

ramco


REDEFINING ERP

ECOSYSTEM ~~ENTERPRISE~~ RESOURCE PLANNING

FACILITY MANAGEMENT SOLUTIONS

www.ramco.com





We at Ramco are redefining the world of ERP with our business-centric approach.

We understand the challenges and pain-points that you face on a daily basis in your industry and we have created tailored solutions to propel the entire

ecosystem.

EXPERTS

IN FACILITY MANAGEMENT SERVICES

We know that facility managers need to run a tight ship and ensure efficient operations management, top-notch customer service, better profitability, and more. With Ramco's Facility Management Solution (FMS) at the helm, facility managers can digitize and streamline operations, manage service partners, increase profitability, and improve customer experience, all at the same time. Our solution suite supports the 'soft' and 'hard' service needs of your organization.



1. EFFORTLESS SAVINGS

70%

reduction in customer enquiries turnaround time using Customer Portals

85%

reduction in direct vendor enquiries turnaround time using Vendor Portals

1.5%

of annual revenue saved through digitization and automation

20%

increase in customer satisfaction (CSAT)

2. ELEVATE

PERFORMANCE, REDUCE CHALLENGES.

Allocating resources and work scheduling manually



Maintaining site profitability



Managing facilities asset maintenance



Addressing customer needs in a quick & effective way



Assigning contracts optimally to service providers (franchisees and sub-contractors)



Tracking site variance and mitigating revenue leakages



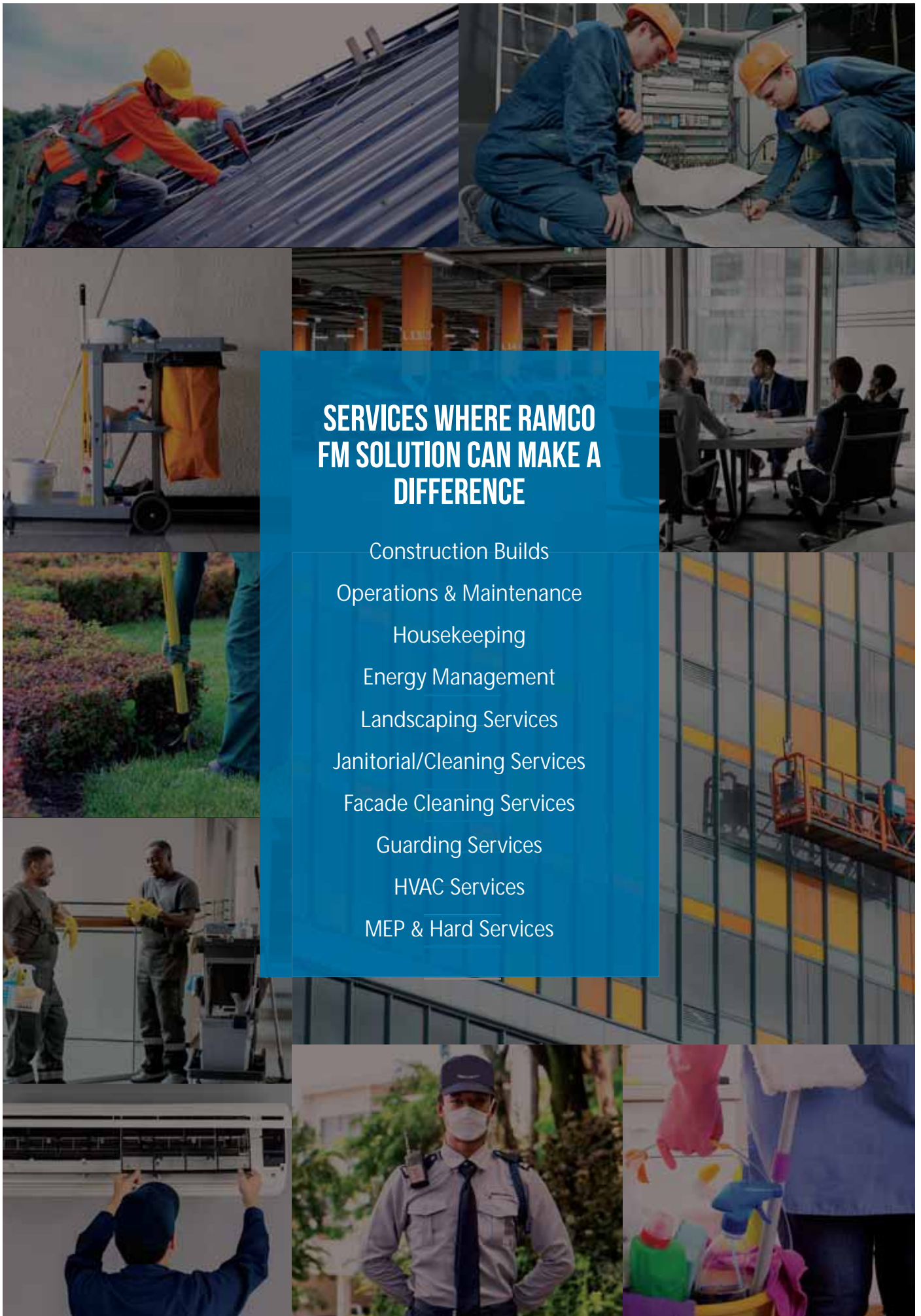
Processing billing in a timely & accurate manner



THE DAY-TO-DAY
CHALLENGES OF A
FACILITY MANAGER

HOW RAMCO FM SOLUTION CAN HELP?

- **System driven work order assignment** for optimising resource allocation.
- **End-to-end** platform to manage operations, service providers & customers
- **Modular solution** purpose-built for the FM industry
- **Customer billing automation** for a quick, efficient cash conversion cycle
- **Flexible, scalable architecture** suited to different business models
- **Mobile apps** for instant work reporting and inspections on-the-go
- **Seamless integration** with franchisee and sub-contractor systems
- **Real-time data** for better decision-making
- **Increase in operational efficiency** and visibility
- **Increases customer experience** and profitability

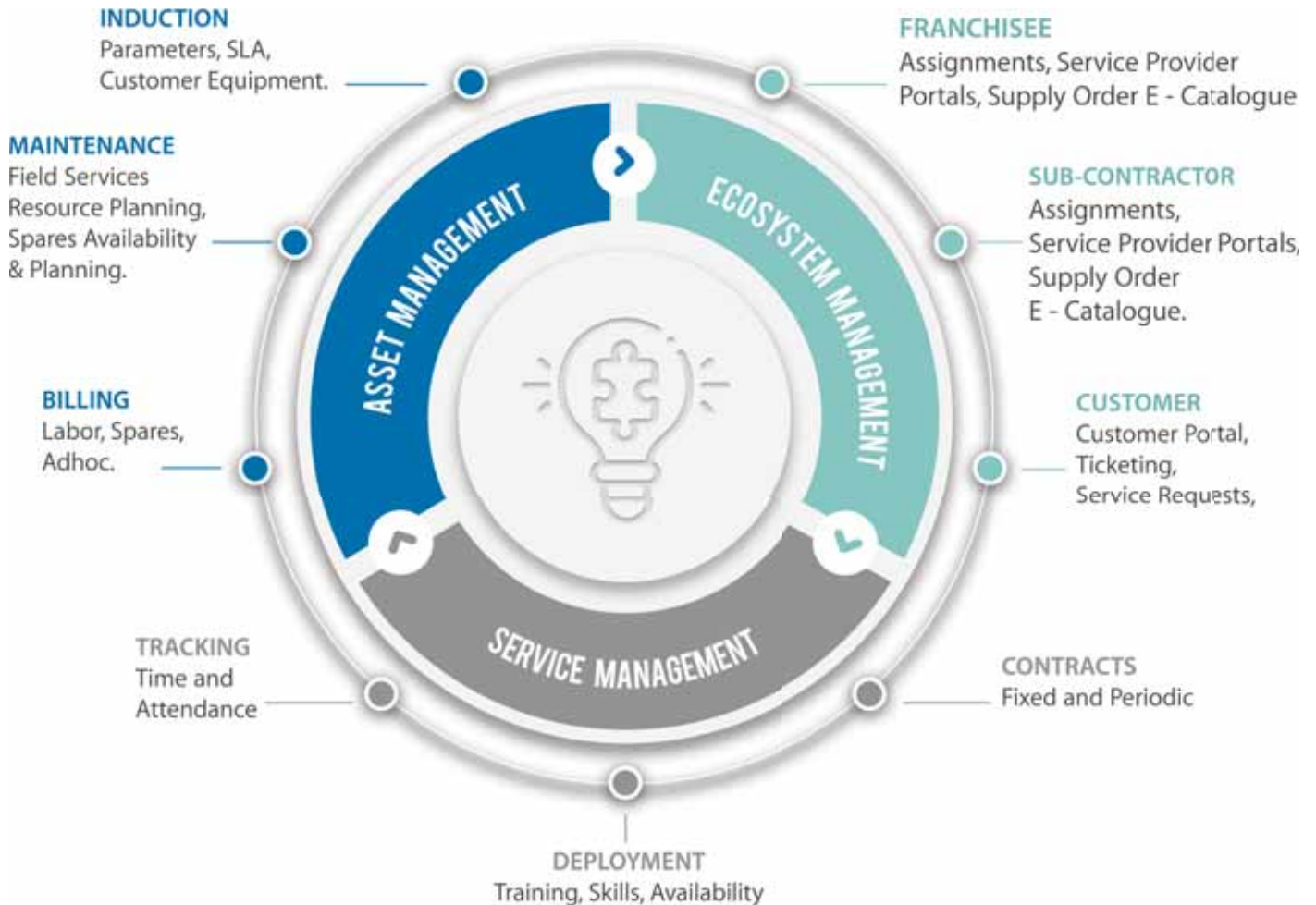


SERVICES WHERE RAMCO FM SOLUTION CAN MAKE A DIFFERENCE

Construction Builds
Operations & Maintenance
Housekeeping
Energy Management
Landscaping Services
Janitorial/Cleaning Services
Facade Cleaning Services
Guarding Services
HVAC Services
MEP & Hard Services

3. END-TO-END SOLUTIONS

Our comprehensive FM Solution **empowers** you and your organization to gain relevant business insights, improve your customer service, automate various processes, and implement the best practices - all integrated on one powerful platform.



RAMCO FM SOLUTION PROVIDES INSPIRED ANSWERS TO:

SERVICES MANAGEMENT

Facility management enterprises need Ramco FM Solution to provide organized services to their clients. Our solution provides comprehensive visibility into work orders, real-time status, site-level profitability, vendor partner KPIs, and other vital operational parameters.

ASSET MANAGEMENT

For asset-intensive organizations, the management of assets is a challenge. Ramco FM Solution ensures the utilization, performance, and chargeability of all assets across the enterprise to maximize their return and lower the total cost of ownership.

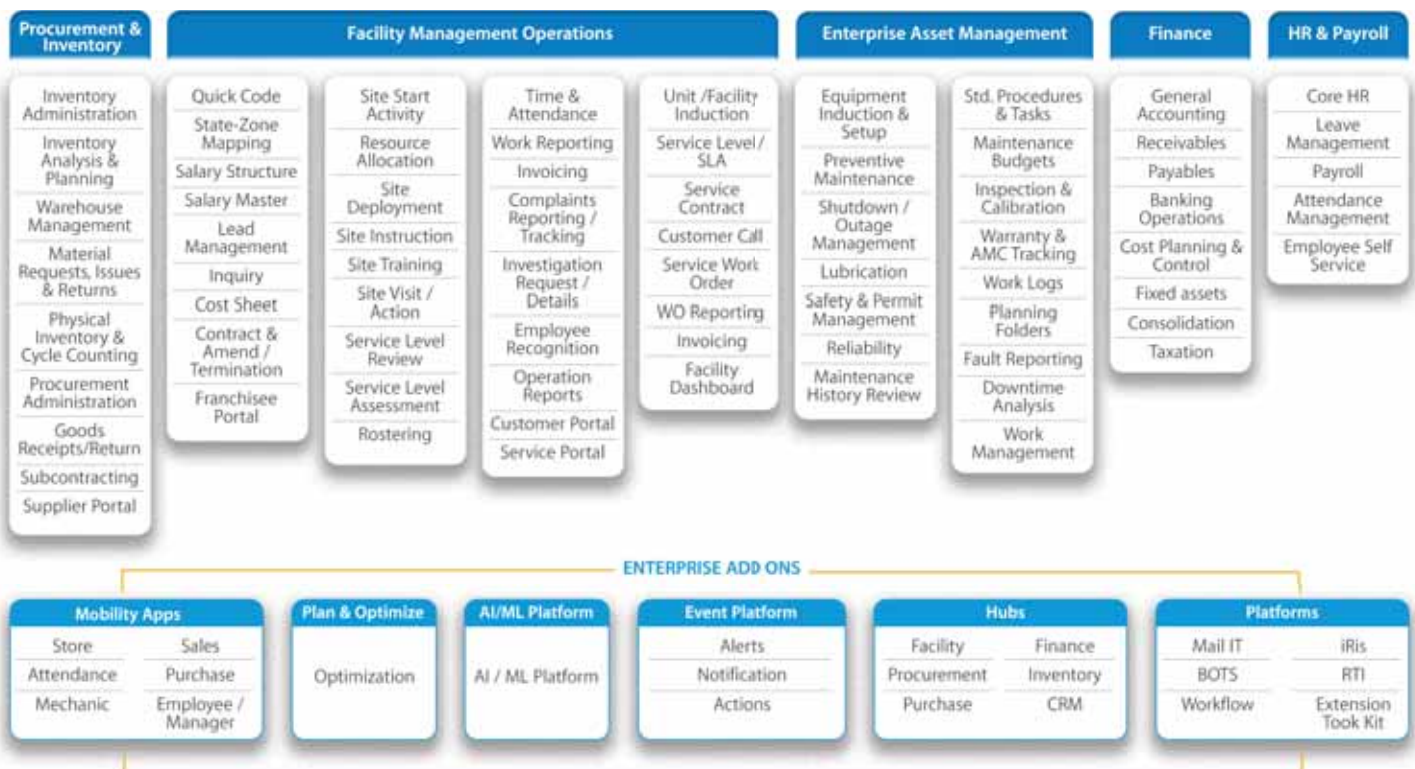
ECOSYSTEM MANAGEMENT

Ramco FM Solution creates a coordinated franchisee and subcontractor ecosystem. It's a data-driven and simplified provider assignment (based on site proximity), portals for onboarding providers, reviewing service contracts, automated billing, and mobile work reporting as well as inspections.

4. EFFICIENCY UNLOCKED

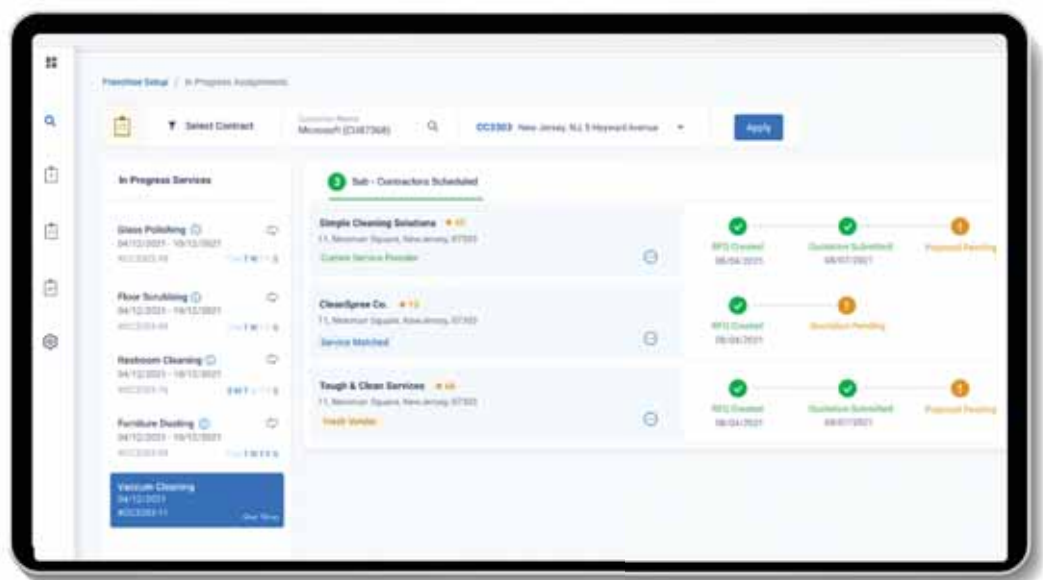
Ramco FM Solution provides end-to-end integrated solutions for managing and optimizing facilities across various industries, including **real estate, hospitality, healthcare, IT and non-ITES, and retail**. We leverage advanced technologies to deliver cost-effective and efficient solutions for building maintenance, energy management, security, housekeeping, landscaping, and more.

APPLICATION ARCHITECTURE



SYSTEM-DRIVEN WORK ORDER ASSIGNMENT

Optimise FM operations with our end-to-end system-driven work order assignment. Facility managers can streamline processes and achieve maximum efficiency with comprehensive ecosystem alignment.



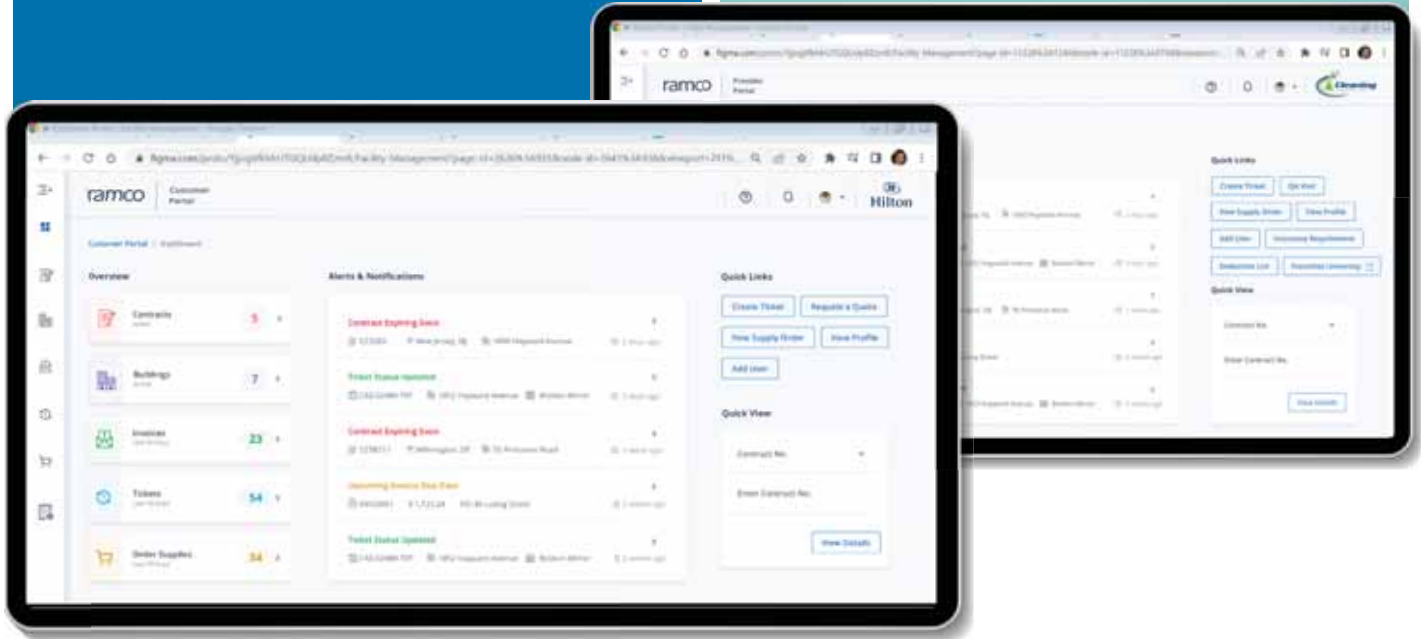
YOUR FMS DIGITAL TRANSFORMATION STARTS HERE!

CUSTOMER PORTAL

Empowering the customers with a digital experience of creation, tracking and monitoring of orders and service requests.

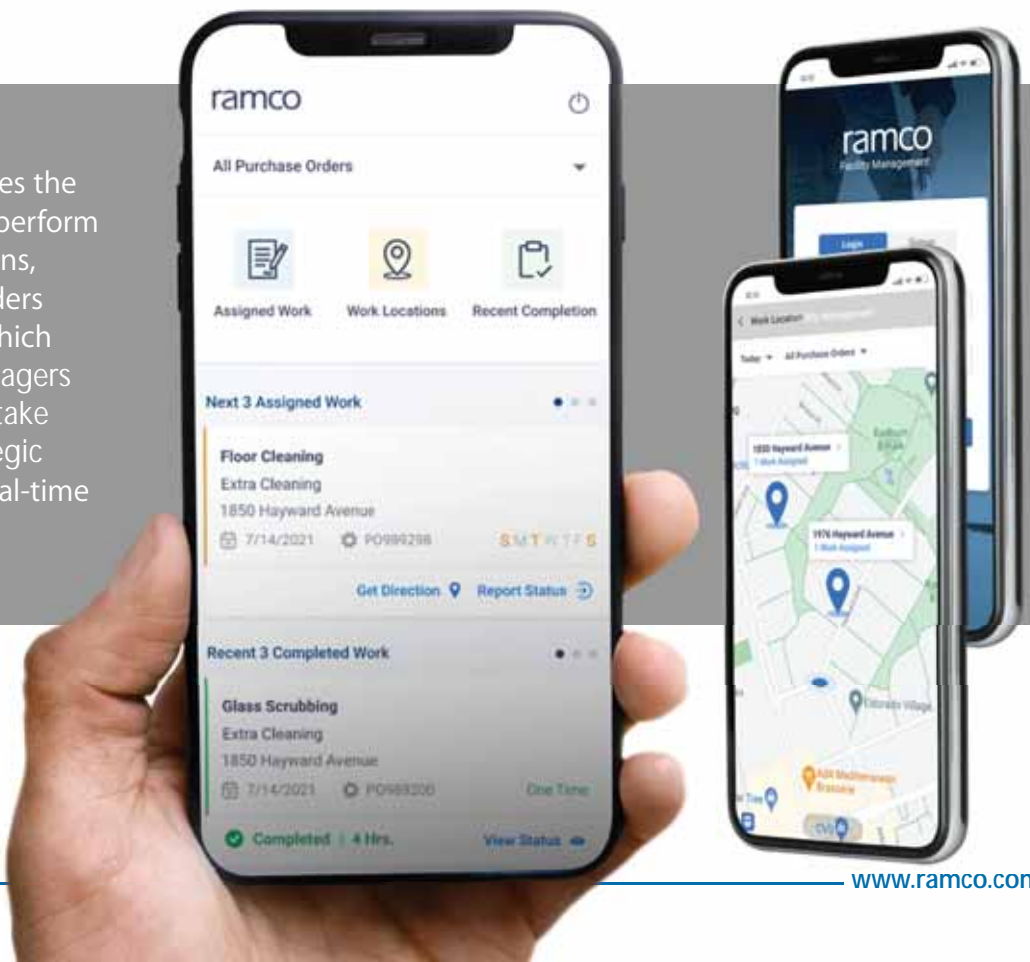
VENDOR PORTAL

Providing a seamless vendor experience by enabling them place supply orders, approve service requests and track progress at sites.



MOBILITY TO MAKE DECISIONS ON THE GO

Mobile support enables the field professionals to perform reporting of inspections, services, and work orders while on the move, which in turn helps site managers and decision-makers take operational and strategic decisions based on real-time data and insights.



Scan to learn more about our product

5. EMERGING TRENDS IN FM INDUSTRY.

Organizations have realized the need for an integrated solution that ensures its flexible, transparent, scalable, and mobile. The future is a turnkey service to manage assets, allocate resources, minimise costs, maximise profits, and enhance customer experience.

RAMCO - A FUTURISTIC SOLUTION



Solutions
on the go



All-in-one
systems



One-stop-shop
service

FOCUS AREAS

Sustainable & environment-friendly facilities

IoT-enabled smart buildings

Data-driven facilities optimization

Integrated facility management technology

Seamless service integration for customers

Outsource to franchisees for business expansion



6. ENHANCING CUSTOMER EXPERIENCE BY STAYING AHEAD OF THE CURVE.

RAMCO'S ERP INNOVATION TOOLS



Infusing Intelligence with
AI/ML



Punch is Out, Face is In
JUST SMILE



Voice is the New UI
JUST TALK



Event Driven
NOTIFICATION



Ease of access with
ZERO UI



Conversation@Work
JUST BOT IT

TRUSTED BY INDUSTRY
LEADERS WORLDWIDE



SCAN HERE
TO READ MORE
CASE STUDIES



We selected Ramco's ERP Software to enhance our customer service, automate our billing and payment processes and obtain complete visibility into our operations.

Ed Pim,
Senior Vice President of Operations
and Experience,
OpenWorks

We did evaluate a number of solutions in the ERP field which would meet our needs and objectives. Ramco provided a very good fit, both from the point of view of their functional suitability, as well as for our commercial requirements. It was a very good decision.

CTO
G4S IT

If I have to do this whole process again, I would choose RAMCO again. I have seen and heard other peers who have tried the usual big ERP suites and have given up midway. That is a reflection of both the vendor and the company side. Standardization of processes is important. Automation only sits upon a set of processes

Brendon Pereira
VP Corporate planning & IT,
Dusters Total Solutions Services



ABOUT RAMCO SYSTEMS LTD.

Ramco Systems is the first ERP solution company in Asia, providing end-to-end enterprise solutions that empower and transform organizations. Headquartered in Chennai and established in 1997, Ramco has offices across India, the USA, Canada, Europe, the Middle East, South Africa, Japan, and APAC. Our business-centric approach and focus on innovation makes us a disruptor in the marketplace. Ramco VirtualWorks, our revolutionary enterprise application assembly and delivery platform, is a key differentiator.

GLOBAL
PAYROLL

AVIATION,
AEROSPACE & DEFENSE

ENTERPRISE
RESOURCE PLANNING

LOGISTICS
SOFTWARE

29

GLOBAL
OFFICES

150,000+

SATISFIED
USERS

\$ 1 BN

PART OF
CONGLOMERATE

2000+

DEDICATED
PERSONNEL

1000+

LOYAL
CLIENTS

40+

DIVERSE
VERTICALS

VALIDATIONS FROM INDUSTRY EXPERTS



Positioned as a 'Core Provider' in Nucleus Research's ERP Technology Value Matrix 2022



Featured as a key representative vendor in Verdantix's benchmarking report 'Green Quadrant: EAM Solutions 2022'



Ramco features as a representative vendor in 2022 Gartner Market Guide for multi-country payroll solutions



Cited as a Notable Vendor in Gartner's Asia/Pacific Context: 'Magic Quadrant for Transportation Management Systems'



Everest Group positions Ramco as a 'LEADER' in Everest Group Multi-country Payroll (MCP) Solutions PEAK Matrix® Assessment 2022 – APAC



NelsonHall positions Ramco as 'LEADER' in it's NEAT Matrix for NEXT generation Payroll Services



Quadrant Knowledge Solutions positions Ramco as a 'Technology Leader' in the 2021 SPARK Matrix for multi-country payroll solutions



DIGITALLY TRANSFORM YOUR FM BUSINESS IN 6-9 MONTHS

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GET IN TOUCH

