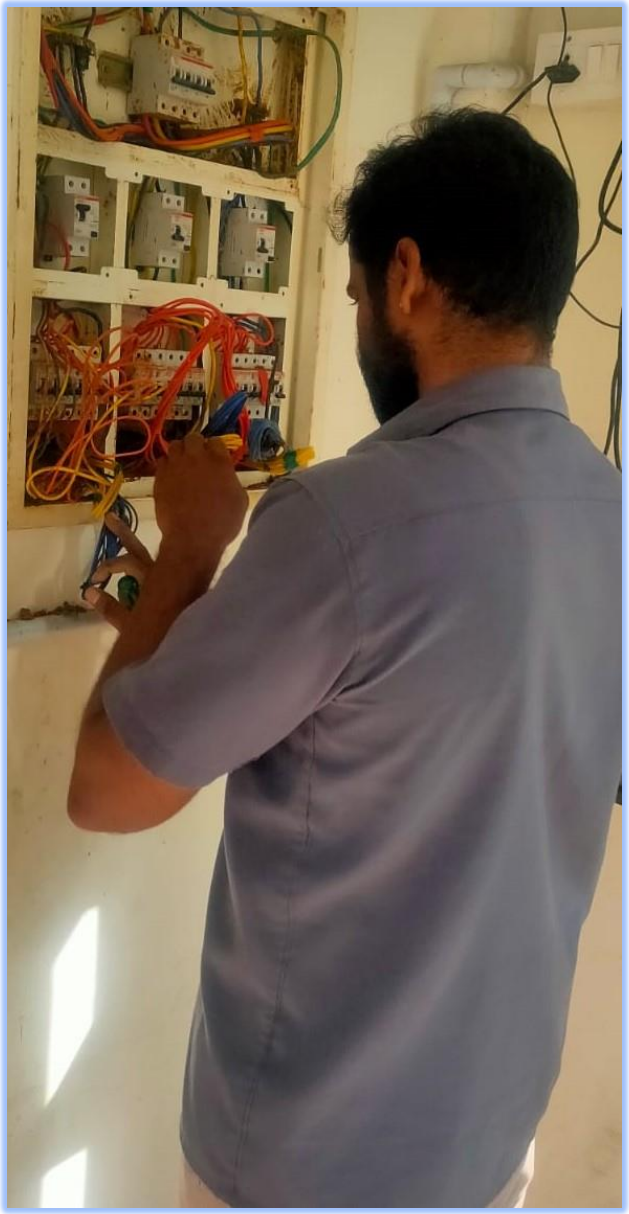
We Segregate & Dispose Garbage



Mechanised Cleaning

Keeping the Pest Away

Ensuring Uninterrupted Power



On Ground Training

Yes We Appreciate, Reward & Recognise our Staff

For details Contact

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- Mobile- 9444951760
- Website- viprasfacility.com
- Office- Vipras facility Management solutions Pvt Ltd
  No 281/2 KTK Town, KK Salai
  Sholinganallur,
  Chennai- 600 0119

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Appreciating Properties

Thank You