



Redefining Business
Services

India's leading
**Business Services
Company**

www.uds.in

Vision and Mission

To be an *Essential Partner* of *Every Enterprise* by delivering *Exceptional Business Services*

We make
it **happen**



Redefining Business
Services

Our Values

Our leaders strive to unlock value for our customers by leveraging decades of real-world knowledge and sectoral expertise across specialized business offerings. This, powered by a desire to demonstrate innovation in thought and excellence in action, allows us to help customers achieve their goals.



Redefining Business Services



Happy People

We foster a work culture where happy people will be engaged at work.

Our 3 Pillars of “Happy People”

- Show Empathy, Respect and Fairness in all that we do
- Create Empowered and Engaged Teams
- Ensure Meaningful Work and Growth Opportunities



Clear Purpose

We make plans that are executed by people working together in harmony with necessary resources.

Our 3 Pillars of “Clear Purpose”

- Make Clear Plans that can be executed
- Ensure Team Collaboration
- Align People, Processes and Resources



Better Everyday

We use technology and innovation to improve our performance.

Our 3 Pillars of “Better Everyday”

- Use Technology and Innovation
- Deliver Quality Customer Service
- Ensure Operational excellence



Do Good

We strive to be good corporate citizens guided by the principals of ethical governance.

Our 3 Pillars of “Do Good”

- Ethical Governance
- Sustainability Agenda
- Social Responsibility



Balance All

We attempt to balance the interests of all stakeholders and promote a healthy, diverse and inclusive workplace.

Our 3 Pillars of “Balance All”

- Balance interests of Employees, Customers, Shareowners, Vendors and Society
- Ensure Diversity and Inclusion (D&I)
- Enable Work-Life Balance (WLB)

How are we **Redefining Business Services?**

Through

- Extensive use of technology
- Competent people and well-resourced teams
- Integrated service delivery platform
- Delivering exceptional value to our customers
- Building long-term customer relationships



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Why UDS



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Innovation

Our ability to find innovative solutions for our customers, based on decades of experience, enables us to be better every day, re-invent our ways of working and delight our customers.



Operating excellence

The UDS group is known for its focus on operational excellence. Our teams meet and exceed our customer expectations daily across thousands of sites.



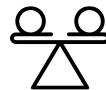
Customer Service

Every company in the group has over 90% customer retention, driven by a dedicated approach toward solving customer problems and building long-term relationships.



Centers of Excellence

Each company and service line in the group is a leader in its own field. When a customer engages with us, they automatically get access to the best minds and business practices in the industry.



Reliability

A strong legacy of 35+ years coupled with our robust financial strength makes us a partner of choice for a wide bouquet of services.

Our Group Companies



Denave
Sales Enablement and Digital
Marketing



Tangy Supplies & Solutions Pvt Ltd
Material and Equipment Supplies



Matrix Business Services Pvt Ltd
Employee Background Verification and
Audit & Assurance



Stanworth Management Pvt Ltd
Specialized Hospitality Services



Avon Solutions & Logistics Pvt Ltd
Mailroom Management and Logistics
Services



Fusion Foods & Catering Pvt Ltd
Industrial & Institutional Catering



Global Flight Handling Services Pvt Ltd
Airport Ground Handling Services



Washroom Hygiene Concepts Pvt Ltd
Feminine Hygiene Solutions & Services



Athena
Sales Enablement and Outbound Tele Sales



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We are an integrated **Business Services Platform**



Integrated Facilities Management

- Engineering Services
- Production Support Services
- Soft Services
- Warehouse Management
- Institutional Catering
- General Staffing

Business Support Services

- Employee Background Verification
- Ground Handling Services
- Mailroom & Logistics
- Audit & Assurance
- Sales Enablement



About **UDS**



Redefining Business
Services

Key Figures...



India's leading Business
Services Company



Over **35 years**
of experience



22 Branches
Pan India



50,000+ on-
ground workforce



Servicing over **250+**
million sq.ft of space



800+ Client
Locations



Redefining Business
Services

Awards & Accreditations



ISO 9001:2015

Quality Management
Systems



ISO 14001:2015

Environmental
Management Systems



ISO 45001:2018

Occupational Health & Safety
Management Systems



ISO 27001:2013

Information Security
Management Systems



ISO 41001:2018

Facilities Management
Systems



ISO 55001:2014

Asset Management
Systems



SA 8000:2014



ICRA credit rating
of A+ (LONG TERM) &
A1+ (SHORT-TERM) - B



65-007-1884
Rating of 5A1



Member IFMA
from 2009



British Safety Council
from May 2019



Confederation of Indian Industry

Member CII
from 2013



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Airports



Transit systems



Manufacturing



IT/ITeS



Logistics



Healthcare



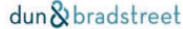
BFSI



Retail



Business consulting



Automobiles & ancillary



Monuments



Some of our Customers...



Redefining Business Services

We are an integrated **Business Services Platform**



Integrated Facilities Management

Engineering Services
Production Support Services
Soft Services
Warehouse Management
Institutional Catering
General Staffing

Business Support Services

Employee Background Verification
Ground Handling Services
Mailroom & Logistics
Audit & Assurance
Sales Enablement





Integrated Facilities Management Engineering Services



IOT based – Energy monitoring, Air Quality Monitoring, Occupant Management, and other services



Automation of work schedules, planned and reactive maintenance aimed at reduction of costs and maximizing equipment uptime and readiness



Data driven SLA management, business continuity made easier and ready availability of assets



Use of CAFM and CMMS to reduce operational costs, increased asset life and paperless workflow

Key Services

- Mechanical, Electrical and Plumbing (MEP) Services
- Fire Protection Systems and Fire Fighting Systems
- Civil Maintenance Work
- Building Fabric Maintenance
- BMS, CCTV & Access Control Systems
- Shop-floor Equipment & Maintenance



Integrated Facilities Management

Production Support Services



We partner with our customers to provide them with customized solutions for their manufacturing sites



We work through a variety of business and commercial models such as manpower supply, production-linked variable rates, etc.



Our engagements could include a mix of men, material, and machinery coupled with the process and SLA delivery



Zero tolerance policy on Safety, Compliance, and ESG requirements

Key Services

- Complete housekeeping services for all shop floor areas, public areas, and pathways inside the manufacturing facility
- Data entry, logistics and administration services
- Staffing solutions
- Material handling & movement solutions
- Plant maintenance
- Provision of trained manpower- Electrician, Fitter, CNC Operations, and Technicians to handle boilers, DG sets, and general maintenance



Integrated Facilities Management

Soft Services



Servicing multiple industries including IT Parks, commercial spaces, BFSI, Retail, Manufacturing, Airports, Ports and Data centers



Mechanized cleaning of over 200 million sq.ft of space



We deliver soft services through technology enabled solutions with digital checklists and dashboards creating a seamless and hassle-free experience

Key Services

- Housekeeping Services
- Disinfection and Sanitizing Services
- Pest Control Services
- Security Services
- Waste management
- Carpet & Chair Shampooing Services
- Facade Cleaning
- Horticulture / Ground & Lawn Maintenance Services



Integrated Facilities Management

Warehouse Management



We offer comprehensive services for Warehouse Management and Logistics including staffing solutions.

Key Services

- Warehouse end-to-end solutions on 3PL, 4PL models
- Inbound and outbound logistics on an output-based model
- Staffing for warehouse operations (Loading, Unloading, Picker & Packer, Breakbulk and Repacking, DEO, etc)
- Last mile delivery – Feet on Street
- Material handling equipment leasing
- Handling damages and Reverse logistics
- Soft services, Technical services, Security services and other business services for warehouse operations



Integrated Facilities Management

General Staffing



Today's agile organizations require qualified, talented, and trained resources. We offer you flexible and tailor-made solutions to suit your organization's staffing needs.

We cater to the staffing requirements of all types of customers and sites



Retail and Sales associates



Guest houses and pantries



Cleaning staff at distributed locations such as bank branches



Specialized functions such as Ticketing



Single large sites such as corporate offices, IT parks, etc.



Personnel at Mass Transit Systems etc.

Key Benefits

- Flexibility in downsizing and upscaling
- Compliance on all legal and statutory requirements
- Implementation of robust HRMS software
- Hassle-free onboarding and exit processes
- Trained and ready manpower
- Cost-effective and customized models



Integrated Facilities Management

Institutional Catering



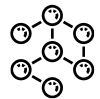
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We offer custom-made corporate and industrial catering services through our team of experts who curate wholesome and nutritious menus for various segments.



At UDS, we ensure that the highest standards of food safety are maintained through highly equipped and thoroughly disinfected kitchens



Our catering to industries, education, healthcare, and other sectors are from on-site kitchens; a state-of-the-art central kitchen in Chennai services corporate and other clientele.



Raw material procurement is from registered and audited vendors, maintaining high standards in quality and freshness, via process-management tools, to ensure minimum food wastage.

Capability

- Ability to cater across industries
- Easily replicable working structure
- SOPs for quick set-up
- Menu offerings across cuisines
- Trained manpower
- Technology-enabled process to control food purchase conversion and delivery

Tech enabled Service Delivery

- 01** Technology and Automation to standardize processes
- 02** Automate routine tasks at client locations
- 03** Constantly collate data on performance and operations of people, assets

Key Benefits

- Transparency in service delivery
- Real-time visibility on performance parameters through digital interfaces, and compliance management
- SLA/KPI tracking



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Technology Driven **Operations**

Process

- CMMS
- Helpdesk & Ticketing
- Inventory management
- Workforce management
- Asset health monitoring



TECHNOLOGY IN
IFM (IoT enabled)

Benefits

- Seamless standardized maintenance management system
- Optimized & efficient inventory
- Improved response time & equipment availability
- Enhanced service delivery & customer delight
- Cost savings
- Improved maintenance & manpower management

Technology Enabled **Contracts Management**

Process

- On-boarding
- Digital invoicing
- Digitalized salary processing
- Digital attendance
- Client portal



TECHNOLOGY IN
CONTRACTS
MANAGEMENT

Benefits

- Reduced paperwork
- Speed & Accuracy
- Cost savings
- Compliance
- Realtime analytics

Robotics

Automation is the clear need of the hour and Robots are central to this upgrade. We offer best-in-class solutions where intelligent robots are deployed for cleaning and material movement both in the Capex and Opex models

Floor Care Robots for Housekeeping
Automation with India's first Scrubber Robots

Material Handling Robots for Tugging and
Towing operations.



01. Cleaning robots

- Better and efficient floor cleaning
- Sustainable cleaning solutions with lesser consumption of electricity & water
- Repetitive & redundant tasks removed, so the human effort can be applied to more specialized cleaning requirement

02. Material Handling Robots

- Help increase the efficiency of production line and material movement
- Higher safety and productivity
- Precision and accuracy



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Thank You

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