



**“ SERVICES YOU CAN TRUST ”**



# **TIGUAN FACILITY MANAGEMENT SOLUTIONS PVT. LTD.**

[www.tiguangroup.com](http://www.tiguangroup.com)

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# WHO WE ARE

Tiguan Facility Management Solutions Pvt Ltd is powered by our people. A team unlike any other within the security & facility industry. We embrace change, challenge and client expectations. We continuously implement new strategies and strive for an environment which creates a culture of constant improvement.

Tiguan Facility Management Solutions Private Limited is certified under the ISO 9001:2015- Quality Management system, ISO 41001:2018- Facility Management System & ISO 18788:2015- Management System for Private Security Operations Guidelines and one of the leading Facility Management Service providers.

In today's ever-changing environment, we at Tiguan Group understand facility management and the value of providing quality services to clients.

We develop a management framework that aligns your facility operations with your business objectives, giving you the flexibility to respond to changing business needs by customizing our model to suit you.

There Are Practical Little Things in Housekeeping which no man Really Understand As Much As Tiguan Does.

Success Starts with Partnering the Best and Brightest.



## OUR MISSION

To provide the highest quality, reliability and effectiveness in manpower services for our clients, while continually meeting or exceeding our clients' expectations.

To empower our employees to grow both personally and professionally. To develop into a nationally competitive organization professionally.



## OUR VISION

We add value to people's interaction with us, whether with excellent services or products, by engaging our employees and nurturing their talents.

We show concern for our world and our communities with our various corporate responsibility programs under the motto of Secure Everyone Secure Everywhere.

# TIGUAN FACILITY STRUCTURE

## Technical Survey & Proposal

- Conduct survey to identify risks
- Recommend systems and deployment plan
- Submit Proposal

## Customer Engagement

- Define Deliverable
- Frame SOP
- Finalize Contract

## Deployment

- Customised Hiring
- Background Verifications
- Training
- OJT & Takeover

## Training

- Post wise duties
- Fire safety and First Aid
- Code of conduct
- Test

## Day to Day Operations

- Proactive problem Resolution
- Transparent Reporting
- Well defined systems & feedback mechanism
- Employee Welfare

# TIGUAN FINEST SERVICES

## ◆ Manned Guarding

Acting as a true service partner, Tiguan offers comprehensive security services to reduce risk. It provides static manned guarding solutions to best fit the requirements of the clients based on experiences in similar environments. Tiguan provides the best personnel wherein the standards of minimum acceptable educational and physical fitness are met and ensured. Tiguan also train personnel as per the specific requirements of the clients to provide a complete customized solution.



**In manned Guarding we providing services in following Industries: -**

- Corporate & Commercial Security
- Residential security
- Industrial Security
- Executive Protection
- Hotel Security & Hospital Security
- Special School Security
- Bank Security
- Canine squad
- Event Security
- Facility Management
- Parking Management
- Emergency Response Team

## ◆ Security Audits and Consultancy Services

Tiguan Group conducts surveys to gather the information to identify safety and security requirements. We analyze the information to identify the GAPS and then plan and design the security solutions to meet the exact need of the clients. After discussion with the client, we deliver the solution required to provide enhanced security and minimize risk in an increasingly complex security environment.

- Site Survey
- Physical Security Audit
- Fire Safety Audit
- Risk Assessment



## **TIGUAN Tech Support** A surveillance & safety solution provider

ATiguanSystem is one of the leading Electronics Security Equipment Dealers and Suppliers in India. The team consists of dedicated professionals engaged in execution of all kinds of electronic security solutions & surveillance systems, from concept to commissioning stage of the project. the company has widened its product base and is currently involved in System Engineering, Designing, Supplying & Commissioning of Electrical & Electronic Systems including Security Electric Equipments & Allied Systems for Projects like Shopping Malls, Commercial Apartment, Residential Apartments, Supermarkets, Departmental Stores, Shopping Complex etc.



### **SURVEILLANCE SOLUTIONS**



### **ACCESS CONTROL SOLUTIONS**



### **FIRE PREVENTION SOLUTIONS**

## **EXTENDED SOLUTIONS**

- Intrusion Detection systems
- Parking Management Systems
- Baggage Scanning system
- Explosive and Bomb Detection system



# TIGUAN FACILITY SERVICES

Our Tiguan Group Integrated Facilities Management teams consistently increase the productivity of your portfolio by reducing costs, minimizing risk and increasing end-user satisfaction.

We drive continuous improvement by harnessing our experience and expertise to bring new ideas and market intelligence to the table. Because we customize our model to suit your needs, we enable you to respond to changing business requirements and give you confidence in achieving your desired outcomes by backing our ability to deliver results.

We deliver services for all property types through dedicated on-site teams backed by a regional best practices platform.



The depth of our experience and understanding of customers' individual needs, make our Soft services unique.

- We focus on the significance of excellent human capital to produce sustained growth and profits.
- We have adopted methodologies to ensure timely and quality services.
- We promise to give your business a competitive edge.
- We are a debt free, internally financed, fast growing company in India.
- We have been providing HR related services for more than twelve years to our clients.
- We are target oriented and provide customized services to our clients.
- We are running our own race and living the truth because it requires great strength to leave the crowd and be honest to our original nature.
- We believe in innovation and improvement.
- We believe in collaborative orientation and teamwork.
- Our work culture promotes healthy competition at the workplace where the employees seek due recognition and appreciation from their senior leaders by putting in their best efforts to perform better.
- We constantly encourage and motivate our employees to perform well.
- There is a proper flow of policies and procedures in our company.
- Every employee has a well-defined role to play and thus there is no role ambiguity.
- We follow a collaborative culture where we value and encourage our employees when they come up with innovative ideas and suggestions.
- We have a friendly environment.
- We have a healthy and a spacious workspace

## Soft & Specialist Cleaning Services

- Housekeeping
- Pantry
- Horticulture /Landscaping

Pest Control

Floor Polishing

Glass Cleaning

## Support Services

- Front Office Management
- Guest House Management
- Help Desk Management
- Mail Management
- Office Boys
- Homecare Services Upholstery Shampooing

# TIGUAN FACILITY SERVICES

## HOUSEKEEPING

Tiguan Management Services offer clients professional corporate housekeeping, cost-effective corporate housekeeping, and responsive and high quality corporate housekeeping services. A Tiguan service is one of the best service providers for Corporate Housekeeping Services. The customized corporate housekeeping services demand work on different kinds of surfaces, along with impeccable cleaning of inside interior and outside exterior. We use industry endorsed chemical compounds, developed cleansing objects and appliances within the cleaning procedure to make sure flawless services.



## PANTRY SERVICE :

This staff shall also handle Pantry's Services to includes, Serving Tea/coffee/water, aerated drinks to visitors and during internal meetings and training sessions, Keeping all vending machines clean and in hygienic condition at all times, Cleaning the pantry working area to maintain proper hygiene level.



# TIGUAN FACILITY SERVICES

## ◆ GUEST HOUSE MANAGEMENT

Tiguan Group Management Services provide Guest House Management Services for corporate guest house. Guest satisfaction is our main priority, therefore we care for their comfort and homely services which make us responsible to maintain high standards of hygiene. Our management of corporate guest houses focuses on the minutest details. We give assurance of comfortable stay and delightful experience for guests. Our expertise covers every aspect of Guest House Management.

Our expertise on guest house management services has helped in smooth functioning of the unit and property management system.

We undertake to maintain guest house management services round the clock 24X7 include:



## ◆ Horticulture /Landscaping

Our Landscaping Staff Is Skilled At Making A Common Exterior Uncommonly Beautiful With Attentive Landscaping Services.

Whether It Is Installing New Landscaping Designs, Restoring Garden / Landscaping Sites Maintaining The Existing Landscape Or Simply Indoor Plants.

We Have The Expertise To Beautify Your Business And Bring Out The Richness Of Your Facility, Creating A Lasting First Impression That Signifies Quality.



# TIGUAN FACILITY SERVICES

## ◆ Front Office Management

Service Max provides qualified & experienced Male/Female Executives to manage front office operations by welcoming the guests, providing information services, receiving and processing reservations, filling of the arrival and departure register, dealing with complaints and handling them, communication and coordination with other departments.

## ◆ Upholstery Shampooing

We Specialize In Cleaning Office Carpets, Sofas, Chairs, And Upholstery. All Cleaning Is Done With Specialized Equipment And By Professional Cleaning Technicians To Ensure That The Fabric Is Not Damaged At All.



## Our Approach to Ensure Quality

Meeting & Exceeding Customer's Expectations Are Essence Of Our Expertise. As Neither Two Projects, Nor Are The Goals Of Two Customers Same. Therefore We Make Sure Right From The Start To Fully Integrate Customer Objectives In Our Work Flow. Our Competitive Advantage Lies In Culture Of "can Do" Attitude That Relishes Change, Exploits Innovation And Ensures Delivery.

Outstanding Service And 100% Quality Cleaning Is At The Forefront Of Our Company Philosophy And Following Are Guidelines For The Same.

Careful staff selection and recruitment.

- Onsite supervision and management.
- Regular communications and close follow up with the clients.
- Immediate response to client's queries.
- Consistent inspection program.
- Timely disbursement of wages to employees.
- Honouring the local laws of the land and extending social and contributory welfare benefits within the ambit of Law to our staff members.

## Benefits of Outsourcing Facility Management Services

- You can dedicatedly focus on your core business activities
- Always Cost effective
- Timely & uninterrupted service by skilled and trained staff under the able supervision of professionally qualified personnel.
- Savings on capital investment in equipment's
- Man-power sourcing and compliance issues are well taken care by outsourced agency with professional touch.

# WHY TIGUAN

Our Operation Team consist of Ex-defence officers and Ex-police Department personnel who have Rich Experience and Knowledge in Total Security Solution and Accordingly Guide and Highly Professional Team

1

A 15 years of rich experience of **Ex- servicemen management team** with presence in Maharashtra, Gujarat, Goa.

Mark Smith

2

A growing certified as **ISO 9001:2015** for quality management system.

3

We provide **SOPs** to every location/site, post a detailed Risk Assessment survey.

4

Stringent recruitment process in guard selection with third party and police background verification.

5

**Surprise night round** and Regular, unscheduled visit by area officers and Top management.

6

**Monthly MIS** details with all the required attached report to be shared with client along with **24 X 7 Accessibility** at all the level of the origination

7

A zero litigation & **100% non-unionized**.

# VALUE ADDED SERVICES

**Smart Supervisor Application & Walky - Talky set to every client**

**Monthly review meeting with client to solve the security related issues/difficulties.**

**24 x 7 accessibilities at all level within Tigan.**

**Highly prioritized status to all our valued clients by paying more attention, and go an extra mile.**

**Security Survey of site by Tigan professional team**

**Regular interaction by Marketing dept. for independent feedback.**

**Optional training to client staff by our Security professional.**

# Add-ons for **QUALITY SERVICE DELIVERY**



24/7  
Centralized  
Customer  
Helpline



Monthly  
Evacuation &  
Fire Drills

Collaborating  
Conventional  
& Modern Methods  
of Security

QRT for  
immediate  
response



Training  
schedules  
customized  
as per Client  
requirement

Excellent  
Liaising with  
Police & Local  
Authorities



Customized  
Contingency  
Planning &  
Escalation  
Matrix

# TRAINING POLICY

## Security Training

All Personnel deployed by Tigran Group undergo the basic Training Course which imparts the necessary skills to perform their duties with great efficiency and productivity.

The training process is ongoing and progressive throughout the employee's career to refresh and further develop their knowledge.

Our site specific training courses are designed after discussions with the client and assessing the training needs of the staff. The aim of these courses is to enhance the security skills of the security personnel and develop management skills in the supervisory and management staff.

### The Training module covers:

#### Basics

Duties, responsibilities and performance of guarding personnel, post wise and unit wise instruction, code of conduct, dealing with people, alertness, courtesy, obedience and mannerism.

#### Emergency

FIR, panchnama, first aid, fire prevention & control and disaster management.

#### Trade Related

Gate management, patrolling premises, search procedures, evacuation procedure, tackling emergencies, handing & taking over procedure, register maintenance & log book, handling of keys, ATM duty, Bank Security, handling CCTV & other security instruments.



# OUR PRESENCE



## Head Office

D-004/22, Sector-07, Simplex,  
Ghansoli, Navi Mumbai- 400701

+91 98929 17789



## Mumbai Branch

4, Sudev Bahiya CHL, Gandhi Nagar,  
off Highway, Jogeshwari east, Mumbai

+91 98210 14598



## Thane Branch

Snehdisha CHS, Parab Wadi, Teen Hath Naka  
Thane West - 400604

+91 98929 17789



If you'd like discussion  
about how we could be of  
any help and make your place  
of work or play a safer place  
please call us on

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**TIGUAN FACILITY MANAGEMENT SERVICES**



**TIGUAN SECURITY SERVICES &  
TIGUAN TECH SUPPORT SERVICES**



**ISO 41001:2018**  
Facility Management System



**ISO 9001:2015**  
Quality Management System



**ISO 18788:2018**  
Management System for  
Private Security Operations

