



# Our Technology Solutions Playbook

PEOPLE MAKE PLACES



# Welcome to a World of Technology Excellence

It gives me great pleasure to present to you the ISS India Technology Solution Playbook.

Customer facing digital technologies are becoming a very visible element of the service that ISS provides and it is swiftly finding its way to the top of our customer's agenda.

At ISS India, we have our systems and operational processes and they are integrated with advance IT tools. Also, we have extensively trained our teams with the required skills and the expertise to exploit these systems and technologies.

Through the technology interventions, we can offer our customers and the workplace teams with data-driven insights that will help them make informed decisions, where we can customise and build service solutions to enhance the workplace experiences of our customers. Waste reduction and efficiency that we bring in helps to reduce cost and contribute positively to the environment.

In this booklet, we have put together a complete compilation of proven solutions which will truly transform your workplace. Leveraging advanced technology to support humanity in the workplace is a transformational concept. This will help our customers engage and retain the very best of their talent.

Best wishes,



**Aksh Rohatgi**  
Country Manager  
ISS India



**Aksh Rohatgi**  
Country Manager  
ISS India

“

We create value by facilitating our customer's purpose, understanding the facility and driving cost efficiencies. Therefore, we support Service Excellence through connected solutions and enterprise platforms.

## Our Technology Solutions



### Workplace Experience

#### Drives Productivity

- Services and physical space designed to craft best-in-class workplaces
- Workplaces that make people feel better, think better, and work better



### Workplace Data

#### Boosts Intelligence

- Dashboard to track performance of facilities / buildings – check when property assets need to be serviced or replaced
- Insights through data to check against benchmarks, document compliance, and assess areas for improvement



### Workplace Maintenance

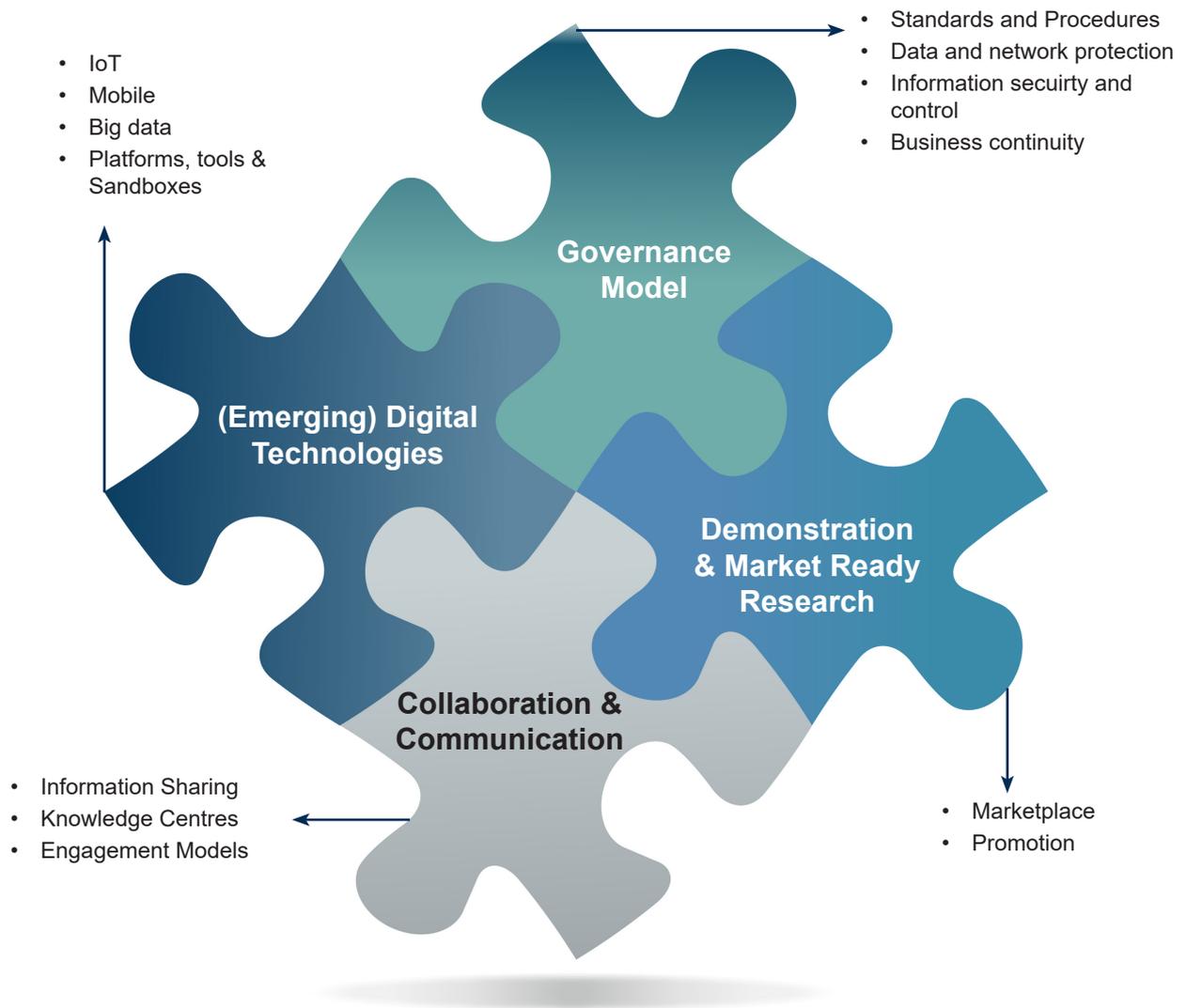
#### Ensures Wellbeing

- Protection of health and safety of building users, their employees and their customers
- Operational uptime via intelligent planning for preventive maintenance, reactive maintenance, and lifecycle management

“Our vision is to deliver a Digital Excellence blueprint that will enable ISS and its Customers to exploit emerging Digital Technologies thereby facilitating our customers' purpose”

Digital Excellence is a process to ensure that emerging digital tools are delivered with a level of assurance that meets the needs of our customers. It provides minimum standard and best practice processes to our customers to deliver innovative and mature digital technologies.

It is as much about **business transformation** as it is about **technology enablement**.



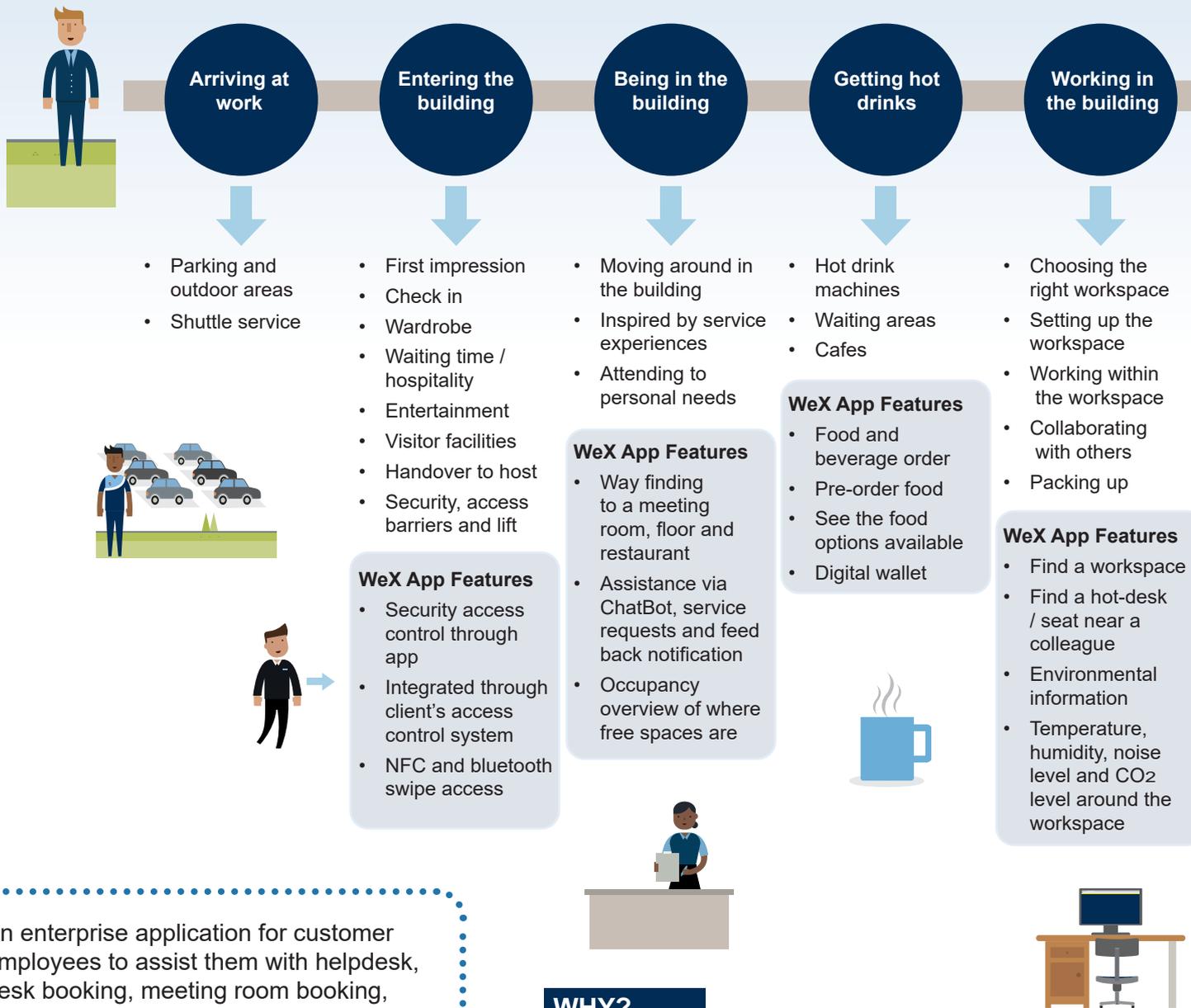
### So what does this mean for our customers?

- **Compliance** – Peace of mind regardless of location
- **Transparency** – Risk and Control managed through transparency, and reporting against SLAs, KPIs and financial performance
- **Consistency** – Operational consistency in standards regardless of geography, automating the delivery of our processes
- **Efficiency** – People and processes empowered with our automation tools
- **Purpose** – Creating an enhanced workplace experience for users

# WORKPLACE / EMPLOYEE EXPERIENCE



# Curating Touchpoints through the Workplace Experience App



An enterprise application for customer employees to assist them with helpdesk, desk booking, meeting room booking, way finding, dining, transport booking and much more.

A single sign-on app that combines multiple tech solutions and helps:

- Collaborate – drives colleague engagement, satisfaction, collaboration and retention
- Optimise – supports in optimising the workplace environment for comfort and productivity
- Engage – enables seamless interaction in service engagement

## WHY?

Integration of technology to empower employees. Key differentiators include:

- **Experience** – a high-end user experience based around technology
- **Measurable** – measure productivity gain with a case study ROI showing a potential 4M Euro saving over 1 year with 2,700 employees
- **Integration** – an app designed to act as an engaging touchpoint
- **Data driven** – create enhanced data to enable strategic decision making
- **Simplification** – easy access, saves time and creates strong foundation

### Going for lunch

- Arriving
- Being serviced
- Paying for food and drinks
- Dining
- Leaving

- WeX App Features**
- Food and beverage order
  - Pre-order food
  - See the food options available
  - Notification when food is ready
  - Pay by digital wallet
  - Redeem reward points

### Having meetings, conferences, events

- Deciding on the purpose of the meeting
- Planning and organizing the meeting
- Conducting the meeting
- Closing the meeting and follow-up

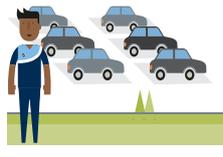
- WeX App Features**
- Reserve a meeting space
  - What meeting rooms available now?
  - Auto check-in / check-out

### Receiving and sending mail and packages

- Incoming mail
- Outgoing mail
- Compliance and whistle blower team
- Distribution of paper for printers
- Third party supplier (mail / courier / software for the mailroom data system)
- Confidential bin
- Update on all new hires

### Leaving work

- Parking and outdoor areas
- Shuttle services



### HOW?

- Employee mobile application
- Employee database (masked login credentials)

### PROOF POINT

- Delivered to clients in Banking and Financial Services segment
- For one of our Banking clients we designed touchpoints and linked the Workplace Experience app to each touchpoint

### How satisfied are you with the WeX app?



70% users were satisfied with the app as it addressed their needs

### Have you used one of the kiosks available in the workplace?



90% users had used the kiosks available at the workplace

# Meeting / Conference Room Booking

## WHAT?

- Improving all-round efficiency, room booking systems are a flawless method of creating ease in the workplace. With numerous in-built tools, customized user interfaces, and handy reporting tools, room scheduling systems are a cost effective way to manage your spaces

## WHY?

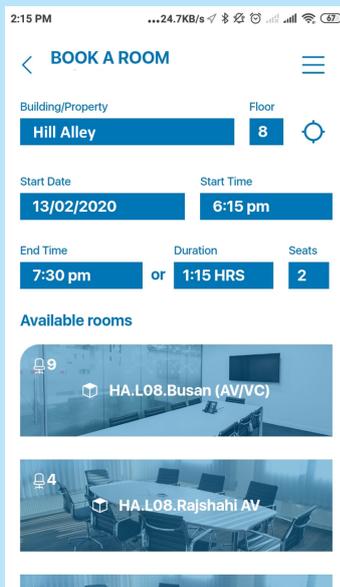
- Helpful for workplaces with large number of Meeting / Conference Rooms
- Feasibility and easy accessibility through multiple user-friendly interfaces – kiosks, mobile app, desktop, etc.
- Reduces human intervention thereby reducing inaccuracy of manning occupancy / usage of rooms
- Automatic displays of current and next meetings
- Reporting tools and cloud-based management for the time-savvy
- Efficient and easy method of monitoring room usage statistics – helps identify unused rooms to convert them into workstations for other purposes

## HOW?

- Touchscreen panels with RFID reader
- Android / iOS app
- Integration with building pass
- User authentication through single sign-on

## PROOF POINT

- Delivered to clients in Banking and Financial Services segment
- For one of our Banking clients we helped them manage 230+ meeting rooms and also measured satisfaction level and usage



How satisfied are you with the meeting room functionality in the WeX app?



90% users were satisfied

Have you used one of the room panel displays in the meeting room?



80% users have used the panel displays in the meeting room

# Desk Booking

## WHAT?

- An app enabling 'in-advance' and 'on-the-spot' hot desk booking, check-in using a range of low-cost devices, mobile phones and industry-standard touch screens

## WHY?

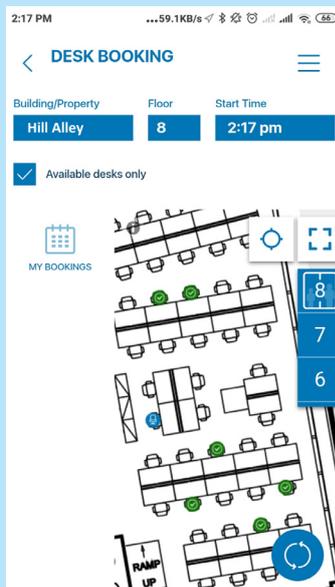
- Increases asset utilisation, optimizes single workspace utilisation, reduces costs and improves employee satisfaction
- Helps study occupancy trends and manages planned and unplanned absence from work
- Supports flexible hour and part-time workers
- Real time MI drives informed real-estate strategy and decisions to help plan future RE scale and expansion
- Timesheet system helps understand main project costs
- Users can allocate time to a project or cost code
- Supports demand based cleaning

## HOW?

- Can be accessed through mobile, desktop and kiosk
- Cloud-based, safe and secure (based on Microsoft Azure-encrypted technology)

## PROOF POINT

- Delivered to clients in Banking and Financial Services segment
- For one of our Banking clients we are managing 19,000+ desks for their 23,500+ employees with an identified 10:8 people to desk ratio



**>33%**  
Improvement in  
desk utilization



# Wayfinding Solution

## WHAT?

- App / online map for finding the easiest and shortest route to any POI (Point of Interest) in a large campus

## WHY?

- Allows employees to navigate effortlessly around venues regardless of size or complexity of campus
- Creates a sense of space with unique branding, allowing anyone to enjoy finding their way
- Decreases frustration, stress, anxiety, late arrivals and time spent looking for directions

## HOW?

- Android and iOS based mobile application
- Creates an identity at each location
- Creates well structured path
- Multifunctional kiosk for static wayfinding for easy access

## PROOF POINT

- Delivered to clients in Banking and Financial Services
- Depicted below is a snapshot



# Dining App

## WHAT?

- Employee app for pre-ordering food at cafeteria

## WHY?

- Cashless, queueless digital cafeteria / restaurant experience
- Menu availability notification as per slots
- Prior ordering and billing
- Helps plan daily the quantity of food required thereby reducing food waste
- Notification of order pick-up time
- Integrated with all payment mode (credit, debit and meal card, etc.)
- Helps go paperless / reduce use of paper coupons

## HOW?

- Android and iOS based mobile application
- Digital touchpoints
- Devices and interfaces for kitchen team to manage orders

## PROOF POINT

- Delivered to clients in Banking and Financial Services segment
- Depicted below is a snapshot of app and devices



**30-40%**  
Reduction in food  
collection time

**<1** Minute,  
time taken  
for billing

# Parking Management

## WHAT?

- A smart parking system that helps drivers find a vacant parking spot using sensors installed in each parking space
- Uses sensing devices such as cameras, vehicle counting equipment, sensors installed in pavements, etc. to determine occupancy of the parking lot

## WHY?

- Significantly reduces time spent in searching for a parking space
- Extremely accurate sensor technology
- Efficiently guides drivers to available parking spaces as they are easy to locate because of sensors
- Increases and optimises parking space utilization

## HOW?

- Ultrasonic light sensors with indicators
- Image processing cameras
- Counter sensors
- RFID tags for cars to enter through a boom barrier
- Digital displays at main gate indicating available parking spots in different zones along with direction signs for easy access to the parking space

## PROOF POINT

- Delivered to clients in Banking and Financial Services segment
- For one of our Banking clients we ensured:

**99.9%**

Accuracy of sensor technology

**20%**

Less traffic when searching for parking

**50%**

Less time taken to find parking spot

**25%**

Reduction in CO<sub>2</sub> emission



# Visitor Management

## WHAT?

- A system that gives maximum control over the guests accessing the facilities thereby keeping it safe and secure. Features include:
  - Complete customization
  - Admin web dashboard
  - Visitor data confidentiality – e.g. visitors' mobile nos., personal photo ID cards
  - Instant notifications
  - Print ID labels

## WHY?

- Easy and quick self check-in process at reception counters thereby reducing human intervention
- No need for manual filling up of forms
- Pre-registration and traceability of individuals
- Email notifications
- Visitors have info on any relevant steps such as acknowledging hazards or signing any waivers or NDAs before being allowed entry at the site

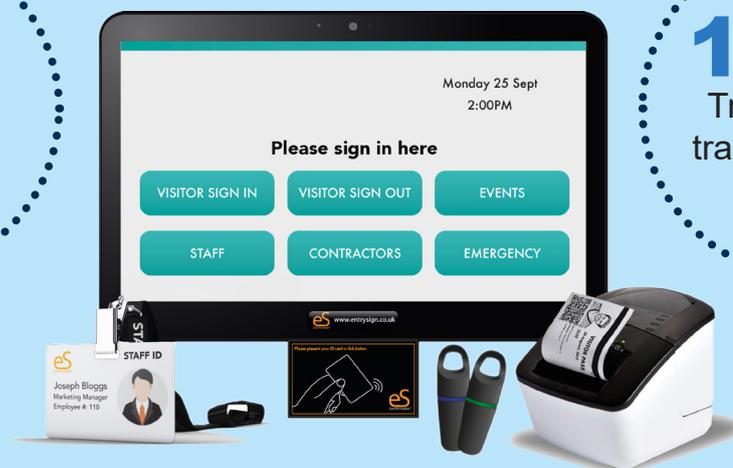
## HOW?

- Portal access / mobile app for pre-registration
- Accessible through single sign-on
- Cloud / customer server base storage
- iPad / Tab station for self check-in
- QR code enabled check-in

## PROOF POINT

- Delivered to clients in Banking and Financial Services segment
- For one of our Banking clients we ensured:

**<20**  
Seconds to  
check-in



**100%**  
Traceability &  
transparency of  
data

# Transport Management

## WHAT?

- A smart transport system with end-to-end automation, artificial intelligence based evolving system customised to customer's needs that enables employees to book, cancel, track cabs
- A complete user friendly mobile app along with a backend web portal for admin to configure and track trends

## WHY?

- Precise automatic routing to optimize utilization of number of cabs resulting in cost savings and resource optimization
- Reduces organization's fleet cost through futuristic planning to ensure availability of vehicles
- Aggregated solution through a team of SMEs to minimise risks, enhance compliances and improve processes through tight audit controls and by driving statutory compliance
- Digital GPS based driver trip sheets enable real time reporting and accuracy of data reconciliation
- Easy invoicing process with reduced TAT
- Increased safety due to GPS tracking in all cabs
- Trip ratings and feedback for enhancing curated customer experience

## HOW?

- Employee mobile app with updates, feedback option and panic alarms
- Driver mobile app with trip summary, PIN confirmations, face recognition
- Employee database, masked login credentials and calling through IVR
- Real time alerts, location, statistics and expense reporting
- Complete fleet supplier details, performance based business allocation
- Output-based complete ownership contract, clearly defined contract SLAs, stringent audits and policies, process governance

## PROOF POINT

- Delivered to clients in Banking and Financial Services segment
- For one of our Banking clients we ensured curated experience while keeping a tab on costs, met global compliance expectations and standards, and delivered:

**10-15%**

Reduction in fleet cost

**~97%**

Avg. OTD and OTA

**246**

Metric tons of CO2 and greenhouse gas abated annually

**24x7**

Dynamic & complex operational window

**~95%**

4 & 5 star rated journey experiences

**100%**

Safety through technology & fulfillment of statutory compliance

# WORKPLACE DATA & MAINTENANCE



# Facility Management System – FMS@ISS

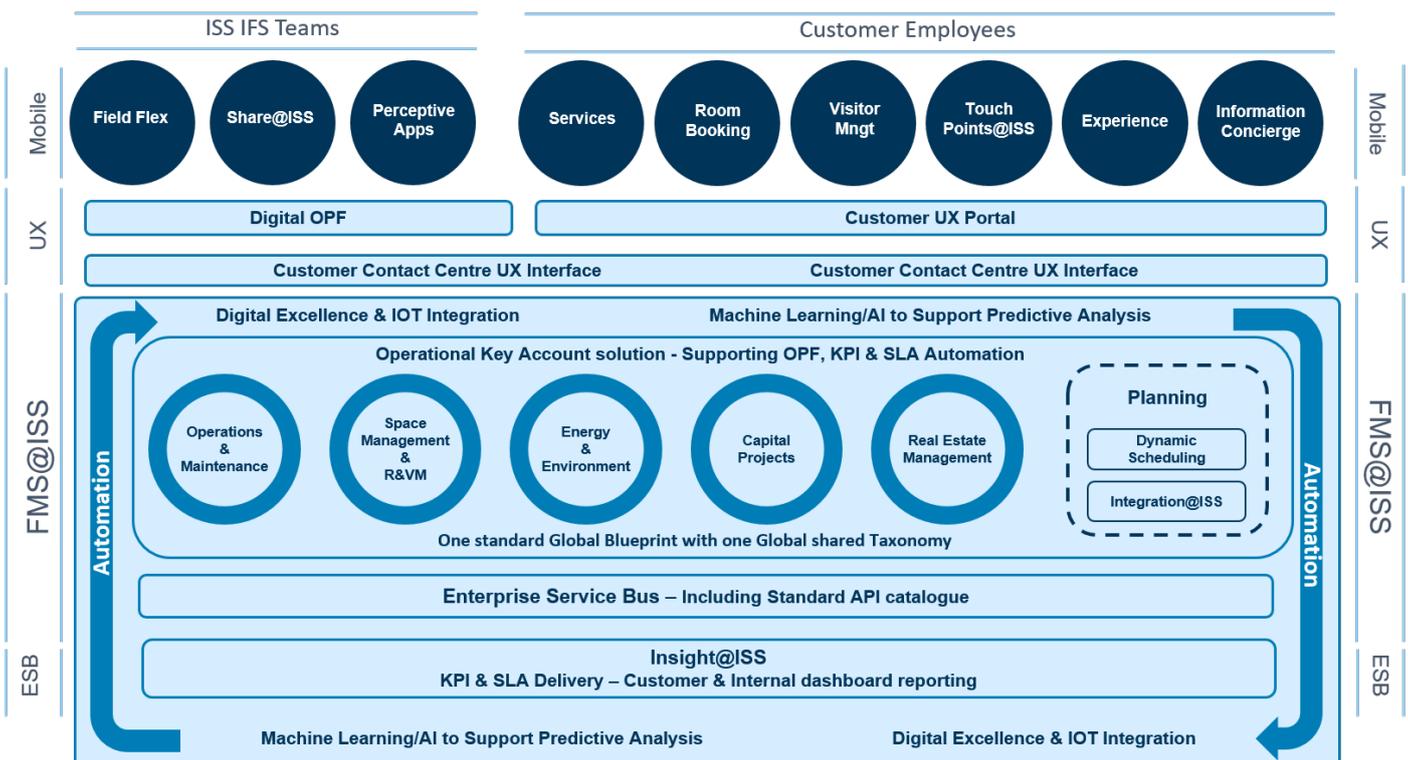
We have partnered with IBM to provide our customers with a high quality, globally consistent and regularly improved facility management system which we call FMS@ISS.

Technology components that make up our FMS@ISS solution include the Tririga facilities management software from IBM that provides an industry leading business platform for managing capacity planning, optimizing decision making, and promoting simplification and standardization across our customers' portfolio.

## WHY?

## HOW?

- Offers a one-stop shop to manage facilities related records and processes in a consistent manner with clear transparency
  - Automates and enforces ISS business processes and procedures to ensure efficiency and compliance in our service delivery within all our Integrated Facility Services
  - Provides performance analysis through Insight@ISS enabling improvement of ISS delivery
- 
- Through the different modules of our FMS@ISS, we can deliver a single seamless technology platform which manages the entire lifecycle of all real estate and facilities assets
  - It produces transparent data through real time dashboards, providing our customers and ISS with the information needed to make informed decisions and drive value in FM service
  - Modules of FMS@ISS –
    - Helpdesk module
    - Stock inventory
    - Maintenance module
    - Contract management



# Helpdesk Module

## WHAT?

- A tool to make the process of raising tickets / complaints easier to coordinate, monitor, track and resolve
- Tool to understand the delivery performance of a specific site on tasks assigned. Covers response (from creation to acceptance to completion) time of both corrective and reactive tasks across all service lines
- Tracks planned, active, completed and closed task status

## WHY?

- Easy tracking of the nature of complaints, priorities, severities by location
- Effective tracking of all requests / complaints
- Accurate analysis made with graphical presentations
- Enables auto escalations for long pending requests / complaints

## HOW?

- First line of support
- Handling of incidents, complaints and requests
- Coordination of any Facility Service issues
- Benchmarking, strong analysis, dashboards as per business objectives

## PROOF POINT

- Delivered to clients in Industry & Manufacturing segments
- Depicted below is a snapshot of a helpdesk monitoring system installed at a client site in the Industry & Manufacturing segment



Holistic view ensuring end to end perspective

Future oriented data that results in more proactive approach of preventing tasks to be late!

Past oriented data (Open Late and Closed Late) are connected to SLA / KPI targets

# Maintenance Module

## WHAT?

- Condition-based maintenance tools that can identify building issues before they escalate and require more expensive repairs

## WHY?

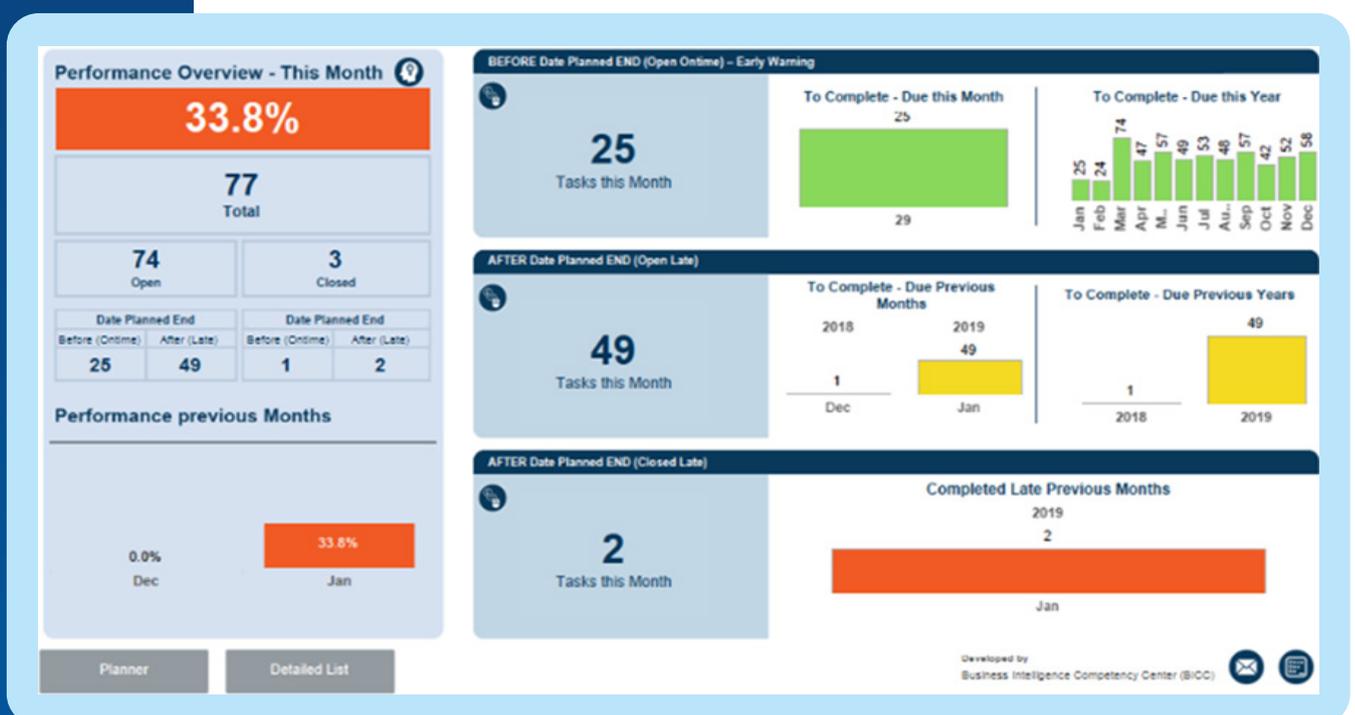
- Improves effectiveness of maintenance services and reduces operating costs
- Improves efficiency of operations of buildings and associated assets over their lifetimes
- Tracks preventive and reactive maintenances and utilization of resources
- Automates engineering deliverables
- Enables event-based monitoring with improved response times
- Reduces risk of missing maintenance activities and consequent reactive work loads
- Reduces unexpected downtime and consequent costs thereby improving cost control

## HOW?

- Lifecycle management and preventive maintenance capabilities
- Conditional and risk assessment of equipment

## PROOF POINT

- Delivered to clients in Industry & Manufacturing, and Banking and Financial Services segments
- Depicted below is a snapshot of a dashboard for a client



# Stock Inventory Module

## WHAT?

- Tool for real time auto updates of reordering / refilling / replenishing of stocks / spares

## WHY?

- Record and track stocks / spares remotely
- Fix re-order levels for auto alerts and help Supply Chain Management team for budgets for reordering / replenishing stocks
- Integrate with work order module and update spares utilization in the work order
- Analysis of spares to capture equipment failure trend – useful for planning Capital expenditure in engineering
- Important parameter / factor in FMEA (Failure Mode Effective Analysis) and asset life cycle analysis of equipment
- Uptime of equipment due to real time inventory management that also helps in business continuity
- Analysis of budget vs. actual

## HOW?

- Record and track stocks / spares and consumption trend online
- Fix re-order levels for auto alerts via email to SCM team
- Analysis and auto reports

## PROOF POINT

- Delivered to clients in Industry & Manufacturing, and Banking and Financial Services segments

**~100%**

Uptime of  
equipment

**7-10%**

Reduction in  
reordering costs

**~100%**

Time saved  
in tracking of  
reordering  
timelines

# Contract Management Module

## WHAT?

- Tool for complete tracking of all contracts across all services, regions, verticals, entities, etc.

## WHY?

- Effective tracking of all contracts with all (multiple) vendors on services provided
- Pre-alerts that help the customer Supply Chain Management team to evaluate the existing vendor and award AMCs (Annual Maintenance Contracts) to them
- Helps in identifying critical equipment and in setting respective contract, scope, services required, and nature of contract (comprehensive / non comprehensive) for every item identified
- Accurate reporting, analysis and MIS as per business objectives
- Data security and online repository of all documents pertaining to various contracts (contract copies, service reports, etc.)
- Advanced planning of Operational Expenditure (OPEX) for budgetary purposes

## HOW?

- Auto-notifications and reminders about expiry of contracts (on the basis of terms defined as per vendor priority, contract type, etc.)

## PROOF POINT

- Delivered to clients in Industry & Manufacturing, and Banking and Financial Services segments

**50%**

Reduction in time spent in renewing contracts

**100%**

Traceability of all contract documents



# INSIGHT@ISS

## WHAT?

- A reporting platform that offers standard reporting and KPI across service lines and subject matter areas via a standard reporting and KPI catalogue
- Paves the way for data driven decision making

## WHY?

- Provides virtual real time access to strategic information based on contractually agreed KPIs driven by transactions from the underlying FMS@ISS suite of applications (IBM Tririga), Hyperion Planning and ERP data
- Gives reports that are categorized according to relevant subject areas and contain KPIs that are aligned and used company-wide
- Provides with a digital reporting experience
- Ensures transparency on service levels and costs

## HOW?

- Transforms data into management information which provides benchmarking and analysis for valuable commercial knowledge
- Founded on an FM Data Model Framework / taxonomy, aggregation of data is performed in a central data warehouse
- Takes data from ISS solutions like FMS@ISS (CAFM) and can also take on data from non-standard external third party data source
- Automated tool which provides dashboards enabling slicing and dicing of information in relevant reports
- Tableau is used as a web based dashboard deployment tool
- Controlling formats, synchronisation, exception management, data mapping, etc.

## PROOF POINT

- Delivered to clients in Industry & Manufacturing, and Banking and Financial Services segments

EXECUTIVE MANAGEMENT DASHBOARD



MANAGEMENT DASHBOARD



OPERATIONAL DASHBOARD



Categorised Reports

■	■	■	■	■	■
■	■	■	■	■	■
■	■	■	■	■	■
■	■	■	■	■	■
■	■	■	■	■	■
■	■	■	■	■	■

KPI GOAL



# TDM: Technical Data Monitoring

## WHAT?

- Task-based asset monitoring
- A web-based solution through which asset tags can be scanned to retrieve asset record details, active work tasks, missed work tasks along with notifications, abnormal / erratic behaviour of asset (with images)

## WHY?

- Transparency of work tasks and real time alerts
- Monitored and controlled centrally / remotely
- Helps to identify equipment life cycle and accordingly linked to business continuity
- Reduces time for data collection
- Extensive and accurate analysis
- Comparison and benchmarking
- Data security
- Paperless environment

## HOW?

- Automates operation management controls and alerts that are essential to deliver on priority activities as alternative for daily / weekly / monthly check lists. Data can be utilized for Planned Preventive Maintenance activities

## PROOF POINT

- Delivered to clients in Banking and Financial Services, FMCG, Industry & Manufacturing and Retail segments
- For one of our Banking clients we ensured savings of:

**99%**  
Equipment uptime

**99%**  
Accuracy in asset  
monitoring

**0.3097**  
tCO<sub>2</sub>-e Carbon  
foot print saving  
per year

**10%**  
Reduction in time  
spent in capturing  
readings

**8%**  
Optimization of  
manpower

# e-Checklist Application

## WHAT?

- Android based, system driven auto scheduler of work frequencies
- Handheld data collector with QR code identification

## WHY?

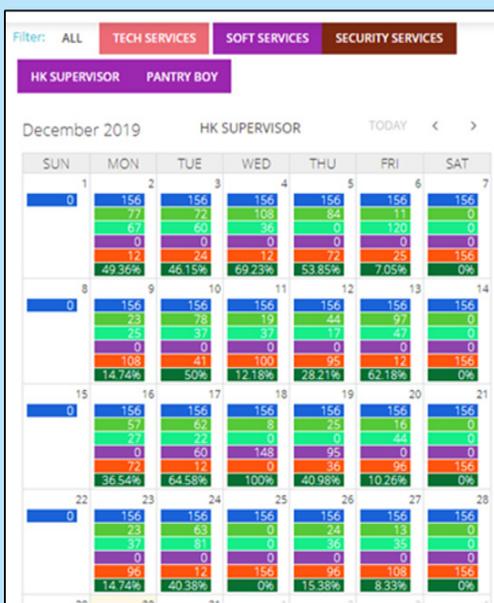
- Paperless environment
- Customizable parameters and checklists with tolerance limits
- Tracking of activities (completed / missed) with auto alerts
- Performance monitoring – real time snaps taken for 'before' and 'after' activity and useful for SLA / KPI mapping at the time of monthly reviews
- Remote monitoring of each activity tracking status and criticality of alerts
- Effective and efficient; transparency of services delivered

## HOW?

- Monitored and controlled centrally or remotely
- Upload pictures, audios, videos, documents, etc. of activity status
- Extensive and accurate analysis, trends and MIS
- QR codes enabling easy access

## PROOF POINT

- Delivered to clients in Industry & Manufacturing, Banking and Financial Services, and Healthcare segments
- Depicted below is a snapshot of an e-checklist report of a client in Industry & Manufacturing segment. We ensured the client had:



**100%**  
Scheduled  
cleaning

**10%**  
Optimization of  
manpower

**100%**  
Traceability of  
activities

# e-Feedback Application

## WHAT?

- App for instant feedback on facility services like general cleaning, washroom cleanliness, pantry and technical services

## WHY?

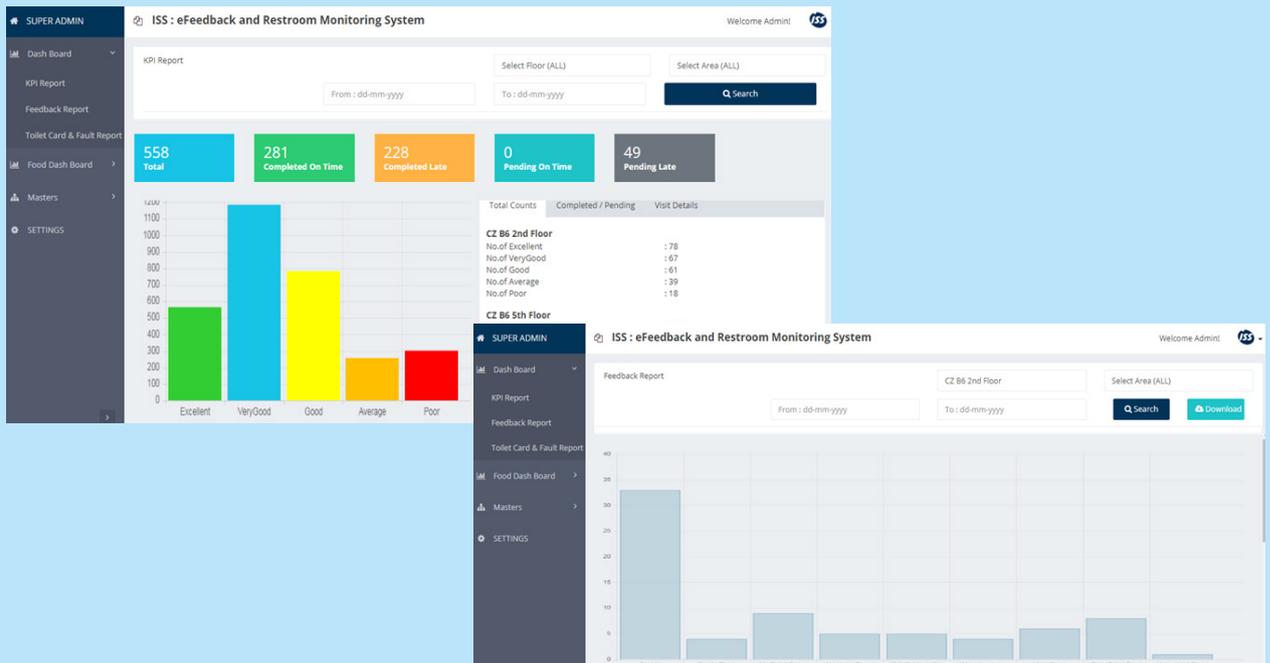
- Real-time dashboard status
- Improves manpower planning through trends and statistical analysis
- Transparency and accountability
- Helpful in tracking and closing all feedback
- Closed loop system

## HOW?

- Real time feedback
- Fast response and follow up

## PROOF POINT

- Delivered to clients in Industry & Manufacturing, Banking and Financial Services, FMCG, Business Services & IT, and Retail segments
- Depicted below is a snapshot of an e-feedback monitoring system installed at a client site in the Banking segment



# Task-based Cleaning using IoT

## WHAT?

- Evidence-based tracking of cleaning requirements

## WHY?

- Superior control over standard manual sign-in procedures
- Optimise (and often reduce) the number of checks and refills carried out by the team and even helps to track the consumption of material on a daily basis automatically
- Dashboard is equipped with various tools which can be used by organizations to track occupancy patterns for washrooms

## HOW?

- Usage of washrooms monitored by high fidelity data
- Data utilized to monitor cleaning compliances based on real time usage
- A metric is predefined on the number of users before a washroom is cleaned; an alert message is sent to the nearest cleaning operative telling them of cleaning requirement
- Response times are tracked as the operative signs in (using an attendance tracking device) and confirms they have attended to the washroom
- Proximity sensors on tissue paper dispensers monitor consumable levels, and replenishing requirements based on real-time data
- Proximity sensor on dustbin liner monitors the levels and auto triggers alert message to empty it once it is full

## PROOF POINT

- Implemented at ISS India HQ and pilot projects delivered for clients in Pharma, and Industry & Manufacturing segments
- For one of our Industry & Manufacturing clients we ensured:

**22%**

Optimization  
in washroom  
cleaning

**17%**

Optimization in  
refilling / restocking  
of consumables



# Comfort Sensors using IoT

## WHAT?

- Evidence-based tracking of comfort parameters such as:
  - a) Lux level b) CO<sub>2</sub> c) Temperature d) Humidity e) Sound level e) VOC (Vaporized Organic Compounds)

## WHY?

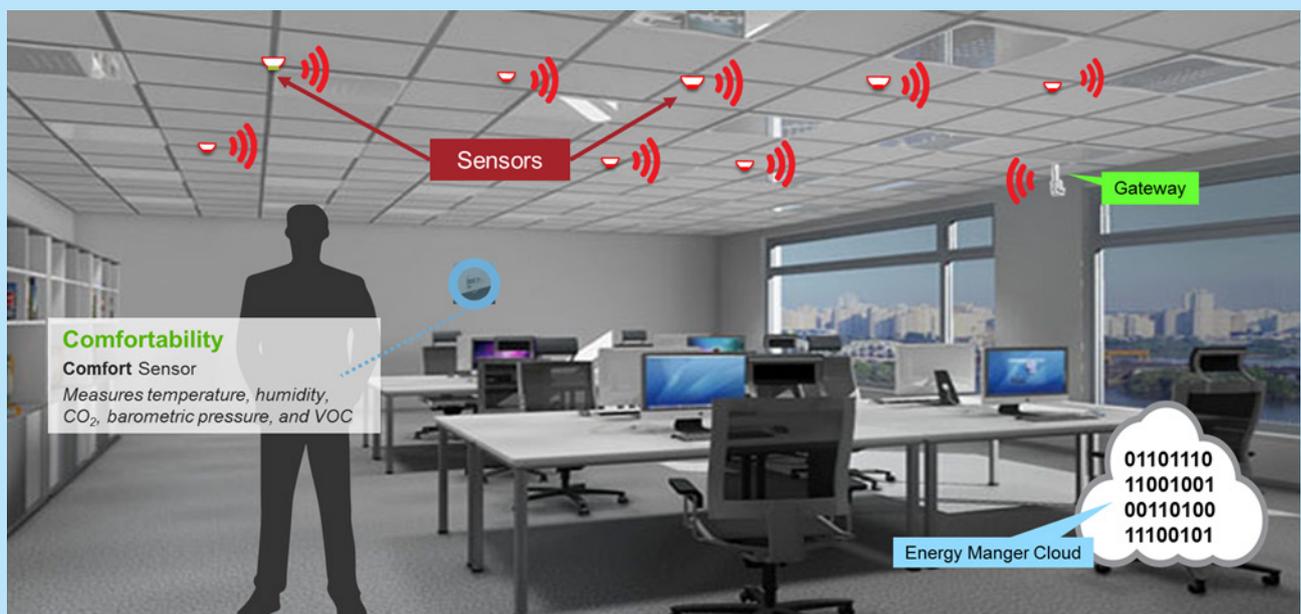
- Eliminates manual intervention and errors in tracking of comfort parameters
- Fitted with sensors that generate real time data
- Reduces no. of visits by technician to visits only during cases of alerts
- Complaints can be proactively identified and attended to in advance as per data received from sensors
- Maintains employee well being and productivity (by maintaining the technical parameters as per National Building Code (NBC) standards)
- Helps achieve energy savings
- Studies past trends to help / ease day-to-day operations

## HOW?

- Real time data received by sensors integrated with Building Management System which in turn helps maintain the parameters to set standards
- Analysis and auto reports
- All data stored on platform / cloud for trend analysis

## PROOF POINT

- Implemented at ISS India HQ and pilot projects delivered for clients in Pharma, and Industry & Manufacturing segments
- Depicted below an open work layout fitted with comfort sensors tracking various parameters



# Mailroom Management

## WHAT?

- Software to support Mail room management needs:
  - Sort consignments received for delivery
  - Print consignment / sender / destination-wise checklist
  - Mail trigger to sender and receiver regarding delivery and status
  - Provision to update delivery status
  - Track department-wise cost towards mails

## WHY?

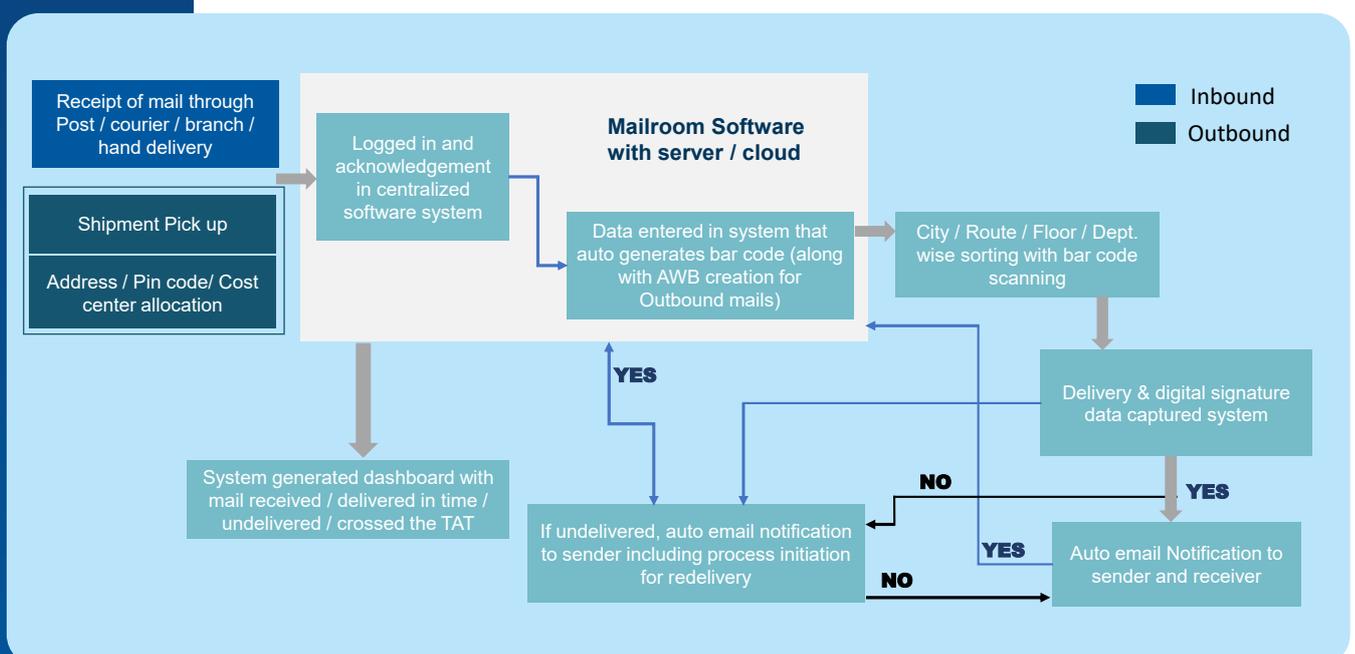
- Easy tracking of outgoing and incoming consignments
- Consignments audit trail report
- Provision to generate barcode for consignments
- Triggering of alerts on receipt / delivery
- Accurate mail sorting

## HOW?

- Dedicated workflows for both In-bound and Out-bound processes
- Mapped service expectations
- Set Response timelines for deliveries, receipts and queries
- Regular customer feedback to monitor service performance
- Monthly MIS reports supporting SLA / KPI as per the contracts

## PROOF POINT

- Delivered to clients in FMCG segment
- For one of our FMCG clients we followed a clearly charted In-bound and Out-bound Processes flow to ensure optimisation of their dedicated Mail room manpower by **20%**



# Velocity EHS

## WHAT?

- Application for managing and documenting inspections, incidents covering HSE areas in a systematic process

## WHY?

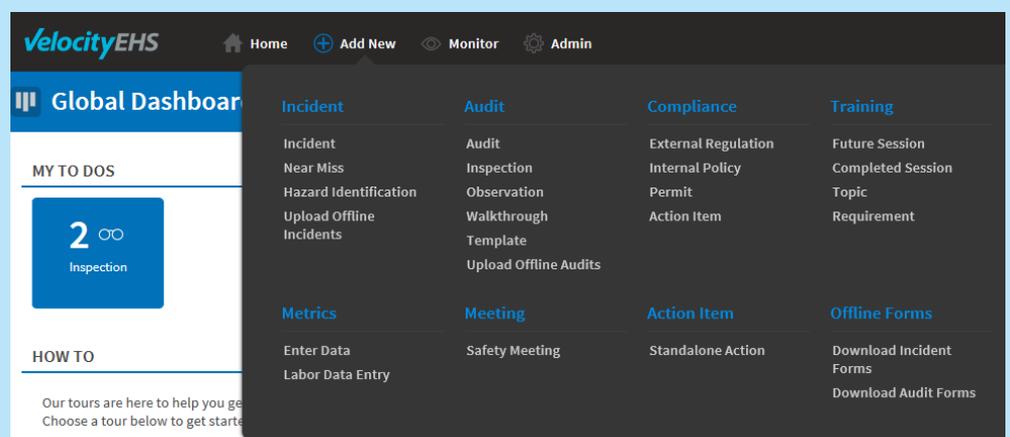
- Easy tracking, recording and reporting of workplace incidents and near misses, and performing hazard IDs anywhere, anytime

## HOW?

- ISS safety rules, habits and how / why to practice them
- Global campaigns
- ISS Toolbox Talk calendar – 2 topics per month
- Safety flashes
- Incident reporting and investigations
- Training – embedding HSE in operations
- Implementing HSE and corporate responsibility action plan
- Sharing videos for people to understand 'Safe Ways of Working'

## PROOF POINT

- Regularly train ISS employees to maintain HSE standards and make safety a way of life



# Human Capital Platform - iRise 2.0

## WHAT?

- An integrated employee-centric cloud HCM platform for ISS employees that helps perform all human resource functions on-the-go and enables a more connected workforce

## WHY?

- Driving statutory and employee compliance
- Transparency in work hours for ensuring compliance

## HOW?

- Recruitment – automated workflow right from raising manpower request to appointment including parsing of resumes, interview scheduling, offer releasing, etc.
- Digital on-boarding (Aadhaar, eKYC), digitised documentation
- BGV process
- Time and attendance through biometric system; applying for leaves, shift rostering, etc.
- Bonus and minimum wage master for tracking compliance
- P&C portal: company announcements, help-desk, IJPs and referrals, pay slips and cumulative earnings, IT investment declaration, e-separation, alumni log in
- ESS: employee dossier for updating personal information

## PROOF POINT

- Delivered to clients in FMCG segment
- Transparent attendance, salary, IJP, e-learning and other announcements

The screenshot displays the iRise 2.0 HR platform interface. Key features highlighted include:

- Easy Manageable Attendance Details. Also available in Mobile App.** (Pointing to the calendar view)
- Convenient to check and apply leaves on 1 click. Also available in Mobile App.** (Pointing to the leave management section)
- Regularization and Outdoor. Also available in Mobile App.** (Pointing to the regularization and outdoor options)
- HR Handbook, FAQs, News & Articles and Helpdesk** (Pointing to the HR resources section)

The interface shows a calendar for December 2017, a list of leave types (Earned Leave, Miscarriage Leave, Casual Leave, Sick Leave, Team Attendance), and a search bar for employees. The bottom navigation bar includes options for My Claims, Non CTC Claims, CTC Claims, and Punch Details.



# Solutions for your every service need

## Cleaning Services

- Task-based cleaning using IoT
- e-Checklist
- FMS@ISS – stock inventory module

## Workplace Experience

- Visitor management
- Meeting / conference room booking
- Transport management
- FMS@ISS – helpdesk module
- Workplace Experience app consisting of -
- Desk booking
- Wayfinding solution
- Dining app
- Parking management
- IoT@ISS – comfort sensors
- e-Feedback

## Engineering Services

- Technical data monitoring
- FMS@ISS – maintenance module
- FMS@ISS – stock inventory module
- FMS@ISS – contract management module

## Support Services

- Mailroom management

## Safety & Compliance

- Velocity EHS
- Human capital platform - iRise 2.0







# **ISS TECHNOLOGY SOLUTIONS TO TRANSFORM YOUR FACILITY / WORKPLACE MANAGEMENT WORLD**

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