

UPDATER SERVICES PRIVATE LIMITED

CORPORATE PROFILE



India's leading Integrated Facilities Management
Company



#7-21, UDS SALAI,
DB JAIN COLLEGE HOSTEL ROAD
(OFF OLD MAHABALIPURAM ROAD)
THORAIPAKKAM.
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CERTIFICATIONS & YEAR OF ESTABLISHMENT :

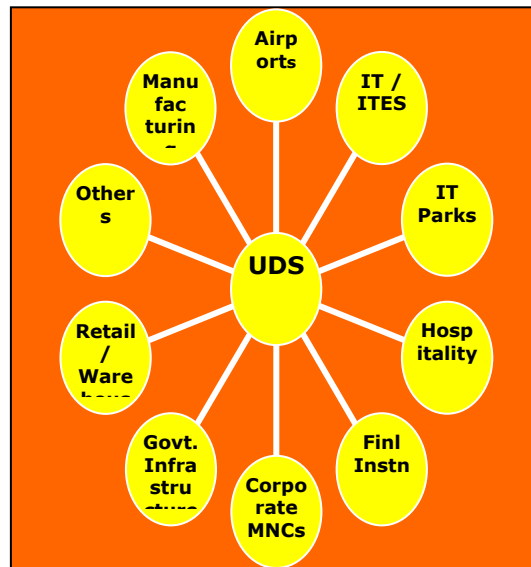
- One of India's largest professionally managed ISO 9001-2000 (BVQI) Certified Property & Facility Management company
- D&B DUNS – 65-007-1884 accredited (DATA UNIVERSAL NUMBERING SYSTEM FOR GLOBAL IDENTIFICATION MAINTAINED BY DUN & BRADSTREET)
- Excellent track record since 1985
- Member of the IFMA (International Facilities Management Association)

PAN INDIA PRESENCE :
(Over 55 million sq ft of space)

- Chennai
- Bangalore
- Hyderabad
- Delhi
- Mumbai
- Ahmedabad
- Pune
- Calcutta
- Cochin
- Trivandrum
- Coimbatore
- Pondicherry
- Over 400 locations in Tier 2, 3 & 4 cities

SEGMENTS :

- Airports
- IT Parks , IT , ITES & BPOs
- Hotels
- Pharmaceutical companies
- Hospitals
- Residential complexes
- Manufacturing industries
- Government Infrastructure
- Malls & Multiplexes
- Retail & Warehouses





SPECTRUM OF SERVICES

PROPERTY MANAGEMENT

- Accounts and Administration
- Building Maintenance
- Occupants Management
- Common Area Maintenance
- Liaisoning and PR with Government Agencies
- Civil Supervision
- Vendor Management
- Safety and Security
- **SOFT SERVICES:**
- House Keeping & Janitor
- Pest Control
- Garden & Lawn Maintenance
- Waste Management.
- Facade & Glass Cleaning
- Building Maintenance

HARD SERVICES:

- Electrical & Mechanical Maintenance
- HVAC
- Water Management & Plumbing.
- STP / ETP Operations
- BMS Monitoring
- 3rd Party / Vendor Management

SECURITY SERVICES:

- Guarding
- Patrolling
- Investigations
- Electronic Surveillance

PRODUCTION SUPPORT

- Line Operations
- Assembly Activities
- Material handling
- Data Entry Operations
- Welding,
- Painting
- Packing & Packaging

WAREHOUSE MANAGEMENT

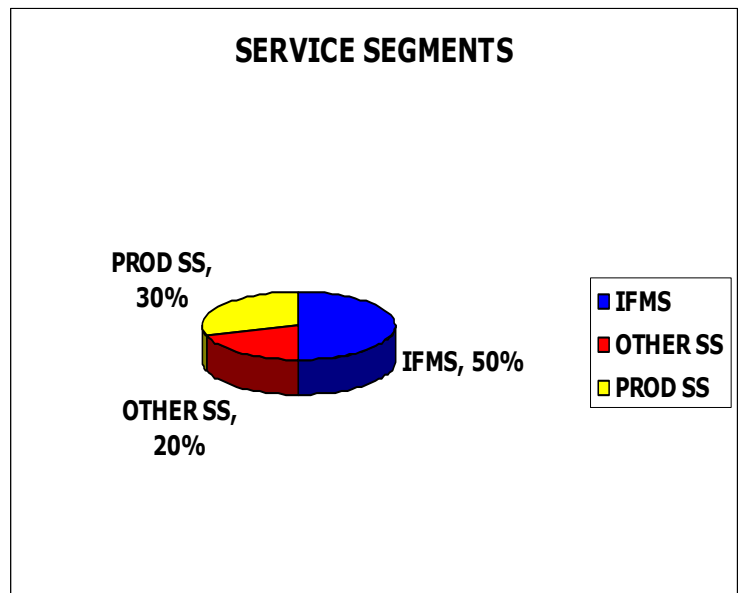
- Inbound
- Outbound
- Inventory
- Data Entry and MIS

HOSPITALITY SERVICES

- Guest House Management
- Catering Services
- Food Court
- Beverage vending & Snacks supply.
- Pantry Services.
- Cafeteria Handling

SUPPORT SERVICES:

- Staffing
- Payroll Management
- Mail Room Management





TECHNICAL CAPABILITY :

- UDS directly undertakes all services, do not have any subcontractors & therefore has better service control & delivery with no hidden margins
- UDS ensures that the services are comparable to the best industry standards through regular audits & training that ensure compliance for all SLA's laid down the client in order to measure the deliverables. Training through specially designed modules that are simple & easily adaptable
- Site Surveys are conducted on the basis of which an internal man minute working is made for manpower deployment . Further optimization is made if required depending on the ground level scenario
- Proven and tested processes in systems including FM software & dedicated Help Desk Services & latest state of art technologies for Systems, Equipments & Processes
- Lowest attrition rate in the industry
- Ability to ramp-up and ramp down resources & operations quickly
- Employee strength of over 17500 who are well trained in the field .
- Effective Business Continuity Plans
- Our back office works 24 X 7 to support site FM activities . Our Regional managers & Managers – Operations can be consulted at any time & are accessible round the clock on their mobile phones .

STATUTORY & LEGAL COMPLIANCES :

- Strict adherence to all Government statutory norms & compliances
- UDS also has a very strong Legal Department can provide guidance on any labour related issues (labour inspections , statutory record maintenance etc). UDS also has an expert panel for such matters.
- Labour Union problems are kept under check by our Operation Managers who double up as our IR team . This team keeps track of labour sentiments , issues , work culture etc and sort out all differences as a preventive measure before any kind of adverse impact on operations
- ICICI Ventures has invested in a 40 % stake in UDS

