Infosys BPO Sourcing and Procurement Practice - Property and Facilities Management Solutions

Delivering Superior Savings with a Holistic Approach to your Strategy, Processes, Relationships and Technologies

For many businesses the cost of operating their facilities typically ranks near the top of their expenses. Frequently, it is second only to the labor cost of the employees. Property and facilities costs include real estate, architecture and engineering, construction and fit outs, utilities, operational services, maintenance and more. The workplace is also becoming more of a strategic Human Resources consideration as companies are upgrading their facilities to attract, motivate retain a quality work force.

Infosys BPO Property and Facilities Management services impact not only direct costs but also affect indirect cost including management and support functions. Workspace environment impacts efficiency and output of the workforce, equipment, consumables/materials and services.

Our view point

We believe the more effectively an organization manages its properties and facilities, the more success it will have with its customers, employees and shareholders. Facilities are critical to a company's overall operations and must be well prepared and managed to mitigate catastrophic incidents. Business continuity, disaster recovery and preparedness are paramount to an organization's ability to service its clients and manage risk. An organization must have a robust team to maintain its facilities and a strategic approach to both manage cost and reduce risk.

How we deliver value

Buyers often struggle to extract maximum value from property service contracts due to a combination of ineffective terms, misalignment of service providers and the absence of a performance management regime.

Our category management consultants come from within industry and provide a strategic and structured approach to value creation. We understand how to manage properties and facilities through practical experience and also possess expertise in strategic procurement and cost optimization. Knowledge is kept current through participation in industry organizations and internal category councils. When you partner with us, our professionals will collaborate with your diverse stakeholders and understand your supplier marketplace.

Snapshot of our Property and Facilities Management credentials

- **22+** Subject Matter Experts

- **US$1.8 billion** Property & Facilities spend addressed by our practice

- **5 - 15%** typical savings realized by partnering with us

Industries we serve

The Property and Facilities capabilities of organizations have continued to evolve from reactive activities to integrated functions aligned with corporate objectives; demand continues to grow to decrease costs and improve efficiency. Whether your facilities focus is business-to-consumer (B2C) or business-to-business (B2B), Infosys can provide services across the Property lifecycle including tailored procurement outsourcing solutions.

Our expertise spans across the industries listed below

B2C		B2B	
Consumer Products	Public Sector	Resources, Oil & Gas	Manufacturing
Retail	Healthcare	Financial Services	Infrastructure and Utilities

Services offered across the complete facility lifecycle

Infosys BPO is uniquely positioned to provide services across each stage of the property lifecycle

Property and Procurement Consulting	Managed Services	Technology Services	Property Management	Facilities Management
• Opportunity Assessment • Capability Assessment • Organizational Review (people, processes & technology) • Strategic Sourcing (end-to-end RE/FM) • Contract Execution • Organizational Re-design • Insource / Outsource • Supplier Performance Management • Specification Review • Category Planning • Compliance Management • Policy & Processes • Supplier Reporting • Contract Management • KPI Dashboards Benefits Tracking	• Portfolio Optimization • Location Analysis • Site Acquisition & Disposal • Lessor/Lessee Negotiations • Workplace Solutions • Site Development & Project Management • Strategic Sourcing • Supplier Performance Management • Risk Management • Safety, Health & Environment • Stakeholder & Supplier Management • Planned & Reactive Maintenance • Workplace Optimization	• Carbon Footprint Tracking • Utilities Consumption Tracking • Chargeback for Resources and Space • Resource Maintenance Cost Optimization • Capital Budgeting, Planning • Flexible Workplace Technology Solutions • Lease Administration • Reservations • Resource Utilization • Equipment & Service Management Infrastructure	• Real Estate Services • Lease Administration • Construction Services • Portfolio Lease Review • Strategy Development • Benchmarking • Reduce Usage / Consumption • Spend Analytics • Price Reviews • Lease Negotiations and Renewals Management • Contract Options & Extensions • Engineering Services	• Utility Procurement • HVAC • Building Management • Data Services • Utilities • FF&E • Food Services • Security • Waste Management • Capital Projects • Engineering • Grounds Maintenance • Janitorial • Real Estate • Business Continuity • Sourcing Single Site Services • Service Integration • Set up Building Services Panels (eg. architects, engineers, project managers)

Success stories

	Challenge	Approach	Result
Retail $100M spend	• Over 60 cleaning, pest & hygiene suppliers across 1,300 stores • Ensure ongoing performance / appearance at competitive cost	• Structured sourcing for major tenders • Ongoing category management • Ongoing supplier performance management	• ~10% saving on major tenders (with improved specifications) • Supplier rationalization by 20%
Health $40M spend	• Over 200 clinics nationally • Ad hoc lease negotiations • Over 350 service providers for facilities services (cleaning, repairs & maintenance etc)	• Combined CRE + FM RFP • Ongoing category management of single provider • Transparency in sourcing individual site services	• 10-15% cost reduction in services • Compliant on all sites • Single monthly invoice for all facilities services with high transparency

About Infosys

Infosys is a global leader in business consulting, technology and outsourcing solutions. We enable clients in more than 30 countries to outperform the competition and stay ahead of the innovation curve. With $7.4B in revenues and 155,000+ employees, Infosys transforms enterprises to thrive in a changing world through strategic consulting, operational leadership and co-creation. Visit www.infosys.com to see how Infosys (NYSE: INFY) is Building Tomorrow's Enterprise® today.

Infosys BPO, the business process outsourcing subsidiary of Infosys, provides integrated end-to-end outsourcing and delivers transformational benefits to clients through cost reduction initiatives, ongoing productivity improvements and process reengineering.

Infosys® | Building **Tomorrow's** Enterprise

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