



Facilities Management Services | India



Getting to know us



Colliers International is a leader in global real estate services defined by its spirit of enterprise. It is our endeavour to accelerate the success of our partners through a culture of service excellence and client engagement, nurtured in time.

At Colliers International, we understand that corporate clients demand maximised facility asset and services utilisation, cost savings and measurable employee satisfaction. Our facilities management experts deliver value to the client's business by maximising opportunities of their facilities portfolio and achieving their corporate goals. This is attained through operational efficiencies, cost optimisation and risk mitigation, thereby creating memorable experiences for our clients.



Our professionals provide expert solutions for facilities management catering to occupiers and property management services to developers, looking into residential as well as commercial projects. The squad utilises best in class systems and platforms to deliver market leading services that are efficient, cost effective, and focused on risk mitigation and performance optimisation.

Colliers facilities management arm also offers consultancy services, under which key resources are deployed at the site by Colliers and the clients get to collaborate directly with vendors. As part of its agency role, Colliers oversees the entire project delivery through a successful completion and empowers the team with best practices along the way.

“Our facilities management exerts aim to exceed our clients’ expectations for service and results—creating a truly memorable experience.”

Our service
platform



Best in class
systems and
platforms to
deliver market
leading services



Service we offer



Critical services

- Carpentry/ plumbing
- Elevators
- Fire-fighting systems
- HVAC / IBMS / CRAC
- STP / WTP
- Transformers
- UPS



Essential services

- Cleaning & housekeeping
- Facade cleaning
- Landscaping
- Pantry
- Pest control
- Security
- Waste management



Support services

- Cafeteria management
- Conceirge services
- Event coordination
- Front office support
- Guest house management
- Helpdesk services
- Mail room management
- Transport management



Performance management

- Balance scorecard
- My Plan
- Net promoter score (NPS)
- SLA / KPI



Audits

- 5S
- EHS audit
- Energy audit
- Thermography
- Quality management system



Procurement management

- AMC management
- Rate contracts
- Supply chain management



Financial management

- Account receivables
- Budget planning
- Pass-through invoicing



Human resources

- Rewards & recognition
- Secondment
- Training & development



Operations

- Business continuity
- Employee health & safety
- Energy management
- Incident & crisis management
- Maintenance
- Preventive & predictive
- Reporting & benchmarking
- Sustainability

Adding value at every step

“Great experience with Colliers. Thanks to a dedicated, knowledgeable & professional team.”

~ Leading Global Software Company



Our clients benefit from our focus on:

- Performance optimisation and risk minimisation
- User / tenant satisfaction
- Enhancing the efficiency of the overall asset or portfolio plan
- Anticipating opportunities and risks within the asset or portfolio
- Cohesion between lease, operational and financial management

Our property portfolio

At Colliers, each property is treated as unique. Proactive strategic planning and effective management of our clients' properties is considered critical in enhancing their immediate and long term returns. With our help in facilities management, clients have been able to refocus their resources on core business while running on-ground operations smoothly.

Our clients will feel confident that Colliers International will consistently demonstrate a high degree of accuracy, efficiency and transparency across a multitude of property types including:



Commercial



Malls



Residential



Commercial:

No stone is left unturned to optimise ongoing maintenance costs of our clients' commercial assets while ensuring the occupants enjoy and make the most of the amenities provided to them. Our plethora of commercial property facilities management covers:

- Common Area Maintenance (CAM)
- Occupancy guidelines
- Utilities management
- Finance administration

Malls:

Consumers today are spoilt for choice. Having burgeoning options for the 'ideal' recreation experience, retailers and customers therefore are attracted to only malls that give a great experience in terms of better ambience, trained staff and quality locations. Professional mall management will hence be a critical factor in driving the success of any mall. Having good insights to the challenges faced in the mall operations, Colliers has developed a well-documented and coordinated program integrating the various service aspects with different stake holders. Mall management services by Colliers covers:

- Common Area Maintenance (CAM)
- Parking management
- Utilities management
- Finance administration



Residential

To ensure all residents experience a safe and supreme living, Colliers' facilities management team works meticulously, planning and executing a customised work flow schedule. The schedules are uniquely crafted to suit each residential project and entail the amenities provided within. The areas covered under Colliers residential facilities management wing are:

- Common Area Maintenance (CAM)
- Owners hand book
- Club house management
- Swimming pool maintenance



Three successive phases

The Colliers' facilities management approach encompasses the basic principles of sound facilities operation and maintenance, life cycle management and efficient service delivery. We work with our clients to gain a detailed understanding of their requirements to ensure that the programmes we develop fulfil their long and short-term objectives. Every client's assignment is serviced by a specially-assembled team with a single point of accountability. We partner our regional and local resources to achieve our clients' business objectives, while ensuring that every task we undertake is completed adhering to the quality standards that have brought Colliers this far.

Our strategy incorporates a carefully crafted programme of financial planning, on-going operations and maintenance management, together with an overall approach addressing our clients' business objectives – including workplace strategy implementation, workplace productivity, sustainability and operational efficiency, among others.

An engineered approach to manicure your surroundings



Programming

- Consultancy
- Design & optimisation
- Resource planning
- Workflow efficiency



Transition

- Facility takeover
- Governance
- Knowledge transfer
- Technology interface



Full management

- Assets management
- Financial management
- Occupant management
- Property & facilities management

With you wherever you are



Rajesh Shetty
Senior National Director

23 years of experience, with 3 years dedicated to the International market have brought several prestigious projects and a vast knowledge bank into Rajesh's portfolio. He has extensive experience managing services of bio-medical, engineering facilities, non-technical services; transportation management, catering and F&B.



PK Kuttappa
Senior Director

He brings to the table 36+ years of elaborate experience, with 11+ years of facilities management and 16+ years of International operations. His forte lies in building strong client relations and augmenting business portfolio along with the regular facilities management services.



GS Tyagi
Senior Director

He brings to the table 14 years of experience with facilities management, property management and mall management. GS has hands-on experience with businesses of all capacities and has been adding value to all project stages, right from the start.



Jaswant Singh
Director

After a 19 year stint with the Indian Navy in the engineering branch, he has spent 14+ years in corporate/facilities management. Jaswant's list of clients is elaborate and accommodates a good mix of businesses of large and medium capacities.



Pavez Kazi
Director

With more than 16 years of experience, Parvez specializes in strategic facilities management and property services outsourcing covering corporate, retail, utilities, pharma, healthcare, data center, FMCG, and hotel projects.



Padmakumar P
Director

Padmakumar brings over 29 years of experience in implementing growth-oriented facilities management strategies. He joins Colliers International from Cushman and Wakefield, where he held the position of Associate Director and was responsible for implementing business development strategies, business planning, industry mapping, market research, and operational strategies.



Samir Ranjan Dey
Senior Associate Director

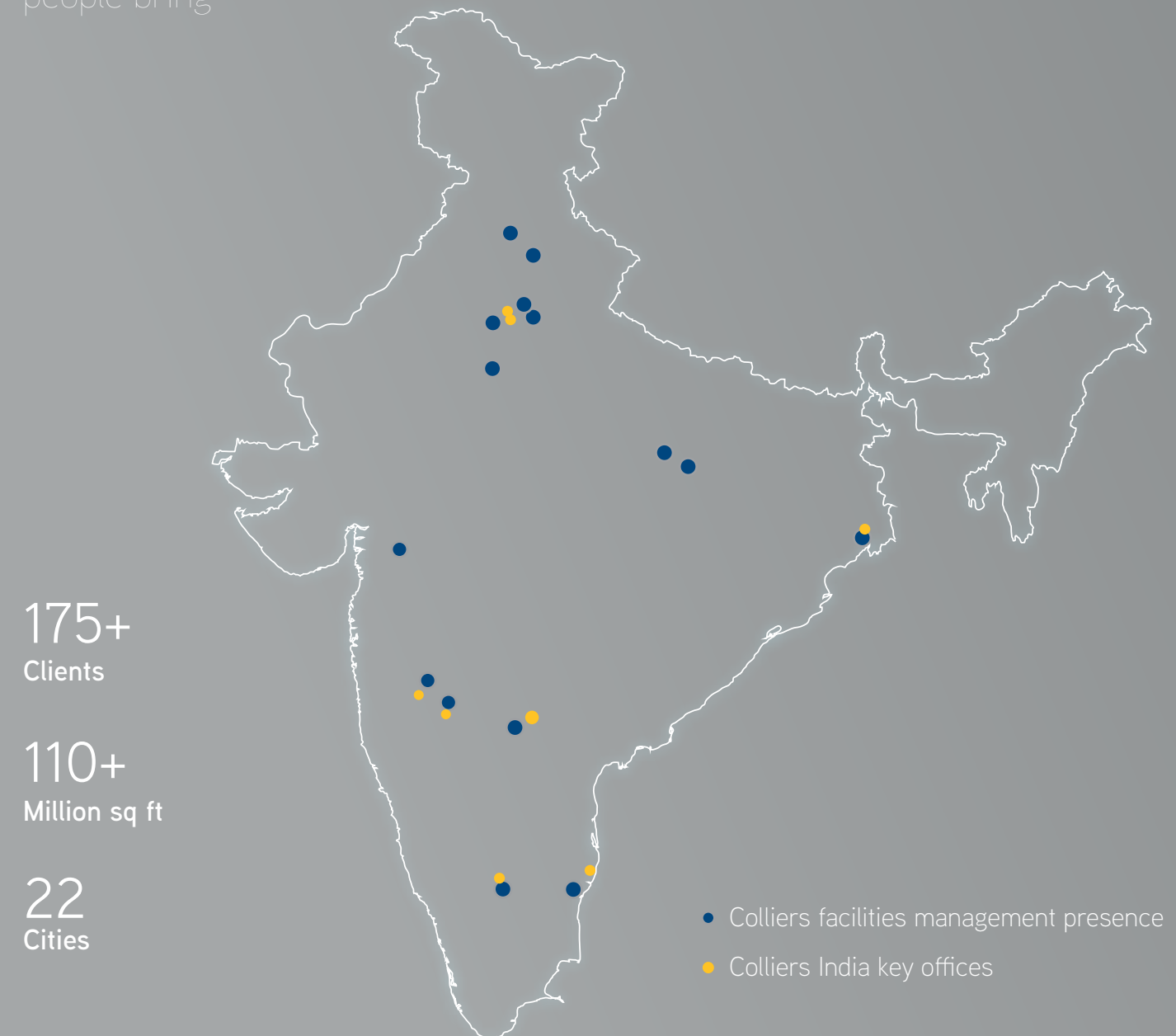
Samir is a seasoned senior FM professional, with over 34 years of diverse and dedicated experience in Electrical Engineering and FM, and an acquired skill set of business development. He has excellent hands on experience in client management and assist them through implementation of best practices for decades.



Rajesh Yadav
Senior Manager

Rajesh comes with 20+ years of experience in the field of engineering. He is proficient in developing and streamlining systems with an ability to enhance operational effectiveness and meet operational goals within cost, time and quality parameters.

“Passion, expertise and
commitment is what our
people bring”



Our proven track record

Colliers International represents dynamic and distinguished companies, from Fortune 500 brands with worldwide offices, to local, family-owned businesses.



Facilities management

- Aircel
- BHP Billiton
- Cerner
- Grey Orange
- NASDAQ
- PWC
- Redhat
- TCS
- Texas Instruments
- XL Catlin

Property management

Commercial:

- Baani
- Global Realty
- Pinnacle
- PS Srijan Tech Park
- Logix Group

Residential:

- DLF The Belaire
- Exotica Fresco
- Freedom Park Life
- Godrej Platinum
- Urbana

Mall:

- 22 Camac Street
- Bella Vista
- Express Avenue
- Sahara Mall
- The Pheonix Market City



By understanding our clients' needs and embracing best practices and innovative solutions, we ensure our clients' property portfolio is best managed while optimising costs and mitigating risk. We exceed our clients' expectations and create memorable experiences because:



How we
add value

We invest in the right people

We seek people with in-depth market knowledge who are further supported by dedicated database experts employing modern techniques and technology to maintain unmatched building and tenancy intelligence. Our teams are always eager to scale-up their expertise with Colliers University which provides self-paced classes on the internet, over teleconference and in person.

We manage risk and time effectively and help minimise cost

We reduce risk by adopting best practices, formulating a clear strategy and providing a structured process that helps manage our clients' properties in the best possible manner. Our clients can concentrate on their core business with the confidence that the best outcome will be achieved.

We deliver service excellence

We create positive, memorable experiences by exceeding expectations both in business outcomes and in personal interactions. Our Service Excellence Measurement System - a Net Promoter Score (NPS) based customer feedback system keeps the benchmarks and delivery standards high.

We share a vast knowledge pool

We are supported by our global platform and a specialist team of over 16,300 professionals spread across 67 countries. We share amongst us, our knowledge, expertise, best practices and market trends using modern tools developed in-house. We arrive at the committed best solutions through our integrated offering of expertise from all of our service lines and robust processes that control all elements impacting the project.

We innovate

Innovation is who we are! Everyday of our lives we force ourselves to start thinking where our clients' may have stopped and crack innovative solutions that can bring about a sea change in our clients' savings charts by introducing small changes.

413 offices in 69 countries on 6 continents

United States: **145**

Canada: **28**

Latin America: **23**

Asia : **39**

ANZ: **47**

EMEA: **131**

\$2.7

billion in
annual revenue

2

billion square feet
under management

15,400

professionals
and staff

About Colliers International Group Inc.

Colliers International Group Inc. (NASDAQ: CIGI) (TSX: CIGI) is a top tier global real estate services and investment management company operating in 69 countries with a workforce of more than 13,000 professionals. Colliers is the fastest-growing publicly listed global real estate services and investment management company, with 2017 corporate revenues of \$2.3 billion (\$2.7 billion including affiliates). With an enterprising culture and significant employee ownership and control, Colliers professionals provide a full range of services to real estate occupiers, owners and investors worldwide, and through its investment management services platform, has more than \$25 billion of assets under management from the world's most respected institutional real estate investors.

Colliers professionals think differently, share great ideas and offer thoughtful and innovative advice to accelerate the success of its clients. Colliers has been ranked among the top 100 global outsourcing firms by the International Association of Outsourcing Professionals for 13 consecutive years, more than any other real estate services firm. Colliers is ranked the number one property manager in the world by Commercial Property Executive for two years in a row.

Colliers is led by an experienced leadership team with significant equity ownership and a proven record of delivering more than 20% annualized returns for shareholders, over more than 20 years.

For the latest news from Colliers India, visit <http://www.colliers.com/en-gb/india>.

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Delhi

Mumbai

Gurgaon

Pune

Noida



Accelerating success.