

**17,00,000+ sqft** under management

**84%** Residential

**13%** Commercial

**3%** Health care

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### About Prestyn (A property and facilities management company)

Prestyn is a leading Property & Integrated Facilities Management Company with more than a decade of experience in Managing client from various Industries and has played a Pivotal role in Managing a wide portfolio of properties in India and has deep expertise in Managing residential, Commercial, hospital and retail projects.

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**PRESTYN**

YOUR PROPERTY, OUR PRIORITY



*“Perfection is not attainable but if we chase  
perfection we can catch excellence.”*







## WHO WE ARE

Prestyn is an integrated facility management company having its Corporate head office in Hyderabad, and its Area of operators Spread across “Hyderabad “and Telangana and Andrapradesh. Our priority lies in delivering proficient facility management services to all our clients with the latest state-of-the-art processes and technologies. Prestyn has been conceived with a vision to provide its valued customers with cost effective building management and maintenance services to ensure high degree of customer delight. In this industry, clients are often grappled with lack of transparency in pricing and lack of customised solutions to suit their operational needs and that is where Prestyn fit in. We have adopted standard operating procedures and a transparent pricing model to address this gap in the market. We have a team of dedicated professionals who have a core experience of multiple decades in facility management. We understand that in this day and age our customers need to maximize the ROI on their facility assets, thus we use an integrated approach delivery system that leverages the power of people, technology and process to surpass our customer's expectation. We aim to engender a deep level of customer intimacy supported by ethical business practices.

*"Excellent customer service is the  
Core DNA, of our brand and is single most  
important reason why customers Trust us."*



# VISION MISSION & BRAND VALUE



## VISION

Prestyn will build a new milestone of excellence in the facility management services. Prestyn aspires to deliver superior business value for our customers as well as society.



## MISSION

The mission of Prestyn is to prove through our client that we are second to none in the field. Our mission is to provide Quality service delivery at optimal price and establish a brand which provides Value for Money



## PHILOSOPHY

Integrity and Transparency are the core values of our company and every employee at Prestyn is made to understand and trained to work with them. We believe in putting forth the needs of our clients before our brand to build long lasting relations.



## BRAND VALUE

We at Prestyn treat each entity with respect, and pledge to add value to each other's efforts. We strive to provide excellence in customer service. Our Brand Values are:

• **Respect** • **Operational Excellence** • **Trust**



“Leveraging *People, Process and Technology* to deliver Superior Value.”

## WHY US

Established standard  
operations procedures  
(SOP) & Quality  
Management Processes

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

Strong Facility  
Management Skills &  
Strategic alignment  
with client objectives

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



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

Meticulously formulated  
checklists & emphasis on  
continuous performance  
measurement & improvement



# OUR 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

## ADMINISTRATIVE SUPPORT SERVICES

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

## TECHNICAL SERVICES

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

## SECURITY SERVICES

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

## CUSTODIAL SERVICES

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

## AUXILIARY SERVICES

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

## CAM ADVISORY



# 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 Prestyn 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, Prestyn 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 crises 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
- Employee feedback post issue resolution
- Benchmarking of Closures & escalations

## 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



# OUR PLAYGROUND



## 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.



## 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.



## 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.



# OUR PLAYGROUND



## 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.



## 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.



## 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.



## 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.



## OUR CLIENTS

We serve multiple Clients from different industry segments, and have a long-standing relationship with most of them & are recognised as Value Partners. Presenting some of the prominent clients we are currently working with:

The logo for hyno, featuring the word "hyno" in a bold, black, sans-serif font with a small trademark symbol.The logo for WashApp, featuring a blue circular icon with a white 'W' and the text "WashApp" in a blue, sans-serif font.The logo for Hallmark Building moments, featuring a stylized orange butterfly icon above the word "Hallmark" in a script font, with "Building moments" in a smaller, sans-serif font below it.The logo for Hallmark Sunnyside, featuring a stylized orange butterfly icon above the word "Hallmark" in a script font, with "Sunnyside" in a larger, bold, sans-serif font and "Live life bright" in a smaller font below it.The logo for Hallmark Treasure, featuring a stylized red key icon above the word "Treasure" in a large, bold, serif font, with "Hallmark" in a script font above it.The logo for Hallmark nature's nest, featuring a stylized green and yellow nest icon above the text "nature's nest" in a lowercase, sans-serif font, with "Hallmark" in a script font above it.The logo for Pearl Celestial Premium Luxury Apartments, featuring the word "Pearl" in a blue, sans-serif font above "Celestial" in a larger, bold, orange, sans-serif font, with "Premium Luxury Apartments" in a smaller font below it.The logo for MANASVY, featuring a stylized red and grey mountain icon above the word "MANASVY" in a bold, red, sans-serif font, with "Building A Better Future" in a smaller font below it.The logo for OAKSHIR LUXURY VILLAS, featuring a stylized grey and orange house icon above the word "OAKSHIR" in a bold, white, sans-serif font, with "LUXURY VILLAS" in a smaller font below it.The logo for AMVI HOSPITAL, featuring a stylized purple and white medical icon above the text "AMVI HOSPITAL" in a bold, purple, sans-serif font, with "CENTRE FOR COSMETIC, FERTILITY AND LAPAROSCOPY" in a smaller font below it.



# TESTIMONIALS

“

*“Prestyn has been consistent and they are open to suggestions. Their approach to issues has always been collaborative, which has helped in quick resolution”*

- Mr.Dheeraj, Hyno

“

*“ We have experience of good support from the beginning, Keep going with the same support. Great team work.”*

- Mr.Sunil reddy, BPR Pearl Celestial

“

*“We have enjoyed the positive, caring, inclusive and professional approach that Estates has brought to our society.”*

- Mr.Sai, Avasa pride

“

*“We are absolutely very happy indeed with the work the Prestyn team are doing for us. All work is completed consistently to a very high standard. They are friendly, reliable, approachable and do everything they say they will. I couldn't be more pleased that this crew is assigned to us.”*

- Mr.Shiva, Tranquil

“

*“Prestyn has been doing an excellent job in managing all facilities at our society - be it response to calls form clients. timely resolution, understanding our requirements etc. I wish Tandem all the very best and will continue the relationship for longer years to come.”*

- Mr.Sudhakar, Hallmark Empyrean

“

*“I have received nothing but positive feedback from the entire business including the executive. It is an absolute pleasure working around a professional and courteous team. Keep up the great work.”*

- Mr.Dinesh,Washapp



# OUR CONTRIBUTION TO SOCIETY

## ENVIRONMENTAL SUSTAINABILITY:

As the operation and maintenance of building contribute to Global Carbon Emission, we at Prestyn follow the most optimum process to reduce carbon footprints. Through sustainable green building practices, starting from the procurement stage to process control, we achieve the best results. We strive to protect our mother earth and the people who live on it through our holistic & healthy practices

## CONTRIBUTION TO COMMUNITY:

Prestyn conducts various programs to uplift the spirit of the people as well as to enliven the environment. Various sports & cultural programs, tree plantation activities, etc. are conducted for the people of the community: to help spread the vibe of solidarity & enthusiasm and raise environmental awareness amongst the people.

## EDUCATION:

We, at the Prestyn, yearn to create an integrated eco-system for one and all; thus, we follow the best practices to help improve the living standard of the underprivileged in the community by providing them with high-quality educational resources.

