INFRASPEAK **Ascencia**

How did a Power BI–Infraspeak integration add quality and control to Ascencia Mall's corrective and preventive maintenance?

Company
Ascencia

Country
Mauritius

Founded
2007

Maintenance team size
30 members

Onboarding Kick-off
April 2021

Onboarding Closing
May 2021

With Infraspeak since
June 2021

Number of shopping malls
7

• About Ascencia Malls

Ascencia is the largest listed retail property company in Mauritius with seven world-class shopping malls across the island, which attract more than 22 million visitors a year. Its assets are professionally managed by a focused, talented and passionate team geared towards what matters most and accompanying our partners by delivering optimal asset performance and maximising shareholders' returns.

They're known for their ambitious sustainability and social corporate responsibility policies and are very careful to maintain impeccable standards on these criteria for all projects. Their size, complexity and modern approach to running a business meant that they were a natural fit for a value-driven company like Infraspeak.

• What were the key problems facing Ascencia Malls before they found Infraspeak?

Ascencia is a complex, distributed operation with 7 large shopping centres containing diverse retail and dining spaces. To put this into perspective, the Bagatelle mall alone receives roughly 510,000 visitors a month.

Before the successful implementation of Infraspeak's IMMP (Intelligent Maintenance Management Platform) solution, Krishna Ellapen, IT manager and point of contact with Infraspeak, faced a number of operational process efficiency challenges.

From a people's perspective, there was unclarity and inconsistency in the way that their maintenance team executed corrective and planned preventive maintenance. There was no centralised source of information that could be used by technical teams and this led to varying quality across jobs. Planned jobs were done on Excel, Work Orders were loosely handled via WhatsApp and there was disorder throughout the process.

Krishna and his team also lacked the tools to manage stock, vendor and asset processes effectively. Communication surrounding these issues was disparate and unclear, and they struggled to leverage any data generated by their maintenance teams.

What positive impact has Infraspeak had on Ascencia Mall's operations?

The implementation of Infraspeak's IMMP allowed Krishna's maintenance team to operate from one centralised workspace and add crucially-needed transparency to the processes outlined above.

As well as quantitative improvements to the quality of their operations, they have also been empowered with ways to improve their customer service. They can use Infraspeak's suite of apps to communicate directly with their customers and provide opportunities for customer complaints and requests to be properly recorded and responded to.

The numbers tell a full story — they now enjoy a Work Order and Planned Job Completion Rate of 96% and

their average work order resolution time of 6 hours (down from 48 in some cases!).

With regard to their experience, they had the following feedback on Infraspeak. On a scale of 1-10, they rated Infraspeak's user experience with an 8, and our customer service as a 9. This confidence in our team of experts was key in organising stage two of their digital transformation — a comprehensive integration with Power BI.

> " **Infraspeak is the go-to solution for facilities and property management.** "
>
> — Krishna Ellapen, IT Manager

And the cherry on top? A cutting-edge integration with Power BI.

With key processes finally under control thanks to our IMMP, it was time to take things to the next level and start leveraging and utilising the critical data points generated by their technical staff and operations.

This happened after integrating with Power BI, a market-leading data analysis platform powered by Microsoft. It provides clients like Ascencia with simple, rich visual insights that can be used to drive purchasing decisions, improve team efficiency and provide accountable responses to stakeholders. Through this integration, maintenance data recorded on our Analytics app is combined with the data from across the organisation, adding new levels of detail and transparency.

This final point is crucial for Krishna and his team. He uses this integration every day to track upcoming and outstanding tasks and also uses it to drive a culture of operational excellence, guided by clean data surrounding the mall's performance and customer experience.:

"All metrics such as KPI sheets, used to be managed using a subjective framework. Now, with Infraspeak and Power BI, this is factual."

A successful proof of concept has been well received across the organisation, and an expansion is currently underway to include data from more Infraspeak apps.

Talk to one of our specialists and learn how Infraspeak can make your operation truly intelligent, connected and collaborative.

Schedule Demo