



SAGANO LIMITED
INTERGRATED FACILITIES
MANAGEMENT

COMPANY PROFILE

2024

AT SAGANO FM...

We have a comprehensive range of services, including Integrated FM, Technical Services, Business Support Services and Specialised Services, all customisable to suit customer's needs.



TABLE OF **CONTENT**

- About Company
- Welcome Message
- Our Vision
- Our Mission
- Our Services
- Conclusion
- Meet Our Team
- Get In Touch

ABOUT SAGANO LIMITED

Sagano Facilities Management is a wholly - owned subsidiary of the Godvari Group. We are a proudly tier one contributor in Facilities Management who focuses strongly on preferential procurement and enterprise development within our industry through robust supply chain methodologies.

Our objective is to reduce your costs while simplifying your business. Our expert teams have the experience and industry knowledge to take tasks off your hands, leaving you to focus on your core business and save you costs simultaneously.

Our clients are able to log service requests via our contact centre and performance can be accessed and monitored through an online portal. The 24/7/365 state-of-the-art Contact Centre, is available to our clients for all service requests and resolutions with our agents capable of bringing up information related to your portfolio, services and SLA's in order to assess predefined priority levels and dispatch services as agreed. Through our integrated approach to information, our teams provide you with relevant real-time information and dashboard reporting based on your SLA and KPI requirements and are fully customisable on request.

The Cloud Based System is an Enterprise Resource Planning (ERP) which incorporates a Property and Facilities Management Module that covers the Financial Management and the Lease Management aspects of the property management function remotely 24/7.

We survey, monitor, and control key aspects of these sites and provide fast-reaction emergency response services through our dedicated and experienced team of registered engineers and technicians. Through the use of custom-designed handheld devices, which offers a real-time facility for logging information from the field into our systems, we are able to log work orders, log field requests, upload photo's, complete timesheets, scan barcodes and complete asset verifications. This use of technology, experience and expertise assures our clients of best-in-class facilities management.

WELCOME MESSAGE



We are currently on a journey to becoming an employer of choice. As part of that journey, I'm proud and excited that in 2022 we launched our Facilities Management arm of the group. The executive team is committed to achieving its strategy and keen for this council to grow and be representative of all levels of the organisation.

Being an inclusive company should be in our DNA and embedded in our culture. I'm proud to say that we are a diverse company with many achievements in this area. This council will seek to further engage with our colleagues, ensuring that all voices count and look at areas for development within the EDI strategy.

The executive team understands that leadership begins at the top, and we have committed to undergoing regular training. In line with our Vision and Mission, we value getting the basics right and putting our people first. As we grow as an organisation educating our workforce on vision and celebrating our differences will be pivotal in creating an organisational culture of openness and respect. I'm excited to see where this journey takes us and encourage you to embrace this council as we take one step closer to being an employer that promotes its differences but is also inclusive in its approach to success.

Joy Arthur, CEO, Sagano Limited

OUR VISION

Vision Statement

To create a sustainable business by delivering consistently great customer experiences.

Philosophy

At Sagano Facilities Management our mission and strong set of corporate values drive our strategy and vision to create a sustainable business by delivering consistently great customer experiences. Our core values include customer-centricity, teamwork, transparency, innovation, and RITCH (Respect, Integrity, Trust, Commitment and Honesty).



OUR MISSION

MISSION

- Be renowned as a provider of consistent service excellence driven by innovation,
- Grow our technical service offering by actively marketing our technical skills, competence and capability.
- Create a culture of consistent service delivery, health and safety adherence and innovative thinking resulting in fully accountable, collaborative and motivated employees.
- Deliver consistent service excellence and customer satisfaction by entrenching our customer relationship management strategy and actively seek service surprise opportunities.
- Create mutually beneficial, sustainable solutions for all stakeholders by focusing on optimisation, efficiency and driving value-delivery.
- Ensure consistently exceptional client experiences and create sustainable mutually beneficial relationships – balancing value with cost.
- Actively manage cost by focusing on optimisation, reduction and containment

CORE VALUES



Customer-



Teamwork



Innovation



Transparency



R.I.T.C.H

*Respect, Integrity, Trust,
Commitment, Honesty*



OUR SERVICES

INTEGRATED FACILITIES MANAGEMENT

We provide Integrated Facilities Management with the capacity and skill to support large, complex portfolios as well as specialized services for businesses requiring customised Facilities Management services. We are unique in the way we integrate our services through IT and technology and form alliance relationships with our customers.

Our Integrated Facilities Management includes but is not limited to the following range of services:

Technical Solutions

Our team of highly skilled engineers, technicians and artisans offers you peace of mind.

Bundled Soft Services

With one contract, we provide you customised, flexible and competitive soft services.

Business Support Services

When choosing an integrated facilities management solution, we can provide a large range of business support services to ensure the smooth running of your operation.

Professional Project Management Services

Sagano Facilities Management covers all aspects of managing projects, from the pro-active inception to the overall handover to Operations.

Contract Management Services

Our service delivery is governed by Service Level Agreements (SLAs) that ensure we deliver our services on time and within budget.

Supply Chain Management

With a dedicated department and IT systems in place, we can effectively support and manage your supply chain – from cradle to grave.

Quality, Health, Safety and Environmental Services

Key to this offering is SHEQ compliance, where we focus on minute details by constantly monitoring the quality, delivery and compliance of our services.

Integrated Facilities Management Services

Total integrated facilities management could include, but is not limited to the following:



● TOTAL INTEGRATED MANAGEMENT SERVICES
 ● BUNDLED SOFT SERVICES
 ● TECHNICAL SERVICES

OUR SERVICES

Business Support Services

Sagano Facilities Management complements its core services with business support services, in which we have extensive experience in outsourcing and managing, to ensure the smooth running of any operation, right down to the smallest details. In this division, with the focus on minute details, we constantly monitor the quality, delivery and compliance of our service delivery. To augment our Integrated Facilities Management or a Bundled Soft Services solutions, we are able to provide you with the following ancillary services to customise a total solution:

- **Driver Services**

We provide and manage drivers and vehicles to ensure the timeous delivery of goods. In addition, we provide shuttle services for your staffing requirements.

- **Porter and Messenger Services**

Should you require the services of experienced and trained porters to man and manage your logistics, we are able to provide this service.

- **Meeting Room Management**

Let us take care of your meeting and conference rooms and ensure that these facilities run smoothly with minimal hassle.

- **Reception Services**

Representing your company in the best possible way is key to your business. Let us manage the face of your business, ensuring that the flow of guests and goods is efficient and always a pleasant experience.

- **Stationery Supply**

We are able to manage the continuity of your stationery supply – ensuring best prices through stringent supply chain processes.

- **Concierge Services**

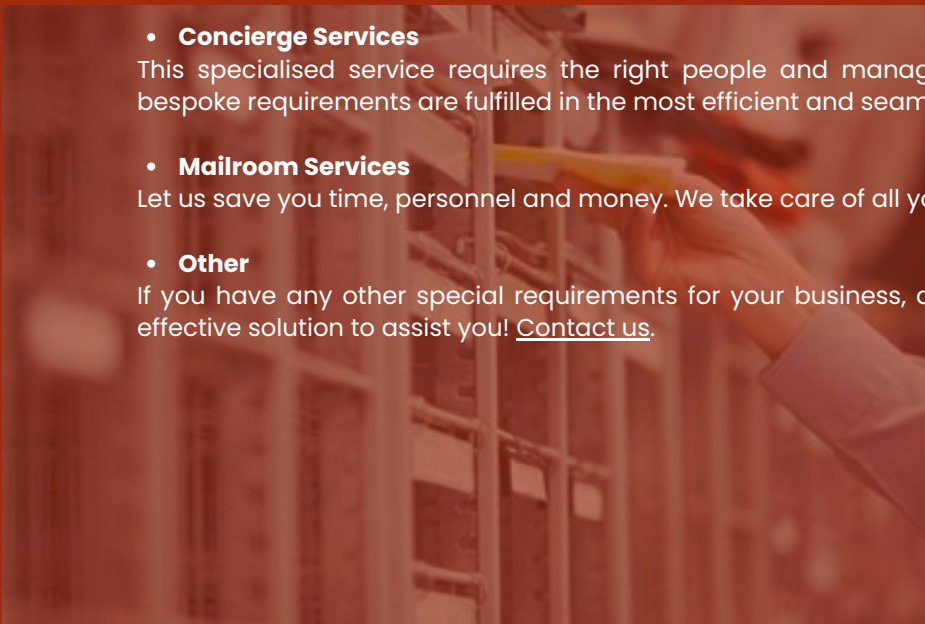
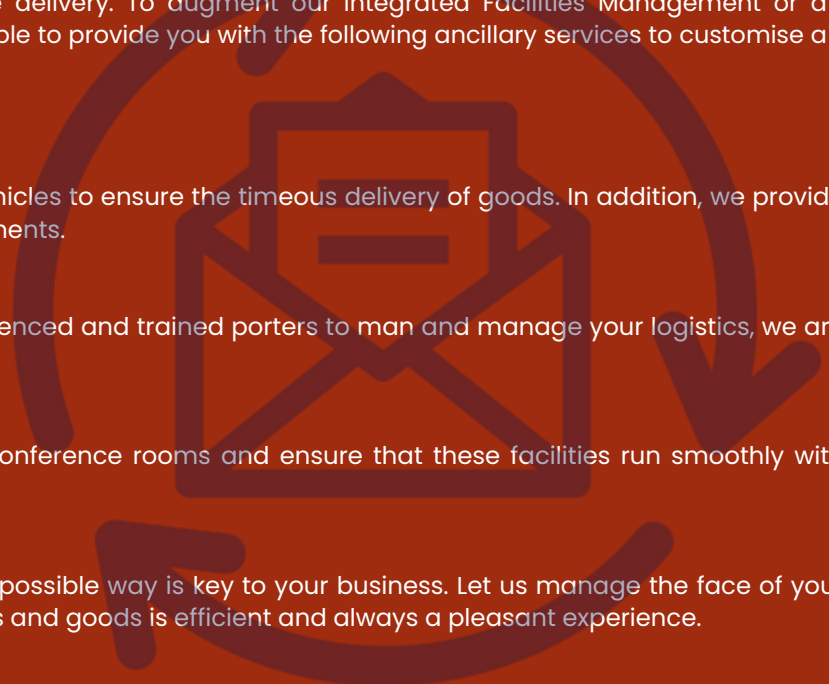
This specialised service requires the right people and management to ensure that all your special and bespoke requirements are fulfilled in the most efficient and seamless manner.

- **Mailroom Services**

Let us save you time, personnel and money. We take care of all your mailroom needs in an efficient manner.

- **Other**

If you have any other special requirements for your business, discuss these with us and we will find a cost effective solution to assist you! [Contact us](#).



OUR SERVICES



Technical Services

We pride ourselves on ensuring you get the most out of your infrastructure and assets by providing comprehensive technical services through our teams who hold a depth of experience and expertise in technical maintenance in the built environment.

It's your choice! Utilise our range of technical services, either standalone or bundled. Our bundled range of services will ensure cost effective pricing, allowing us to drive economies of scale while allowing you the confidence to focus on your core business.

Coupled with our services, we follow a strict mutually agreed SLA to ensure all service requirements are met or exceeded. Our compliance with legislated Health, Safety and Environmental standards will further give you the peace of mind required when outsourcing these critical services.

Efficient, sustainable maintenance services are critical to everything we do. We engineer solutions that fit best with your environment and deliver a full range of planned and reactive maintenance services

Our range of technical services comprises of the following:

- **HVAC and Refrigeration Repairs and Maintenance**

Planned, ad-hoc and emergency maintenance, repairs, upgrades and replacement

- **Electrical Repairs and Maintenance**

Planned, ad-hoc and emergency maintenance, repairs, upgrades, replacement and certification

- **Plumbing Repairs and Maintenance**

Planned, ad-hoc and emergency maintenance, repairs, upgrades and replacement

- **Building Fabric Maintenance**

Maintenance, repairs, upgrades and replacement

- **Building Infrastructure repairs and maintenance**

Maintenance, repairs, upgrades and replacement

- **Handyman Services**

e.g. Furniture repairs, hanging of pictures/white boards, lock, door and window frame repairs, minor paint work and touch ups, minor wall paper, flooring and carpet repairs, first-line HVAC and refrigeration, electrical, plumbing.

- **Standby/Emergency power Provision and Maintenance**

Planned maintenance and repairs of generators and UPS's, provision and refueling of mobile generators and certification.

- **Mobile Maintenance**

First-line maintenance for all technical and/or handyman services provided by multi-skilled technicians on a scheduled or ad-hoc basis

OUR SERVICES



Bundled Soft Services

As a market leader in the provision of facilities management services, Sagano Facilities Management can provide clients with customised, flexible and competitive soft services, which refer to all your facilities management needs that are not technical or engineering based. Following global trends towards self-delivery and cost efficiency, more and more customers are benefitting from multiple services provided through a single service provider.

With our Bundled Soft Services accounts are managed by a key accounts manager or a dedicated soft services manager, depending on the client's needs, which means that you have a single point of contact and will enjoy improved service delivery from one supplier which results in increased risk mitigation, reduction of vendor base, and the utilisation of best practices that have been developed and implemented by the various Bidvest Companies who are all leaders in their respective industries.

This flexible, tailor-made facilities solution covers anything from cleaning and security guarding to landscaping and washroom hygiene, vending and catering. We give you the option to customise the service according to your individual needs. We can provide a holistic solution with a combination of some or all of the services offered. This large range of Bundled Soft Services falls within a single managed contract, which can be upsized or downsized as required and is served via a single point of contact.

These services includes but not limited to:

 Cleaning, high level cleaning, upholstery and carpet cleaning	 Hygiene, deep cleaning, pest control	 Physical and technical security	 Catering, vending, tea, coffee and water services
 Waste management	 Laundry and garment hire services	 Landscaping services and internal plants	

- Hygiene consumables and equipment provision
- Pest Control

Security Services Installation and Management

OUR SERVICES



Energy and Utilities Management

Sagano Facilities Management has an end-to-end energy and utilities management solution that leverages best practices, giving you highly effective cost savings!

We can also provide automated remote metering and reporting with data analysis for energy balance within the organization. We can do this even in hard to reach areas on a national scale

Our solution includes:



Utility Account Analysis	Verification And Optimization
Energy Assessments	Tariff And Supply Capacity Analysis/Optimization
Energy Business Case Development	Turn-Key Energy Project Delivery
Measurement And Verification Of Energy And Water Savings	Managing, Monitoring, Tracking And Reporting
Sustainable Energy Solutions And Awareness Campaigns	Remote Metering

OUR SERVICES

Mobile Maintenance

MAKES YOUR LIFE EASIER

Sagano Technical Services responded promptly to market demands in the facilities management environment by introducing teams of multi-skilled, experienced mobile teams who undertake your basic electrical, plumbing, mechanical and general building support on a scheduled weekly, fortnightly or monthly contract. Because each business is different, packages can be tailor-made to suit your unique facility requirements and budget, ensuring that we take the hassle out of these maintenance tasks and keep your built environment in perfect working order.

Our mobile teams provide corrective maintenance for general building services on a scheduled or ad hoc basis, as well as preventative maintenance and health and safety checks of buildings, standby power systems and major plant equipment.

TYPICAL SERVICES INCLUDE:

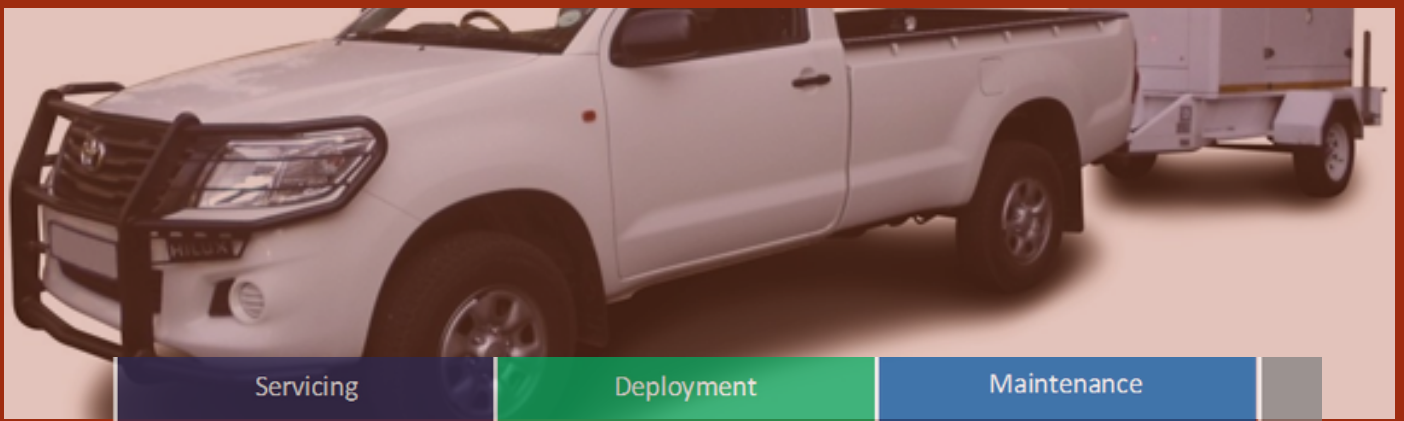
- Building fabric maintenance
- First-line electrical (globes, plugs, switches)
- First-line plumbing
- First-line air-con maintenance
- Minor locks, doors and window frame repairs
- Minor floor and tile repairs
- Minor paint work and touch ups

GENERATOR SERVICES

We also offer an end-to-end generator service with a highly-skilled, national team of technicians who are available around the country for refuelling, maintenance and emergency back-up support.

This proactive and innovative service is available on short or long-term contracts depending on your requirements. We will assess your needs carefully before recommending and installing suitable generator solutions.

If you would like your own staff to manage your generators we also provide certified, comprehensive training to equip them with the required knowledge and skills.



Servicing

Deployment

Maintenance

OUR SERVICES



Electronic Security

We provide a wide range of electronic security systems and solutions to organisations of all sizes across Ireland. We use the best technologies and practices to provide you with the most secure and reliable electronic security systems and solutions. We carry out comprehensive audits and evaluations to enable us to deliver outstanding security solutions and maximum value to clients.

The many solutions we provide include:

CCTV

We are highly experienced in designing and installing CCTV systems. We have a proven track record of delivering optimal solutions for our clients, who range from small business owners with minimal security requirements to large multi-site organisations with complex security requirements.

- IP CCTV systems
- Analogue CCTV systems
- Pan Tilt Zoom cameras
- Covert cameras
- Digital Video Recorders (DVRs)
- Wireless systems
- Remote access CCTV systems

Intruder Alarms

We provide highly reliable intruder detection systems which effectively deter intruders to protect your assets. The systems we use are of a high quality and are highly cost effective. We can install, maintain and monitor wired and wireless systems.

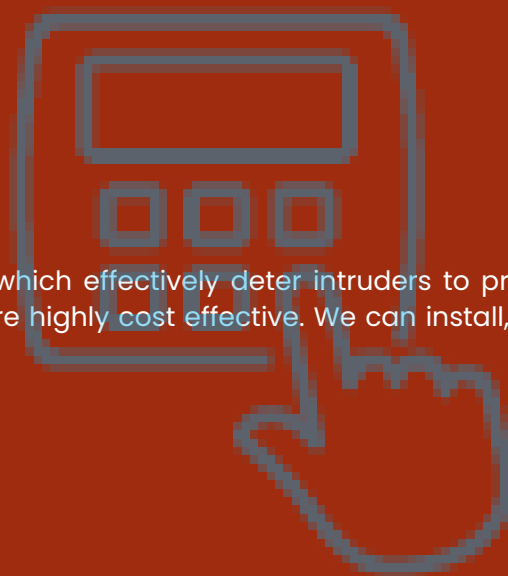
Our systems can include:

- Control Panels
- Keypads
- PIR Motion Detectors
- Inertia Sensors
- Magnetic Switches
- Panic Buttons

Systems Maintenance

Our professional team of engineers can ensure your security system is fully operational and performing optimally. We have decades of experience for maintaining a wide range of electronic security systems including CCTV systems, access control systems and intruder detection systems. Our highly trained and experienced engineers carry out maintenance and repair work quickly and with minimal disruption to our clients' businesses.

We work around our clients' schedules and we are available to carry out planned preventative maintenance and reactive work 24/7/365.



CONCLUSION

Benefits of facilities management

Productivity

The first and foremost function is to ensure the staff, employees, and occupants are able to fulfill their job duties effectively. This means making sure the space is clean, organized, and ready to use. It also means vehicles, equipment items, and technology is functioning properly when needed.

Comfort and safety

Tied closely with productivity is making sure that all building occupants are safe and comfortable. Ensuring the buildings and equipment are inspected to meet safety standards is critical to minimizing liability and risk. Facilities managers also monitor ways a facility can better meet occupant comfort.

Profitability

Productivity, safety, and comfort must be created efficiently. Facilities management is often the largest expense due to its far-reaching impact across the organization, so any efforts to minimize unnecessary operating costs are important for the business's bottom line.

Scalability

As organizations grow, expand capital assets, change locations, or adapt to changing work environments (the introduction of a virtual work environment as one example), facilities management is at the forefront of ensuring the success of these changes. The team needs to know the facilities inside and out, as well as the people and assets within them, to best advice on new opportunities.

Sustainability

Beyond EHS (environment, health, and safety) compliance, facilities managers bear a social responsibility to promoting greener practices for the organization. This can mean a reduction in waste, optimizing energy efficiency, or leveraging new best practices. Sustainable facilities management promotes a positive brand image for the organization and reduces their overall energy consumption costs.

MEET OUR TEAM

Joy Arthur – Chief Executive Officer

Joy Arthur is the Co Founder doubling as the Chief Executive Officer with Godvari Limited. She is responsible and in charge of managing the property portfolio. She has over 12 years' experience in the real estate industry with primary focus on facilities, property management and general agency work. She has worked for BlueLine Properties, Knight Frank Kenya Limited among other appointments both locally and globally. She is fluent in management of residential estates and also commercial and retail sectors. Her expertise include leasing and rentals, tenant relationship, financial management, property and facility management. A graduate with a Bachelor of Commerce degree majoring in Finance option. She is also qualified in Project Management with a certificate in PRINCE 2 (UK). She is currently pursuing her Master's Degree in Real Estate Finance and Investment at University of West England – Bristol.

James Ehaji – Managing Director

James Ehaji is the Co Founder and the current Managing Director of Godvari Limited. He is tasked with laying down the strategy for the company in the medium term as well as identifying the company's long-term goals, projects to undertake and building the company's reputation in the region. James is passionate about real estate. He is an accomplished realtor and an IT enthusiast who handles his roles with passion and hard work. James has over 12 Years of experience in Real Estate consultancy and Management cutting across Property and facilities management, project management and General agency work. James has worked with Manrik Group, Knight Frank Kenya Limited and his last appointment was with Light A Life Agency Limited.

Jeremiah Nyagah – Technical Director

Jeremiah is the Head of Projects for Godvari Limited since inception, overseeing asset, project and overall development management of the groups projects. His role includes; leading feasibility studies, market research, design management, budget control, preparation and management of development strategy, managing PR, marketing and communication. He has over 10 years of Real Estate experience. Prior to this, Jeremiah worked with several local leading Construction firms, where he helped spearhead award winning projects in the residential and hospitality sectors.

He holds a Bachelor in Electrical Engineering from University of Nairobi



GET IN TOUCH

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