



# **ABC Facility Management & Security Services Pvt. Ltd.**

*"A Complete Solution for Security and Facilities"*

ABC Facility Management & Security Services Pvt. Ltd. is a sister concern of ABC Facility Management Services LLC., Dubai & M/s. Maria Management Services, UAE & INDIA.

## **OUR MISSION**

Through the development of competent and motivated staff and the continuous improvement of processes and procedures, we will deliver world class solutions to manage and reduce operational costs and provide an excellent standard of service, which exceeds our customer's expectations whilst effectively creating cohesive community living.

## **OUR VISION**

To be a world class provider of Integrated Facilities & Security Services and solutions for Community Living.

## OUR SERVICES

- ❖ Security Services
- ❖ Facility Management
- ❖ Customer Services
- ❖ Service Centre
- ❖ Computer Aided Facility Management



## SECURITY SERVICES

ABC Security Services work hard to quality security guarding services. The guarding force is carefully selected as per the laid down parameters that includes education, age, physical fitness and background. All employees are subjected to rigorous and thorough vetting. They are trained in Basic Security, First Aid, Fire Fighting and Self – defense. The training process is on going and progressive throughout the employee's career to refresh and further develop their knowledge. In order to provide quality service we have a strong operation team, who constantly check on our assignments and discuss with our customer thus enhancing customer care. This is further backed by a 24 hours Control Room (Service Centre) to obtain assistance at any time. Hence our response function is prompt and the operations network provides you with value added services maintaining the standards.

## Major Issues in Security Industry

- ◆ Shortage of more than 35% of the actual deployment other than leave, absconding etc.
- ◆ Each Guard working continues for more than 48 hours at one site or other sites.
- ◆ Supervisors request to continue for more than 48 hours. Thus losses their commanding Power.
- ◆ Could not execute all the procedures like selection, training, motivation, controlling and commanding because of shortage.
- ◆ Covering statutory liabilities only to 1/10 of the staffs.

Thus others having only  
“Security Services Without Security”

## Why ABC?

- ✓ Experience of more than 10 years
- ✓ International expertise coupled with Indian Experience
- ✓ Highest Salary in the Industry
- ✓ Structured, strict and staggered supervision
- ✓ District wise manpower resourcing team to avoid shortage.
- ✓ Structured and continuous training program
- ✓ Covered under Security Gazatte
- ✓ Fulfilling all Statutory liabilities such as ESI, PF, Bonus, Leave etc. to all staff
- ✓ Each Guard performing only “one shift” duty, except shift change
- ✓ Rs. 1,00,000 insurance coverage.
- ✓ Uniform free of cost.
- ✓ Accommodation free of cost
- ✓ Career opportunities
- ✓ 24/7 working Control Room/Service centre

**Thus ABC Provides Professional and Quality “Security” SERVICE.**



# FACILITIES MANAGEMENT / COMMUNITY MANAGEMENT

ABC understands the need for professional management when it comes to the smooth running of a community and as such, offers a full range of best in class Facilities Management Services, incorporating both “soft” and “hard” service requirements. Our services are all tailored to meet individual needs. We recognize our clients operating in different environments and therefore adopt flexible and consultative approaches to ensure that those needs are met. Our compliment of services includes :



✓ Cleaning / Housekeeping

✓ Car Park Management

✓ Waste Management

✓ Energy Management

✓ Heating Ventilation & Air Conditioning

✓ Mechanical, Electrical & Plumbing (MEP) Services

✓ Fire Alarm & Fire Fighting Equipment Services



✓ Concierge

✓ Pest Control

✓ Water Management

✓ Landscaping & irrigation

✓ Access Control & CCTV

✓ Vertical Transportation

✓ Swimming Pool & Spa



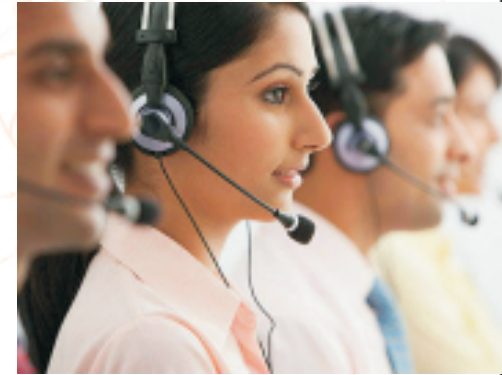
## CUSTOMER SERVICES

We understand and believe that excellent customer service has to be at the core of everything we do and have a committed customer services department dedicated to providing that service. The customer service department is conveniently located in 1st Floor, Mohammed Ali Tower, Kaippilly Lane, LFC Road, Kochi and we are here and available, should you wish, you come in and discuss any queries or concerns you may have. We intend to make sure all interaction with us is memorable and want you to be confident in our ability to get things right at the first time. We will always endeavour to assist you with any questions you may have or assistance you may require.



## **ABC SERVICE CENTRE**

ABC places a high value on enabling the community at large and our individual customer to be able to easily contact us 24 hours a day. There fore significant investment has been made in establishing ABC's service Centre. This 24 hours a day, 365 days a year is available to our customers either as a standalone service or as part of our Community managed service delivery. It utilizes the latest technology to ensure service excellence. Our friendly Operator speaks English, Hindi, Malayalam and Tamil.



## **ABC COMPUTER AIDED FACILITIES MANAGEMENT (CAFM)**

Our Service Centre Operator use a cutting edge CAFM system to log all queries and service requests received. The system works by capturing all relevant information necessary to ensure your queries are responded to and resolved as quickly and effectively as possible. Our state of the art technology and emphasis on customer service help ensures your queries are resolved quickly whilst ensuring peace of mind.



## **THE TEAM**

The ABC community Management team, drawing on years of Security and Facility Management experience, is dedicated to create a clean, safe and enjoyable place to live and work.

We believe in employing empowered staff and are confident in our employees ability and dedication to get things right. The team is approachable and friendly and always available to offer assistance.



## **OUR VALUES**

### **Service Excellence**

The provision of excellent service is at the heart of everything we do. We will always deliver on our promises and aim to exceed our customer's expectations.

### **Innovation**

We encourage fresh and innovative thinking and in doing so, believe we will constantly improve the provision of community management services.



## **Our People**

**By employing the right motivated and competent people, we will provide an exceptional service which the residents, customers, clients and visitors come to expect, and by providing an encouraging, rewarding and altogether motivating working environment, we can ensure staff retention.**



## **Efficient Delivery**

**We understand the importance of delivering on time and whichever service we are providing. We want the residents, customers, clients and visitors to know exactly how and when we will deliver, and be confident in our ability to do so.**

## **Transparency**

**We believe in an open, honest, clear and straightforward approach in both our internal and external dealings with residents, customers, clients and will always say what we do, and do what we say.**

## Customer Focused Decision Making

We understand the importance of ensuring the choices we make, the services we provide and our day to day management of your community is driven by what we know our residents, customers, clients and visitors require.



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