



CIVENTRA
Integrated Facility Service Pvt Ltd

OUR PROMISE
SAFETY. CLEANLINESS.
RELIABILITY. EFFICIENCY.

WWW.CIVENTRAINTEGRATED.COM





ABOUT US



Managing Director, B RadhaKrishna brings over 20 years of experience, including 10 years in the security industry and 10 years in facilities management. His strong expertise in operations, client relations, and strategic leadership ensures the seamless integration of security and facility services, driving efficiency, innovation, and excellence across all organizational functions.



Our core team brings 17 years of hands-on experience in the facilities management sector. With a proven track record that includes 2 years as Facilities Manager at GMR Airport, 10 years as Regional Manager – South, and 5 years as General Manager with leading facilities management companies, the team combines operational insight with strong leadership to deliver exceptional service and client satisfaction.

WHY US

01

Established standard operations procedures (SOP) & Quality Management Processes

02

Professional & Qualified Management with deep expertise in providing Facilities Management, Security Services & Technical Services, Common lighting and signage maintenance

03

Strong Facility Management Skills & Strategic alignment with client objectives

04

Dedicated support team having Subject Management Expertise in Core areas of Facility Management

05

Organizational DNA that is focused on ensuring best in class execution & Customer Satisfaction

06

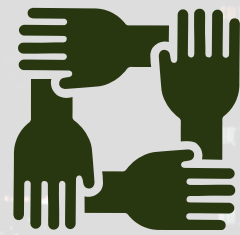
Meticulously formulated checklists & emphasis on continuous performance measurement & improvement





SERVICES

we deliver trusted, efficient, and customized facility management solutions, ensuring safety, hygiene, and seamless operations for businesses and residential communities. Our trained professionals and modern tools guarantee reliability, quality, and peace of mind.



I help organizations ensure safety, protection, and peace of mind through reliable and professional security solutions.



I help organizations & homes maintain clean, organized, and hygienic environments with reliable and professional housekeeping solutions.



I help clients protect their spaces from pests with safe, efficient, and long-lasting solutions.



I help organizations improve efficiency & productivity through reliable manpower support for smooth and timely operations.



CIVENTRA
Integrated Facility Service Pvt Ltd

ADMINISTRATIVE SUPPORT SERVICES

- Financial Management
- Billing & Collections
- Procurement of spares, consumables & services
- Help Desk / Concierge services . Customer Relations
- Lease / License Administration, Events & Promotions
- Audits & Risk analysis for PM services

SECURITY SERVICES

- Physical & Electronic security Services
- Loss prevention
- Traffic & Car park management
- Visitor Management
- Employee health & safety

AUXILIARY SERVICES

- Crisis management (Fire, Floods, Riots, Earthquakes, etc)
- Emergency Medical Services
- External Liaisoning / Media Management

TECHNICAL SERVICES

- HT/LT Electrical Systems & Fire Alarm and Fire Fighting Systems
- Diesel Generator Sets, Chillers & Common area AHU
- Common area repair maintenance, Plumbing & Sanitation
- Sewage treatment plants (STP)
- Water Treatment Plant (WTP) & Water supply Systems

CUSTODIAL SERVICES

- Janitorial services
- Façade Cleaning
- Pest control & Water bodies
- Landscape & Horticulture
- Waste Management & Tank Cleaning and Water Testing
- Harvesting Pit Cleaning

CAM ADVISORY

- Calculation of Common Area
- Maintenance charges for any property
- Advisory and Consulting
- Annual Maintenance Contracts Management

ADMINISTRATIVE SUPPORT SERVICES



ANNUAL MAINTENANCE CONTRACT MANAGEMENT

Our deep expertise in asset lifecycle maintenance helps us in delivering tangible business value to our clients. We undertake maintenance activities in accordance with planned schedules thus ensuring minimal downtime of assets, reduction of quality assurance issues and increase in life of the equipments.

FINANCIAL MANAGEMENT

Our customized Financial Management solutions are conceptualized to address the rapidly changing Business Environment that our clients operate in. Our all encompassing Financial Management solutions range from Billing, Collection, Common Area Maintenance Charges, Lease and Licensing Solutions among others.

HELP DESK & CONCIERGE SERVICES

We provide best in class Help Desk and Concierge services to our clients. The Help Desk or Reception is invariably the first point of contact so it is absolutely critical that it offers an ever lasting impressions on visitors. Our team ensures that we embody and reflect the culture of our clients organization so that visitors get a seamless experience during their visit.



TECHNICAL SERVICES



MEP SERVICES (MECHANICAL - ELECTRICAL - PLUMBING)

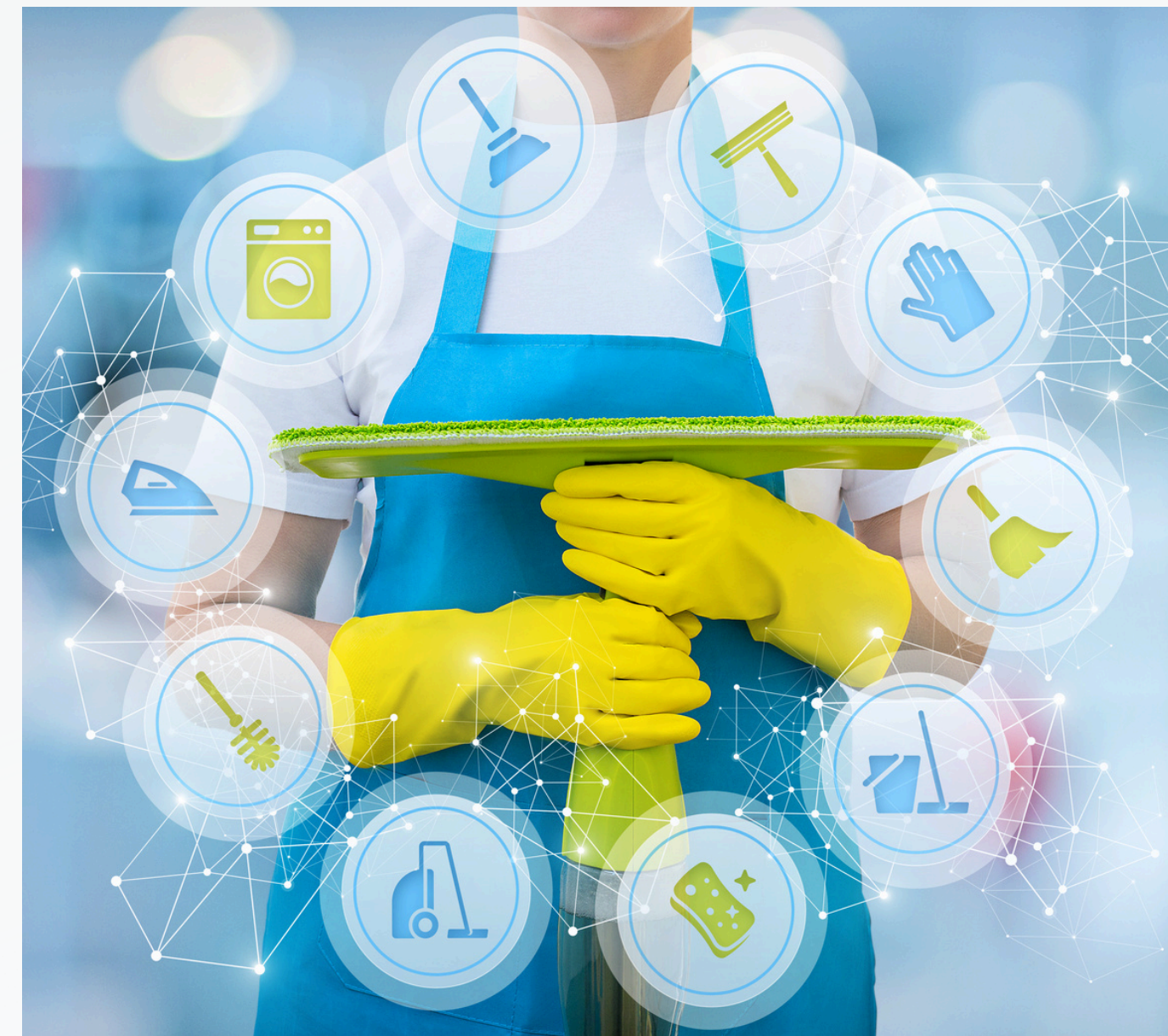
Our supremely trained professional staff keeps all the Mechanical, Electrical and Plumbing assets performing at the most optimal level. This reduces the Total Cost of Operations and ensures minimal unplanned downtime of MEP assets like HT/LT Electrical Systems, Diesel Gen Sets, Chillers and Common Areas, Common Area Plumbing and Sanitation, STP and Water Supply as well as Common Lighting and Signage.

ENERGY MANAGEMENT

With deep expertise and subject knowledge on energy assets, we have aligned our processes to maintain and reduce power utility bills and also reduce carbon emissions. We focus on implementing energy efficient measures to make better use of existing technology.

PLANNED PREVENTIVE MAINTENANCE

We, at Civentra Integrated Facility Services Pvt. Ltd. ensure that any policy or preventive measures are already in place for contingencies, to deliver optimum results to the client. The maintenance team prepares a programme with the list of needs, that also outlines who will undertake what and when with all the general routine maintenance tasks



SECURITY AND AUXILIARY SERVICES



PHYSICAL AND ELECTRONIC SECURITY SERVICES

- We are an absolute Platinum standard when it comes to Security services.
- We offer best in class solutions and we can also tweak it in accordance with our client's requirements.
- We have adopted best in class Electronics Security system technology Like CCTV.
- Visitor Management System, RFID to ensure total Security of the Premise.
- We manage Physical Security with well trained and experienced staff.

VISITOR MANAGEMENT AND PARKING SERVICES

To ensure that our clients experience a safe and comfortable environment, Civentra Integrated Facility Services Pvt. Ltd. Facility Management team ensures that Visitor Management and Parking is planned and executed meticulously. We ensure that processes are created to suit each and every project's unique needs.

CRISES MANAGEMENT

Managing a crisis and incident is a vital aspect of Integrated Facility Management. We have detailed protocols for a range of crises like Earthquake, Fire, Gas Leak and Riots among others. We do routine safety drills to ensure preparedness for such incidents.



CUSTODIAL SERVICES



WASTE MANAGEMENT

Ensuring optimal Waste Management is a crucial aspect of Facility Maintenance. We focus on Segregation, Collection and Recycling all waste types including, bio-degradable, non-bio degradable, dry and wet waste as well as e-waste.

FACADE CLEANING

To enhance the life of facade and create a long-term value retention of the building, we work with a team of experienced and competent partners. We work towards creating a safe and friendly environment for its occupants and users, while ensuring that the ambience keeps them motivated.

HORTICULTURE AND BEAUTIFICATION

We have a highly trained staff that uses eco-friendly products and adopt industry best practices, to deliver results that exceeds client expectations. We believe that the outdoor facilities should look equally clean and beautiful as the interior, so we ensure that this is delivered through our world class horticulture and landscape beautification specialists.



ADD ON VALUE

TECHNICAL SERVICES

- Environmental Health and Safety
- (EHS) Audits
- Engineering Audits
- Compliance Audits
- Energy Audits
- Payment Quality Assurance (PQA) Audits
- Indoor Air Quality (IAQ) Audits
- Water Quality Audits
- Thermography & Vibration Analysis
- Statutory Compliance Audits
- (Vendor Employees)
- Policies and Procedures Audits

COMPLIANCE MANAGEMENT

- Regular Compliance Audits by SME's
- Audit by external consultant
- Facility Compliance Tracker
- Regular compliance trainings
- Vendor compliance evaluation
- Compliance documents available for client's review
- Payments to vendor partners only after proof of labor compliance submission

HELPDESK MANAGEMENT

- Fully Automated Helpdesk
- Complaints Recorded- Online & Manually
- TAT's defined for all Complaint types
- Work allocation based on the type of complaint
- Limited Admin Login and unlimited User logins
- Helpdesk Reports
- Auto escalations if TAT not met- Auto mail response to the employee once issue resolved
- Automated real time report generation
- Benchmarking of Closures & escalations

ADD ON VALUE



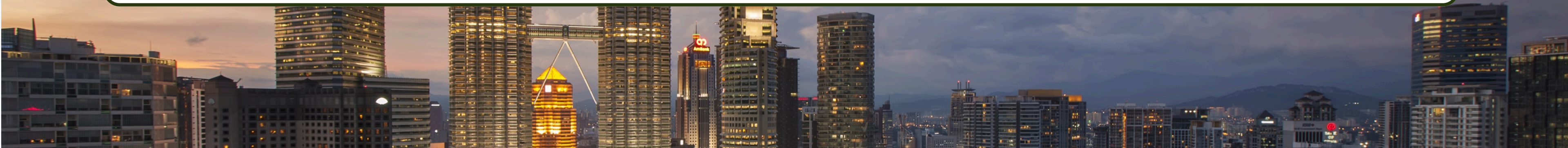
PERFORMANCE MEASUREMENT -SLA / KPI & BENCHMARKING

SLA / KPI

- Mutually agree on Key Performance Indicators to track service levels During Transition phase
- More priority to critical function in the SLA's
- Tracked performance
- Key Services Tracked -Operational
- Key Services Tracked - Financial

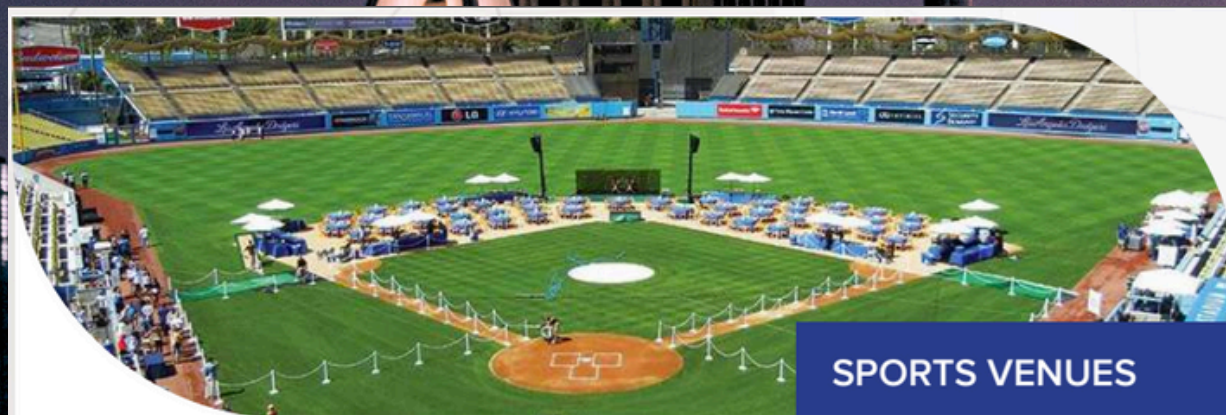
BENCHMARKING

- Financial Benchmarking: Benchmarking of expenses to identify differences and compare your performance against other industry best-in-class performers.
- Operational Benchmarking: Energy Consumption Occupancy Density Systems & Procedures Service Levels Critical Equipment Performance





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SPORTS VENUES

Sports and games are essential part of our lives for true development of our character. We manage sporting arena of various sports, covering over area at many Locations.



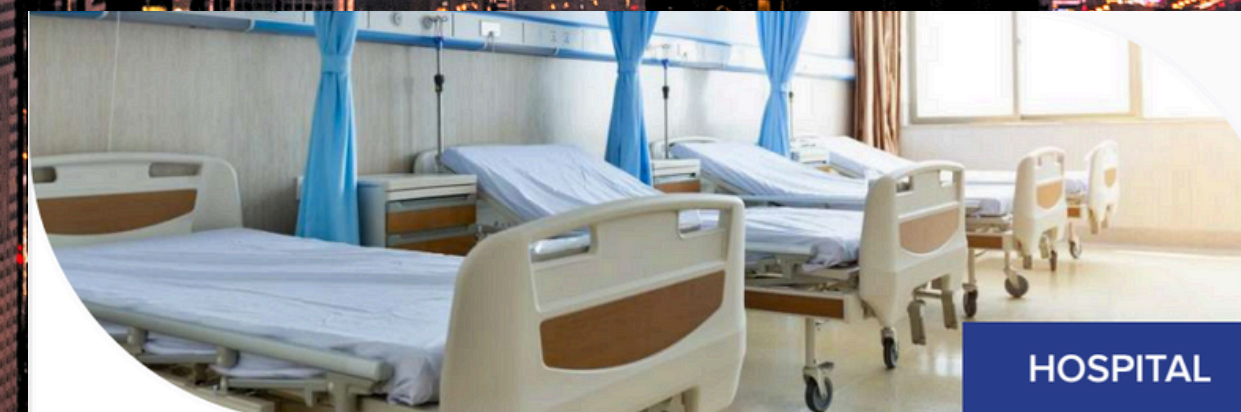
COMMERCIAL/MALL

Commercial spaces are not meant only for commerce, but also a point of entertainment & rejuvenation for its users. We are meticulously maintaining commercial space of over 200000+ sqft covering number of malls.



HOTEL / RESORTS

With us by your side, you can cut down on distraction and head-aches related to facility management & focus on areas critical to your business. We are providing services to prestigious & premium brands of Hotels like Radisson Blue, Covering area 323 Lac sqft.



HOSPITAL

You worry about your patients; we'll worry about your facilities' smooth functioning. We provide specialized services to Hospitals at various locations in a mission critical 24X7 environment The greatest testament of that is that we manage hospital assets covering an area of over 65,000+ Sqft.



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IT & OFFICE SPACE

While you work in your office managing your critical business process, we take care of the infrastructure to aptly support your function. Just mention we are managing office spaces at various locations.



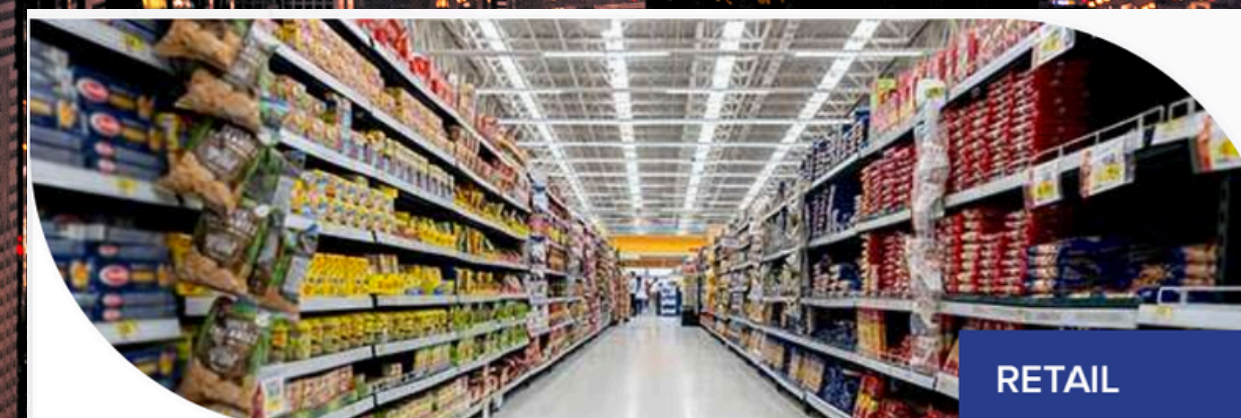
EDUCATION

The first thing every student learns is "cleanliness is next to godliness". Let your school be a great example of that supported by our quality facility management services. We are providing services to school and educational institutions covering.



RESIDENTIAL AND TOWNSHIP

The beauty of your township is magnified when the surrounding area is clean and it's our duty to ensure that your township looks nothing less than magnificent. We take care of over 15,00,000 sqft area of premium residential and township at various locations, where we cater to a number of satisfied residents of various fields.



RETAIL

In retail, your stores represent your brand. We, at Prestyn, believe in helping our clients stand out in this extremely competitive industry and help them make the right impression on their customers.



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CLIENTELE



artinez ★★★★★

**+ 100
CLIENTS**



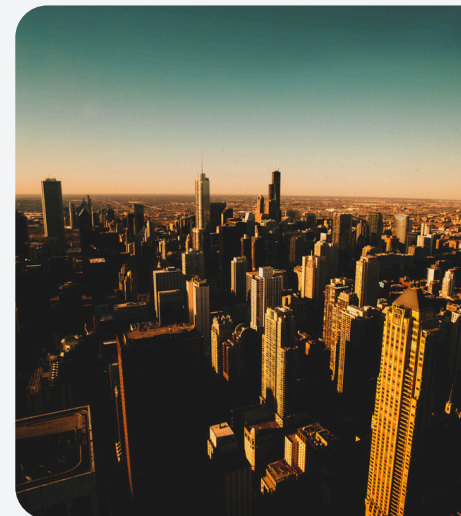
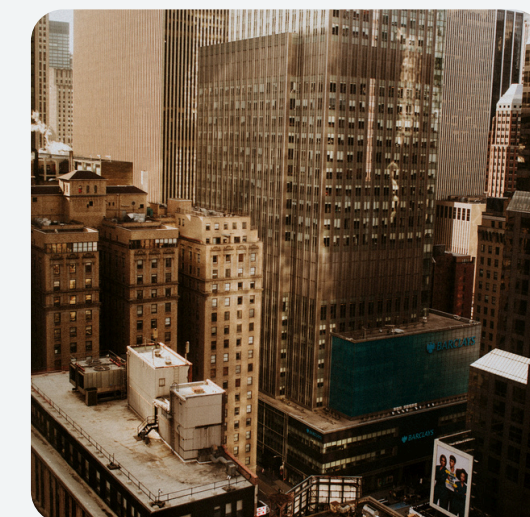
SUCCESS STORIES

- Secured 50+ residential societies with zero incidents
- Maintained hygiene standards in leading corporate offices
- Delivered pest-free environments for hospitals and hotels
- Provided reliable manpower to logistics firms
- Maintained zero-incident track record for premium clients
- Delivered high satisfaction ratings in cleanliness and hygiene audits
- Supported large-scale logistics operations with trained manpower

OUR PROMISE

Safety. Cleanliness. Reliability. Efficiency.

With Civentra Integrated Facility Services Pvt. Ltd, you gain a partner committed to maintaining excellence every day.





CIVENTRA
Integrated Facility Service Pvt Ltd

THANK YOU FOR TRUSTING US!

FOR MORE DETAIL CONTACT US:

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