



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 (Formerly 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



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.

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



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:

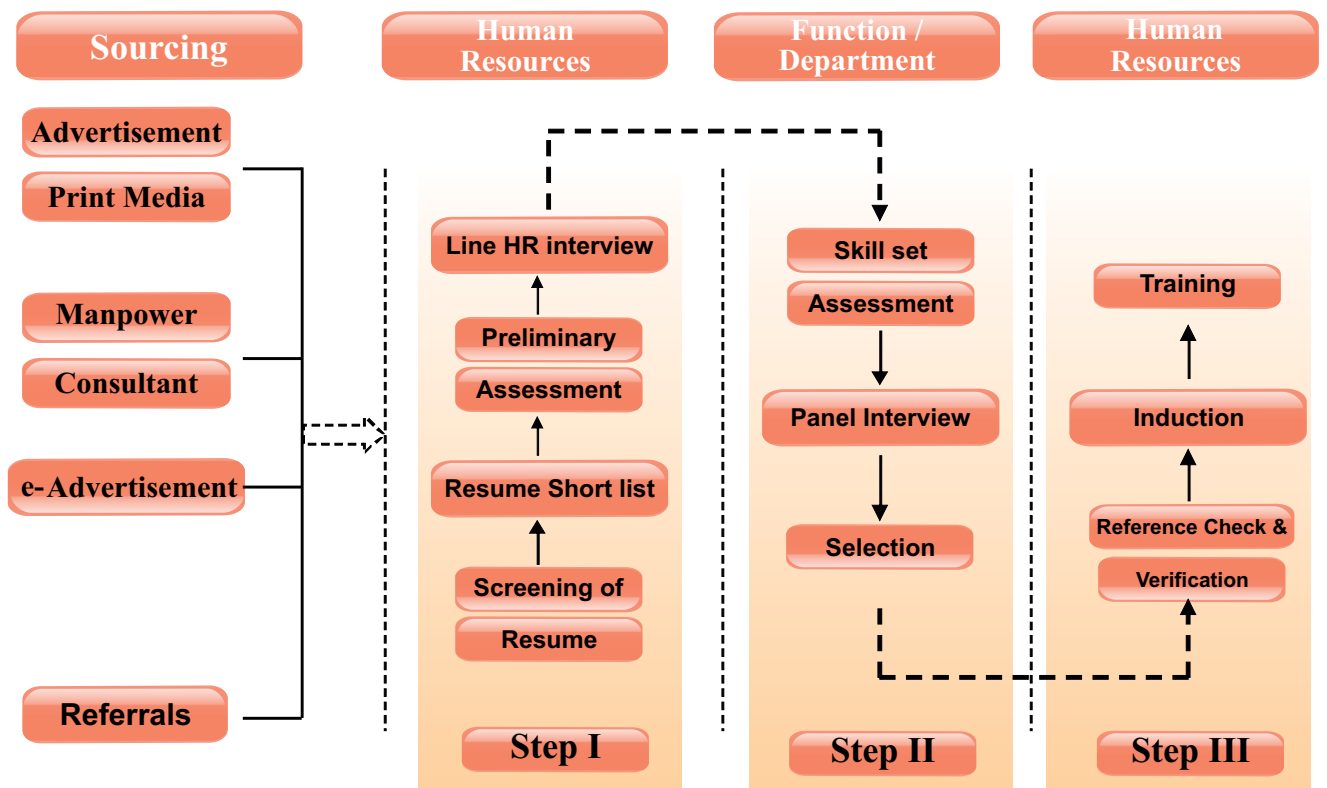
- Relevant programs & Services.
- Facilitation
- Team building
- Training
- Skill development



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

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