



GMR ENGINEERING & MANAGEMENT SERVICES

ENGINEERING

SERVICES





GEMS (GMR Engineering & Management Services) has been efficiently delivering comprehensive Engineering & Management services to its clients that also include world's finest airports with their stringent requirements.

GEMS has set new benchmarks through **quality service delivery and innovation** in maintenance & energy management. Its management strategy focuses on **Operational Excellence, Commercial Prudence and Sustainability.**

GEMS has proudly established an unmatched track record of ensuring sustained service excellence through professionally managed Engineering Services for more than 10 years at prominent airports across India and abroad.

The capabilities of GEMS encompass **integrated one stop E&M services solution** to industries, factories and building complexes. This would help the clients achieve optimum asset utilization, enhance the value and lifecycle of assets while also resulting in optimizing costs.

The focused **approach of GEMS** has enabled its clients create efficient, flexible, responsive businesses with lower operating costs, improved service quality and stringent operating control.



GEMS excellence in managing the engineering and maintenance at airports resulted in the following achievements



01



First Airport globally to achieve ISO 50001 Certificate in 2011 & 2018

02



First Airport in India to Achieve GreenCo Gold. It was further upgraded to Platinum in 2016

03



First Airport Terminal Building to achieve "LEED Gold" under New Construction, 2011

04



First Airport Terminal Building to achieve "IGBC Platinum" under Existing Building, 2016

05




First Airport Globally to adopt live building performance monitoring platform "Arc", 2017

06



Only Airport globally to have adopted 3 Green Building Standards.

07



All new infrastructures are being developed as per Green Building principles



Core Strengths



Rationalizations

- Energy & Water
- Fuel & Inventory
- Manpower & Assets
- Contract Consolidations

Certifications

- Energy Management (ISO 50001)
- Asset Management (ISO 550001)
- BCMS (ISO 22301)

Unique Selling Point

- Management of Large Assets
- 200+ engineers/specialists
- Reduction in OPEX costs
- Sweating of assets

Offerings

A. Comprehensive engineering and maintenance in the following areas



- WTP** : Water Treatment Plant
- STP** : Sewage Treatment Plant
- HVAC**: Heating, ventilation and Air conditioning
- PHE** : Public Health Engineering

- FDP** : Fire Detection & Protection
- VHT** : Vertical and Horizontal Transportation
- CMS** : Central Monitoring System
- BMS** : Building Management Systems

B. Setting up Client’s Dashboard for enabling efficient performance management



GEMS would enable you to achieve



C. Bouquet of Capabilities



Serviceability

- 24X7 operational readiness
- Adherence to O&M best practices
- Shifting from Breakdown maintenance to Preventive maintenance to Predictive maintenance
- Strict monitoring of KPI/SLA

Cost Containment

- Assets standardizations
- Common resource mobilization
- Contract standardizations
- Contract consolidations
- Visit charge for OEM
- Rate contract for spares / consumables

Complaint Management

- Deployment of Complaint Management systems like “Inhouse Remedy Software”
- Analysis wrt Response Time, Repeated Faults, Rectification time, Breakdown over Total Maintenance time
- Identification of Root Cause Analysis

Process Improvement

- Deployment of new technologies including COVID measures
- Digitization & Automation of systems
- Identification of Zero Tolerance initiatives and its deployment
- Mitigation of pertinent issues like IAQ / Water quality / leakage and seepage / water loggings / etc

- Uninterrupted quality service – SLA more than 98%
- Proactive engagement to reduce customer complaints
- Availability of various systems

- Within time & Cost
- With Safety and Quality
- Aesthetic – Look and Feel

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Serve Customer
by providing

Ensure that all
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jobs are
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Ensure continuous
development of

Ensure that there
is continuous efforts to

- Team Members
- Service providers & stakeholder employees

- Reduce utility cost
- Reduce operation & maintenance cost without impacting the quality of service



Awards & Accolades:

Delhi & Hyderabad Airports managed by GEMS are amongst the select few carbon neutral airports in Asia Pacific. Both these airports have received numerous awards for tangible benefits which have resulted from the Implementation of various Energy Management Initiatives.

Delhi

- GreenCo Best Practices Award 2017 - Most Innovative Award
- GreenCo Best Practices Award 2017- Most Useful Presentation
- Network -18 & Honeywell Smart Building Awards
 - » Smartest Building in India (Three Consecutive Years)
 - » Smartest Large Airport In India (Three Consecutive Year)
 - » Greenest Building in India
 - » Safest Building in India
 - » Most Productive Building in India
- Excellence in Energy Efficiency Award by Confederation of Indian Industry (CII) in 2019
- Most Innovative Project by Confederation of Indian Industry (CII) in 2019

- 'National Water Management Award from Ministry of Jal Shakti'
- Excellent Energy Efficient Unit - Three consecutive years
- Winner of CII National Energy Leader award in 2020.

Hyderabad

- CII Excellent Energy Efficient Unit for 2014 & 2015
- CII Excellent Energy Efficient Unit for Four Consecutive Years (2017-2020)
- First Indian Airport to win the CII National Energy Leader Award in 2019.
- Rated as National Energy leader for the second consecutive year in 2020.
- CII Performance Excellence Award in ground mounted solar category in 2020.
- Gold Award in Telangana State Energy Conservation Awards 2020





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