



An ISO 9001: 2008 Company

# GL Management Services Pvt. Ltd.

QUALITY IN SERVICES & PRIORITY TO CUSTOMER



Facilities Management

IT Consulting & Management

Business Service Management

## **Facility Management**

### **Welcome to GL Management Services**

What if you could contact one source for all of your Soft Service and Maintenance & repair issues? Would your bottom line improve if facility maintenance concerns and expenses were reduced?

Many companies are aggressively working to improve facility management programs and more effectively utilize existing resources, to reduce operating costs and save money.

For these companies, outsourcing facility maintenance and repair responsibilities has proven to be a highly effective management strategy. Outsourcing options from GL Management Services (GLMS) have allowed our customers to fully apply this approach.

GLMS is a full-service facility maintenance company, providing multi-site, bankers, Retail stores, corporate houses and IT/BPO with cost-effective facilities management solutions. GLMS provides exceptional service and workmanship at reasonable prices. Utilizing an extensive network of highly qualified, carefully screened employees allows GLMS to perform an array of maintenance and repair services.

With more than 15 years of industry experience, our staff is keenly aware of the unique characteristics and operating issues associated with servicing different nature of customers. Customer satisfaction is our paramount goal. We meet and exceed this by providing the highest quality service, coupled with continual communication to each of our customers. We work together with you to gain a thorough understanding of your specific needs. This allows us to customize a flexible program that will work best for you. GLMS serves as a trusted partner and advisor for a growing list of our esteemed clients in North India.

### **Benefit of outsourcing to GLMS**

- Reduce/Control Your Operating Costs
- Improve Department Focus and Utilize Staff
- Resources More Effectively
- Use Resources Not Available In-House
- Truth in Pricing Promise



### **GLMS Approach**

- Tailor Made Services
- Well Trained Staff
- Single Point Contact
- World Class Equipments & Accessories
- Stringent Hygiene & Cleaning Standards
- Experts In The Field
- Cost Effective Services
- Professional Approach
- Well Defined Systems & Procedures
- Benchmarked Services
- Excellent Service Delivery Record
- Strategic Partnership With The Client
- Proactive Approach
- Efficient Man-Management
- Multi Tasking Staff
- 100% Statutory Compliance

### **We have experience to cater the following segments**

Corporate Offices  
Banks & Insurance  
Retail Stores  
MNC Offices  
International Schools  
Manufacturing Industries  
BPO's  
Government Organizations  
Multiplex  
Mall Management



**Integrated Support Service Solutions**

**GLMS Service Bouquet**

**Integrated Support Service Solutions**

**Engineering Services**

- Planned and Preventive Maintenance
- Electrical Service
- Captive Power generation & distribution
- HVAC Systems
- Plumbing & Drainage
- Carpentry
- Fire Fighting systems
- Networking & Systems
- BMS Access Control System
- Periodic Energy Audit
- Lift & Elevator
- Water Effluent Treatment Plant
- AMC Coordination
- Specific Operating Procedure
- Inventory Management
- Miscellaneous Civil jobs

**Cleaning Services**

- Mechanized House Keeping
- Façade Cleaning
- Waste Removal
- Floor Polishing
- Pest Control
- Waste Management
- Landscaping & Horticulture



**Business Support Services**

- Front Office Management
- Guest House Management
- Pay Roll Management
- Help Desk
- Pantry Services
- Office Support Services
- Reprography Services
- Data Entry Operators
- Clock Room Management
- Secretarial Services
- Concierge Services
- Mail room Management
- Parking Management
- Mall Management
- Meeting Room Management
- Vendor Management & Procurement
- Event Management
- Security Guard Services



## Flash Back

- **1999**  
Mr. Gopal Joshi established PB Housekeeping Services (PBHS) and got the first Housekeeping contract of 2 housekeeping boy's with ANZ Grindlays Bank. Same year PBHS bagged the contract for Pedilite Industries corporate office.
- **2000**  
PBHS secured its first government contract for housekeeping with Central Excise department. PBHS got its 1st contract for Housekeeping service in Manufacturing unit with Polar Industry.
- **2001**  
PBHS got its first break in banking sector with Axis Bank and since then giving them housekeeping and support staff solution at multi location across Delhi/NCR. PBHS enters into whole of North India with a contract of Agriculture Insurance Company of India and it spread its service in Bihar, Rajasthan and Uttarakhand.
- **2002**  
PBHS gets another prestigious contract of India Express and Barcode of India.
- **2003**  
PBHS gets a prestigious contract of PEC.
- **2004**  
PBHS started giving its professional services to Interocean Shipping Pvt. Ltd.
- **2005**  
PBHS started giving Housekeeping Services to LIC of India at Multi Location in NCR
- **2006**  
PBHS got its 1st contract with Delhi Government of Delhi Secretariat
- **2007**  
Mr. Gopal Joshi incorporated GL Management Services Pvt. Ltd. (GLMS) and acquired 100% stake of PBHS and took over all their operations. GLMS enter into service contract with Samsung India for their two state of the art Facilities in Noida. GLMS secure a prestigious contract of Wills Fashion Week.
- **2008**  
GLMS enter into retail sector with a contract of Rituwear.
- **2009**  
GLMS adds more prestigious clients to its list viz. Shoppers Stop, Reliance Communication, Raffle Millennium School, AZB & Partners, Kala Niketan International School.
- **2010**  
The following clients came under GLMS umbrella in the beginning of 2010 Bhushan Steels, P N International, Vishal Mega Mart, Syscom Corporation, Reliance ADA Corporate Office (Formally Ranjeet Hotel), Prateek Buildtech, RG Mall, SARV Multiplex Agra, Batra Glitz Cinema etc.
- **2011**  
GLMS started their services in Madhya Pradesh with 2 stores of Biglife in Indore and Bhopal. Also got contract for News Express Channel, Glitz Dehradun, 2 Malls of Omaxe in Indrapuram and Greater Noida, Carlsberg in Alwar, Divine Infrastructure, Mom & Me of Mahindra Retail, HCL Infosystem, IDBI Bank in UP and Uttaranchal, MTS in Western UP.
- **2012**  
GLMS Added the following New clients under their umbrella; Bajaj Hindusthan, Icreon Communication, Sparta Infotech, Kriti, Spreadtrum, Artech Infosystem, Schiller Institute, Megha Engineering, Merino Industries. Apart from all these GLMS also got Centralized contract for complete Maintenance of Axis Bank Branches including Repair & Maintenance of Axis Bank in North India.
- **2013**  
New Clients added to GLMS portfolio: Micromatic Machines Tools Pvt. Ltd., Edgetech Airsystem Pvt. Ltd., Dr. SRS Mission School, RDB Insurance Broking Services Pvt. Ltd., SSA Infotech Pvt. Ltd. Interra, Interra Information Technologies (I) Pvt. Ltd, HDFC Bank Ltd.

## Our Core Strength

Our Core Strength
Zero Incident Safety culture
Cost benefits
Value for money services.
Continues Capability Improvement (CCI)
Technology
Best-in-class
Expandable and scalable system
Transition risk mitigation
In-depth experience
Extensive change management capability
Ability to grow with Clients
Understand IT, Hospital, Services & Malls Industry
Long term relationship
In House support
Housekeeping, Pantry Management & Engineering Services

HSE
COST
ABILITY TO GROW
TECHNOLOGY
TRANSITION

## **Strategic Framework**

**Customer and Client retention**

**Market Leadership**

**Preferred Employer**

**Operational Excellence**

**Financial Performance**



**Strong presence in Delhi/NCR. & North India**

**Zonal control room in East, South, Central Delhi, Noida and Gurgaon**

**Regional office in Punjab, UttarPradesh, Uttarakhand, Haryana, Rajasthan & H.P.**

**Customized Service Solutions.**

**In-House and On-Site training facility.**

**Efficient communication within the organization-Mobile phones with operating staff.**

**Shortest response time when required for quick services.**

**Supervisory staff is well experienced and skilled.**

**Daily site check along with shift rotation.**

## GLMS BACKEND SUPPORT

- Scheduled site visits
- Quality Control
- Technical Expertise
- Stringent Recruitment
- Induction
- On the job training
- HSE compliance
- Facility audits
- Legislative compliance
- Employee Verification

## SERVICES PORTFOLIO

### Integrated Facility Management

#### Commercial Cleaning

- Mechanized Housekeeping
- Guest House Management
- Pest Control
- Landscape and Horticulture
- Facade Cleaning

#### Operation & Maintenance

- Planned and Preventive Maintenance
- Electrical Service
- Captive Power Generation and Distribution
- Plumbing
- HVAC system
- Carpentry
- Fire Fighting & BMS Operation
- Energy Audit
- WTP / STP operation
- AMC Coordination

#### Business Support Services

- Pantry Management
- Office Attendants
- Data Entry Operators
- Help Desk
- Front Office Management
- Secretarial Services
- Concierge Services
- Vendor Management
- Mail Room Management
- Reprography Services
- Pay Roll Management
- Guarding Security Services

## CLIENT RESULT

- Monthly MIS
- Transparent Invoicing
- Legislative Support & Documents
- Quality Improvement Report
- Review Meeting
- Corrective & Preventive Action
- Operative cost reduction

## BOTTOM LINE BENEFITS

- Risk & Legislative compliance
- Bespoke Service Delivery
- Better Control
- Single Point Contact
- Best Practice
- Strategic Alignment of Process'
- Bench marking across site
- Extended asset life and reduced maintenance cost
- Increased equipment reliability and reduced service disruption
- Healthy, comfortable, safe and secure work environment
- On going transactional cost efficiencies
- Improved operational efficiencies and effectiveness
- Consistent and standardized management systems
- Overall quality improvement

## Our USP

### HSE - Health Safety & Environment

- High level of HSE practice
- Dedicated team
- High standard of quality for HSE
- Regular QS audits
- Effective training program

### Reputation of Service & Quality

- Over one decade of trade experience.
- Leadership through consistency
- Trust of our clients in the corporate world

### Sector Experience

- In-depth knowledge & experience in diverse sectors
- Ability to customize & provide specific solutions

### Best HR Practices

- 100% statutory compliance
- Trained & committed workforce
- Excellent service delivery by implementing
- Employee friendly processes
- Periodic training of junior and Middle management for advancement in career

### Structured Training Program

- On-site & off-site training with consistent calendar
- Movement of trained staff across branches Continuous
- Improvement program for all employees

### Wide Presence

- Ability to cater to most locations under North India contract.
- Can cover multiple facilities in various locations in North India

### Best Practices with Strong SOP Parameters

- Every SOP is a combined agreement between Operations, Sales & Commercial

### Single Point Contact for Managing Multiple Services

- Convenience for client dealing and fixing of responsibilities
- Optimizes time & faster resolutions



## What We Envisage...

Our starting point is our customer's defined aims and objectives for their core business. Our specialists have a broad knowledge base with a comprehensive understanding of the different aspects of the management discipline, architecture, buildings and services.

## Our Service Delivery Approach



## GLMS Advantage

- ISO 9001:2008 Company
- Pro-Active Approach.
- Backed up by strong HR and operation team.
- Self performing model.
- Ability to provide single, multi & integrated services under one management.
- Process oriented scalable model to meet client's growing requirements.
- High level of HSE standards and practices.
- Capability development through structured training program.
- Multiple Industry Sector Experiences.
- Excellent liaison with local Govt. authority.
- Price in Line with Market.
- Ability to understand the business and requirement of individual Client.
- Providing services of a better quality for competitive price.
- Complete North India footprint.



## Human Resources

The Mission for GLMS Human Resource is to help create a stimulating work environment that should attract, develop and retain the best - qualified work force for our company.

### Training & Development

- GLMS recognizes that training is fundamental to its continuing efficient and profitable running, and that responsibility for training lies with everyone. GLMS has developed a systematic approach to its training requirements. We give an opportunity to enhance, at all levels, employee performance by providing the desired training. Following are the types of training covered:
- GLMS- Standard Induction Training onsite including grooming, personal hygiene and housekeeping.
- Quick training
- Continual Training
- Customized Training
- Well defined Training Management Structure
- Dedicated Training Team
- People Pre Mobilization Induction system - 2 Days
- Site Pre Mobilization Job skills Training - 5 Days
- TNA Based On-Job site Training by GLMS Trainer - 2 days / Month
- Continuous Training Input at Site Level - Site Supervisor - 5 hrs / month .
- Soft skills and Management Development Programs - Monthly at site Level

### What We Strive:

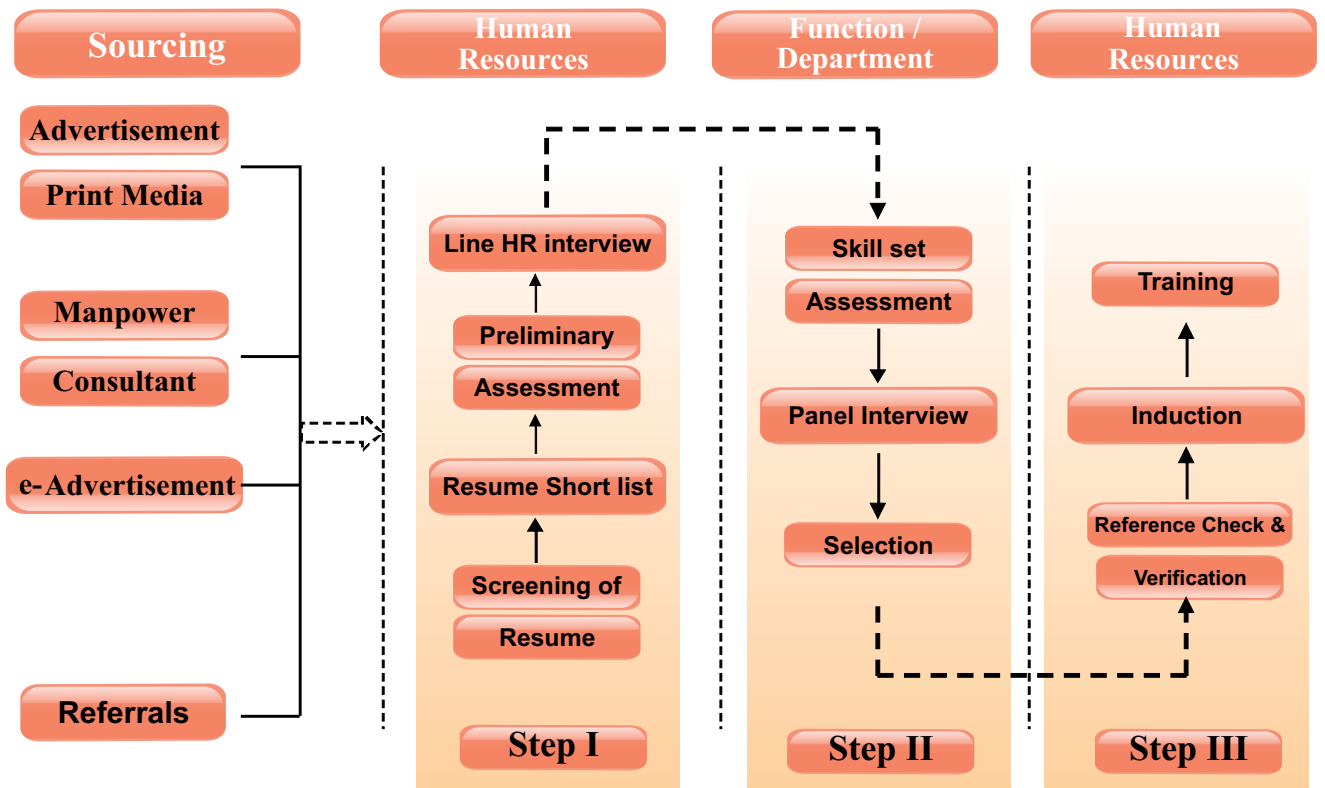
- Relevant programs & Services.
- Facilitation
- Team building
- Training
- Skill development



### Practices:

- Career planning and growth
- Recognition & reward
- Teamwork
- The “ Right Way” of doing things.
- Ethical Business Conduct.
- Communications





## HR - Policy

### Employee Recognition Award Scheme

Employee is recognized based on internal assessment Certificate and a cash award give to employee

### Employee Referral Scheme

Employees can refer candidates & earn

### Reaching Out

Once every 6 months, we make a presentation to refresh & update the company, statutory & general knowledge base of our employees

### Site Visit by HR

GLMS HR Team visits the site once every month

### Rotation Policy

Rotation of the site staff is Done in every year. GLMS encourage movement of staff vertically and horizontally. All staff with a minimum period of two to three years are given an opportunity to move to other sites and sectors.

## Review & Reporting

### Back End Support

- Scheduled Site Visits
- Facility Audits
- Technical Expertise
- Stringent Recruitment
- Employee Verification
- Induction
- On the job training
- Legislative Compliance
- HSE Compliance



### Client Result

- Monthly MIS
- Transparent Invoicing
- Legislative Support & Documents
- Quality Improvement Report
- Review Meetings
- Corrective & Prevention Action Plan

## Transition Management

- Essential to ensure customer satisfaction during changeover and minimum disruption in services
- Minimizes disruption and removes risks of outsourcing exercise
- Dedicated team for Transition Management led by Senior Manager
- Transition supported by experts in the field of -
  - Human resources*
  - QHSE*
  - Process improvement*
  - Operations*
- Maintain quality during transition process



**CLIENTS**

**Tailor Made Services**

**100% Statutory Compliance**

**Multi Tasking Staff**

**Well Trained Staff**

**Efficient Man Management**

**Proactive Approach**

**Strategic Partnership  
with Client**

**Excellent Service  
Delivery Record**

**Benchmarked Services**

**Well defined systems  
& procedure**

**Professional Approach**

**Cost Effective  
Services**

**Cost Effective  
Services**

**Experts in the Field**

**World Class Equipments  
& Accessories**

**Single Point  
Contact**

**Stringent Hygiene & Cleaning Standards**



## Our Clients



# GLMS

## GL Management Services Pvt. Ltd.

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