



## EMBASSY SERVICES PRIVATE LIMITED

### IFM Service provider changing the traditional office landscape in India



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Recent reports from agencies reveal that the office segment in realty business is consistently a preferred investment asset class. Office parks across seven cities including Delhi NCR, Mumbai, Bengaluru, Chennai, Hyderabad, Pune, and Kolkata grew 21 percent during H1 2015 to 21.8 million sq. ft. Office space immersion is predicted to grow by nearly 42 million sq. ft. by the end of 2019. Today, office infrastructure has a major role in alluring employees and customers into investing time and money into organisations. To ensure consistent maintenance and also visual appeal corporates are today seeking help from Integrated Facility Management (IFM) companies. Corporates have an array of equipment that requires an essential overhaul and ends up costing the customer a huge sum of money. IFM provides formal service to such companies in effective handling of such equipment. Large office spaces require special cleaning methods and equipment. They need to create a great ambience for their employees. IFM companies are a strong support system for large office infrastructures today by providing services that are not only the best in quality, good environment generating but also are cost-effective. Office parks and facility management sector are co-dependent businesses and help one another's growth by attracting more investors and customers.

Integrated Facility Management (IFM) company, Embassy Services Private Limited (ESPL) was founded in 1993. Embassy Group set up their own property management arm considering the business needs of the hour. The commercial office business for them had taken off and they needed to ensure the quality maintenance of their properties and comfort for their clients. An integrated facility management company like Embassy Services are a specialised service provider company who help in all aspects of property management including service deliveries like M&E, Housekeeping, Security & Safety, Transport, Pest Control, Landscape & Horticulture, Events, Business Support, & Cafeteria & Food Court Management & Waste Management. They also supervise administration, training, operational management, integration, innovation & provide strategic support to the customers in the office.

Embassy Services directly handles the client so that they can customize services to meet client expectations. Streamlining efficient work and task management the company provides a quicker response to any requests coming from the client. They keep a keen eye to detail and proactive approach towards the different aspects of managing



the properties and the office requirement so that clients can focus on their actual business. The trained professional energy managers conduct audits of the different aspects of property maintenance and offer low-cost improvement to clients for their businesses. In their commitment to providing the best services the company clearly their performance goals with the clients and use technology to the best of their advantage. Various initiatives activated by them for their corporate clients have had a very positive response in employee engagement and creating healthy work environments. Activities like Urban Green enable park users to grow their own vegetables as a nutritious alternative as well as a recreation.

Through the Energize programme, they organize cultural, sports, lifestyle and corporate social responsibility events which drive a sense of community amongst tenants. Use of bicycles for park users to commute within the park encourages employee health and well-being. Embassy Services apply a sustainable approach to run the properties and manage building and office parks across the country. They encourage paperless working, hold environmental awareness programs and promotion of green products. They successfully run India's largest award

winning Business Park. Manyate spread across 110 acres and top performing IT/ITES SEZs among many other properties currently operational in 12 states of India. The company's key clients include names like Embassy Group, IBM, Flipkart, Blackstone, WeWork and HCL among others.

ESPL is set apart from competitors due to their affordable pricing and their prestigious international and domestic awards in safety and health culture. All parks are 5-star certified by British Council and DII. All buildings are Lead Platinum by IGBC. This ensures service of a global standard and builds confidence in the customers and their employees. Embassy Services has been accredited with certifications such as ISO 9001, ISO 14001, ISO 45001, and from British Safety Council Indian Green Building Council which leads to a consistently high level of quality, environmental management and occupational safety. The IFM business is in a dramatic upward trend with it's increasing demand in new real estate sectors like co-working, data centres, educational institutions and healthcare, and even logistics and industrial parks. Having a first mover advantage and being the largest developer owned facility Management Company in the country is giving ESPL the required edge to enjoy R's very beneficial returns.

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