



# LOCATIONS



## West: Mumbai

Kaarya  
217, Gemstar  
Commercial Complex,  
Ramchandra Lane  
Extn, Kanchpada,  
Malad W, Mumbai –  
400064.

+91 22 4003 0768

## North: NCR

Kaarya  
5D/83, Main Market Rd,  
Block G,  
New Industrial Town,  
Faridabad,  
Haryana - 121001

+91 77100 65444

## South: Bangalore

Kaarya  
2<sup>nd</sup> Floor,  
Zillion Business Center,  
13, Binnamangala, 2<sup>nd</sup> Stage,  
Indiranagar, Near BDA  
Complex, Bangalore –  
560038

+91 88790 43397

### **Registered & Corporate Office:**

Kaarya Facilities & Services Ltd., 217, Gemstar  
Commercial Complex, Ramchandra Lane Extn,  
Kanchpada, Malad W, Mumbai – 400064.

+91 22 4003 0768

[www.kaarya.co.in](http://www.kaarya.co.in), [Info@kaarya.co.in](mailto:Info@kaarya.co.in)

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# **CORPORATE OVERVIEW**

# VISION

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Building Integrated capabilities in end-to-end facilities & property management.

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Proactive in Client Satisfaction

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Invest in people development

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Process orientation & technology for operational excellence

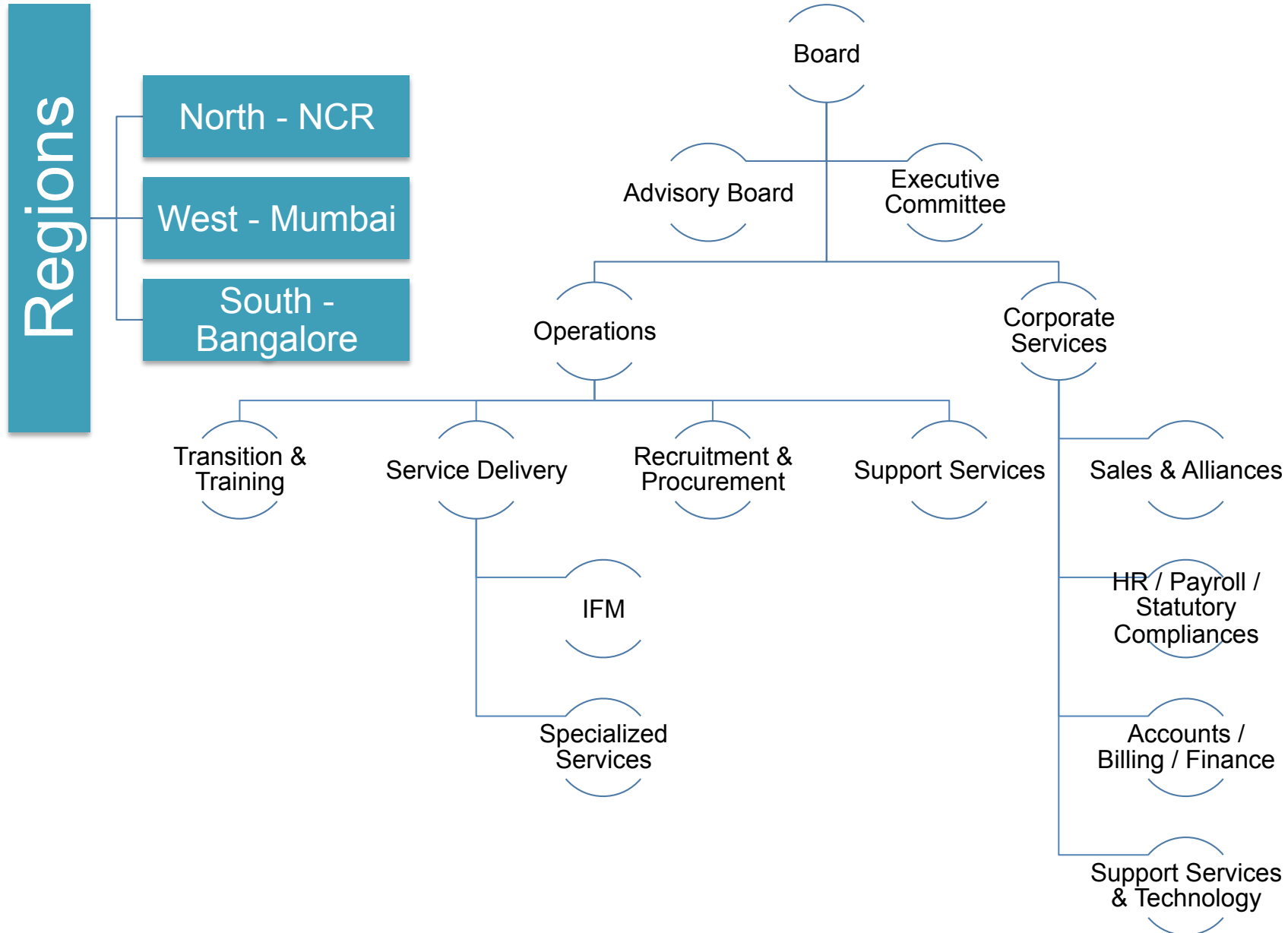
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# SNAPSHOT



- Incorporated in 2009, Listed in BSE SME
- 75+ Customers, 100+ Sites, 5 Million Sq Ft of Presence/Management
- Portfolio comprising Corporate Parks, Commercial Buildings, Corporates, Residential Societies, Hospitality, Govt., SMEs
- Headcount of 700+. Presence in Mumbai, Delhi, Bengalore
- Integrated Capabilities -Facility Management office, Housekeeping, MEP Services, Asset Management, Procurement, Security, Help Desk, Stewards/ Pantry services, Pest Control, Housing Society Management, Club house management – Health/Fitness/Recreation
- ISO 9001:2008 certified company (QMS)
- Awarded the FM Leadership Award for Service Excellence.

# ORGANOGRAM



# EXECUTIVE TEAM

## Vishal Panchal – *Chairman & Managing Director*



- Vishal leads service delivery encompassing operations and Account Management
- He heads day to day operations of various functions such as Staffing, Service Delivery (Soft Services and Technical Services), Capability, & Training
- Vishal was a co-founder at HKC Advisors, providing HR Consulting solutions spanning HR strategy and HR operations
- Vishal has over 15 years of work experience in hospitality and facility management
- Past stints include working with hospitality companies
- PG in Hospitality and Hotel Management from IMI, Switzerland

## Vineet Pandey – *Jt. Managing Director*



- Vineet heads corporate services and leads Strategy and processes at Kaarya. He is also responsible for Finance
- Vineet was a co-founder at HKC Advisors, providing HR Consulting solutions to leading Indian corporates
- Vineet has over 13 years of work experience in sales, finance and operations with his last stints at Perfett Van Melle and HKC Advisors
- Post graduate in Management from Narsee Monjee Institute of Management Studies (NMIMS), Mumbai





# SUBJECT MATTER EXPERTS

## *Ashfaque Sayyed – Property Management*

- Sayed leads operations for our Property Management vertical. He brings his years of experience in asset management and maintenance, having worked in all stages of real estate projects in India and Qatar

## *Jitendra Rathod – Soft Services*

- Jitendra is a soft services expert with deep domain strengths in hospitality, training and account management.
- He has worked across geographies which include the states of Gujarat and Maharashtra

## *Dilip Umratkar– Capability (Training and Transition)*

- Dilip heads the training and transition team at Kaarya
- Dilip has over 8 years of experience with expertise in transition, operations and key account management
- At his earlier stints he worked with IFMs including Sodexo

## *Vikram Panchal – HR and Compliances*

- Vikram with over 8 years of exp. has been driving our HR interventions. His initiatives have been instrumental in creating a culture that is attractive, progressive and humane.
- Vikram is an expert in Indian Labour Laws and Staffing compliances

## *Shankar Subramanian – Business Development*

- Shankar has over 2 decades of experience in real estate operations, space selling, Asset services, & IFM sales.
- A passionate professional who has led large teams in his previous assignments with Juniper, JLL, Allianz & other organizations.

## *Kishore Rane – Engineering Services*

- Kishore is our subject matter expert SME on Engineering maintenance & operations. He has over a decade & half experience having managed large facilities across retail, IT/ITES and IFM.

## *Prashant Panchal – Administration*

- Prashant has honed his skills in administration & infrastructure management having worked for large corporates with nation wide presence.
- His network of supply partners / ecosystem enables us to deliver complex solutions to our clientele

## *Jitendra Adhyaru – Finance / Accounts*

- Jitendra is a qualified CA and drives Accounts, Bookkeeping and Information Systems. He has led audit teams for large corporates in his previous stints.
- Jitendra drives all aspects of financial control in our organization ensuring smooth operations in extremely challenging & dynamic environments

# OUR PEOPLE



# RECOGNITION / INDUSTRY AWARDS

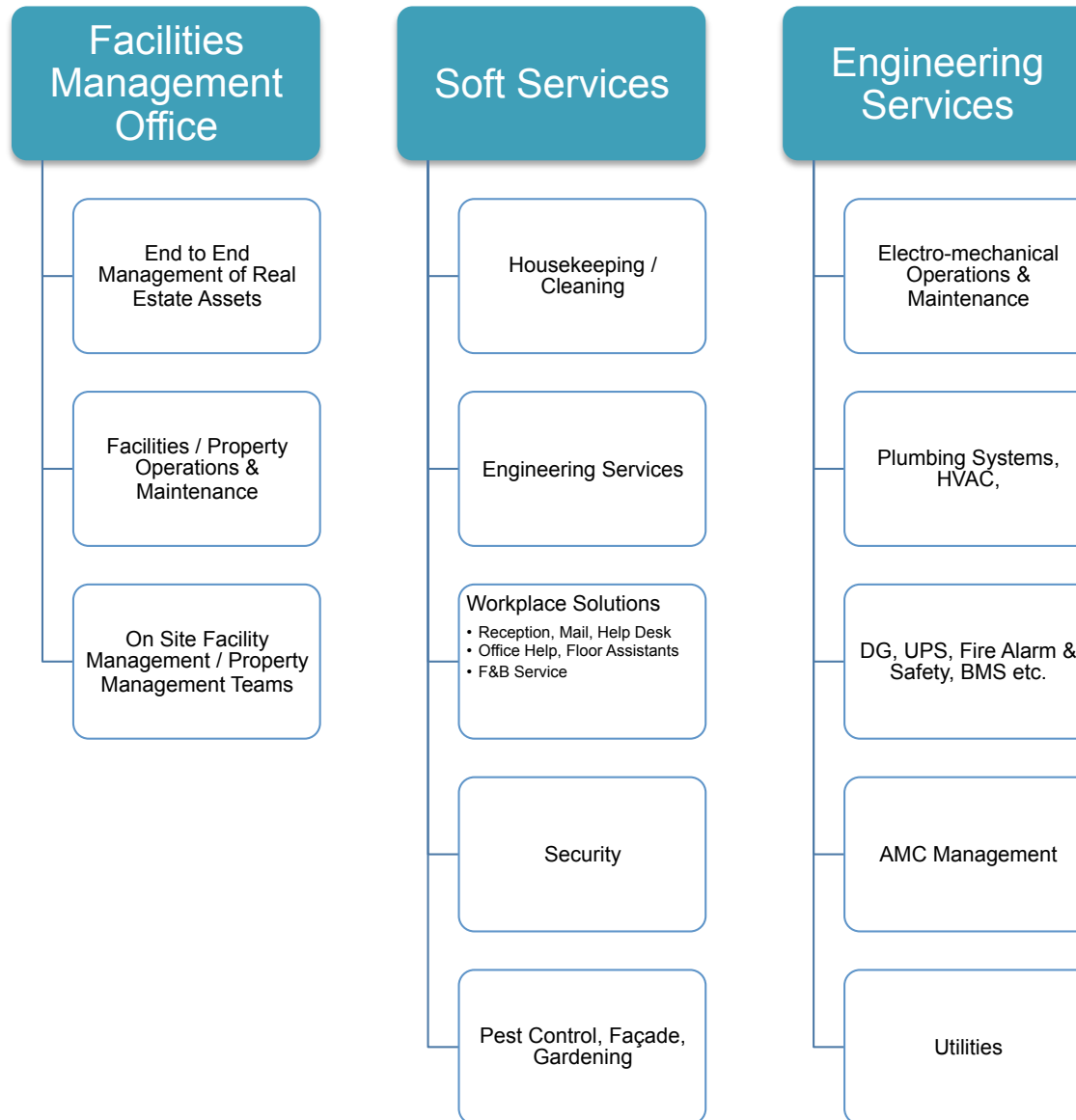


# CLIENTS

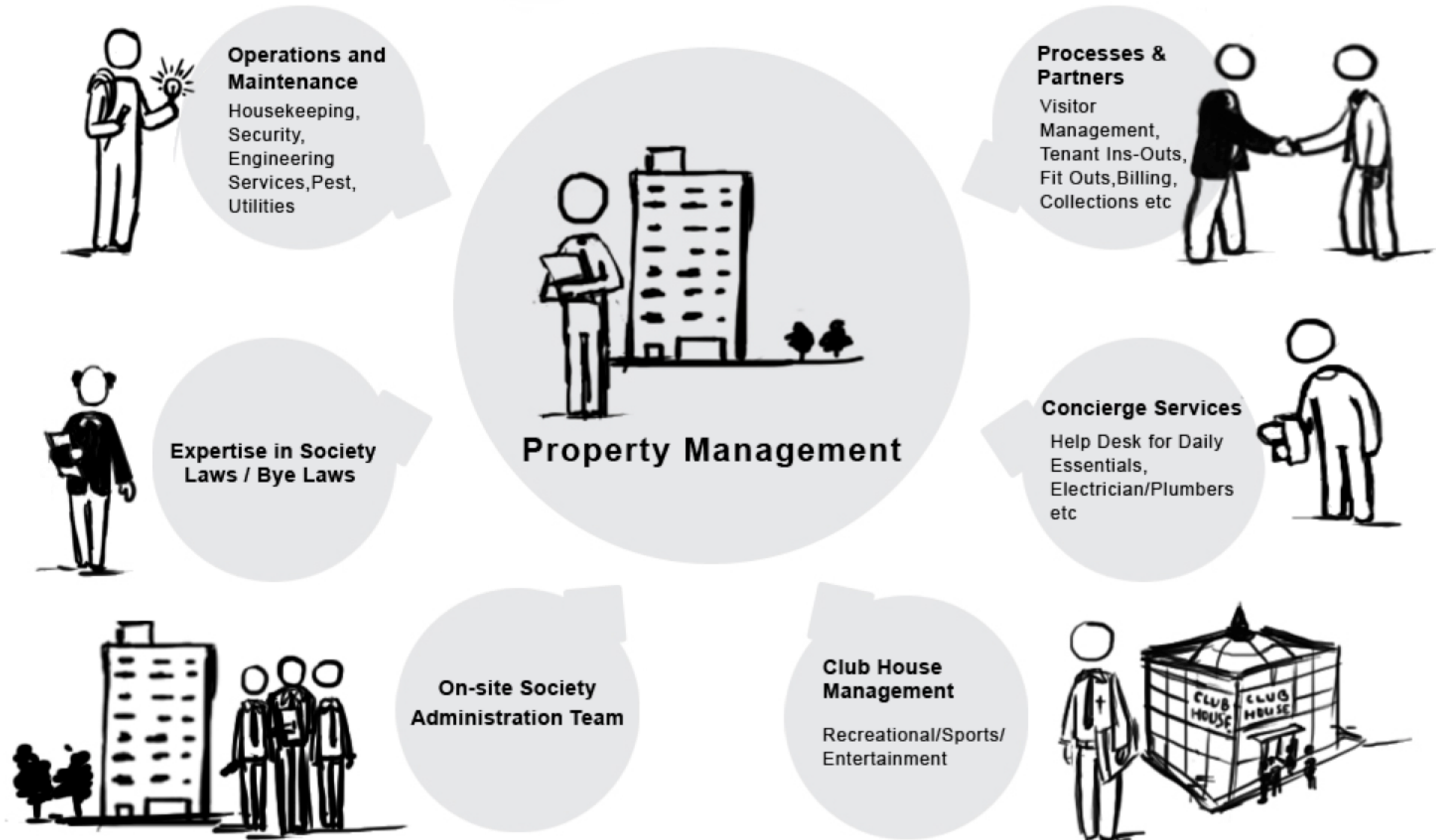


# **SERVICE OFFERINGS**

# CAPABILITY FM / PM



# CAPABILITY - RESIDENTIAL



# CORE COMPETENCIES

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## Talent Acquisition

- Multi pronged approach to recruitment – internal recruitment team, employee referrals, print ads, recruitment partners
- Systematic on-boarding and background verifications
- Dedicated HR team for interventions to drive performance and motivation – R&R, Town hall meets, social benefit schemes etc.

## Training and development

- In-house training team and modules, partnerships with consultants for continuous training needs identification and delivery
- **Training Manual-1 (T1)**
- On-Site rules and regulations, Processes
- **Training Manual-2 (T2)**
- Soft skills, Hard Skills across HK, Maintenance, Customer Services, Backoffice
- **Training Manual-3 (T3)**
- EHS Training – Environment, Health, Safety – Fire etc



# CORE COMPETENCIES

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## Credentials

- Experience team of professionals with domain expertise
- Recognized brand in the integrated facilities and property management space, leadership position in SME, Residential segments
- Growing presence in Education, Corporate Parks, Commercial Buildings

## Processes & Technology

- Robust and comprehensive on-site and backoffice processes for operational excellence
- Online Helpdesk system allowing our customers to log and track issues in a real time basis

# DELIVERABLES

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## Analyzing requirements

- Mapping & remapping facilities to understand requirements.

## Developing solutions

- In consultation with the client; design, develop, implement and monitor solutions that are cost efficient and scalable
- Benchmarking with similar systems to better services scope

## Implementation

- Commitment to invest in process, manpower, training to ensure deployment meets with identified requirements
- Management and supervisory support during implementations and continuous course corrections

## Continuous Evaluation

- Systemic and tangible review of deployed solution

# PROCESS FLOW

Multi Channel Recruitment & Onboarding

Customized Training Modules as per Needs Identification and Consistent Delivery

- Manpower
- Materials
- Equipments



New Job

Transition

Talent Acquisition

Training & Development

Handover

Operations

Nurture

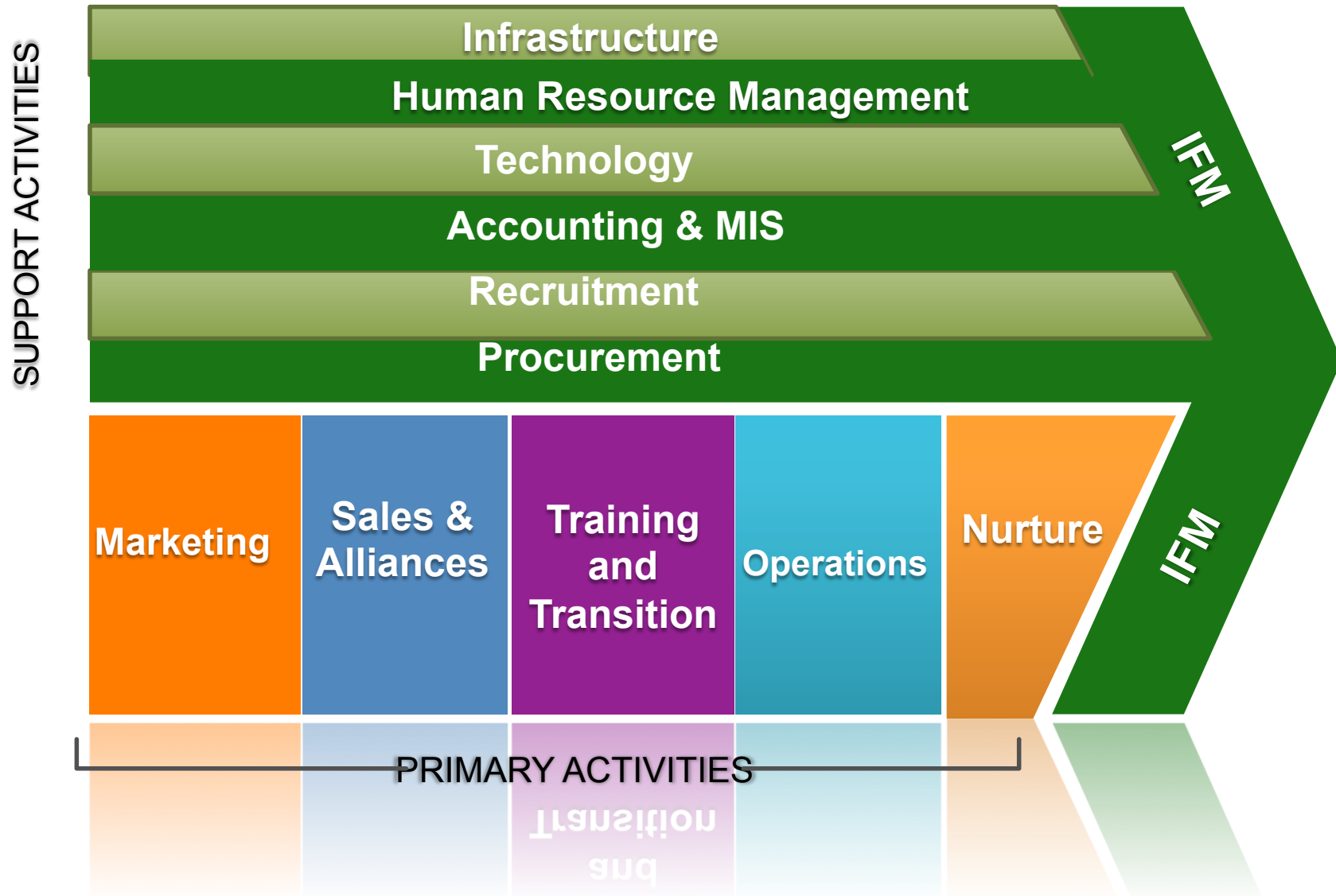
Periodic Reviews & Audit

Customer Delight

- Daily ,Weekly, Periodic checklists
- Upkeep activities
- Systemic Reviews

Statutory Compliances

# VALUE CHAIN





Thank You.

Connect with us @

[info@kaarya.co.in](mailto:info@kaarya.co.in)

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NCR: +91 77100 65444

Bangalore: +91 98451 15337