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CASE STUDY

Mahindra Lifespaces Optimizes Project Management Using a Connected Data Environment

nPulse Improved Collaboration and Efficiency on an 8-tower Apartment Development in Kalyan, India

THE NEED FOR RAPID DIGITIZATION IN REAL ESTATE

One of the newest apartments under development by Mahindra Lifespaces Developers Limited (MLDL), an Indian real estate and infrastructure development company, is Happinest Kalyan. The project features 1,241 units within eight 22-story towers, spread over a development site of 9.38 acres. In addition to facing challenges from the sheer size of the project, the rapid digitization of the highly cost-driven real estate sector in India has changed stakeholder expectations by making cost controls and project management even more stringent.

Adding to the concerns, construction site progress at Happinest Kalyan was controlled and monitored by a separate organization, which caused communication gaps leading to delays, estimates that went over budget, and a loss of accountability. Ad-hoc budgeting and project spending were affecting the company's competitiveness. The use of pen and paper plans instead of digital workflows resulted in lost and siloed data. As a result, daily progress reports and minutes of modules took significant effort, hindering the company's vision to build trust through clear and transparent communication.

MLDL realized that they needed to get multiple stakeholders across the board to work together, share critical information, and follow strict cost management processes with a digital strategy to improve the efficiency of project management and execution. The organization decided to test this strategy by adopting a project lifecycle management (PLCM) platform solution for Happinest Kalyan. Once they validated the solution and established standard operating procedures, they had to deploy the solution across their entire portfolio of planned, under development, and completed projects.

ESTABLISHING A UNIFIED PROJECT MANAGEMENT PLATFORM

After extensively researching and evaluating various solutions, they chose nPulse for its ability to ensure collaboration across different teams to boost project timeliness, and adhere to regulations. nPulse enabled MLDL to link project plans with an execution-friendly work breakdown structure with bills of quantity and costs from an accounting-friendly cost breakdown structure.

MLDL deployed nPulse at Happinest Kalyan to digitize all processes, set up order management portals, and customize the application's features to establish standard operating procedures. In the process, they gathered information, created business requirement documents, enabled integration with other applications, and modeled data in partnership with the nPulse team. Once the nPulse solution was implemented, MLDL used it as a centralized collaboration platform for the entire project lifecycle, incorporating all project information into a connected data environment and greatly improving transparency. As a result, they were able to eliminate data silos and help the diverse teams overcome their project challenges.

MLDL then used nPulse to link project costs with real-time progress to track earned value management for critical tasks, as well as dynamically share information to enhance control and reduce data loss. As a result, they can now circulate automated and intelligent reports, helping teams undertake value-added activities rather than spending time on manual data entry. Bills of quality are now linked to the construction schedule, which is updated daily with specific tasks. Their teams also use nPulse for conducting project reviews. By establishing a centralized platform, MLDL has created a repository for all ad-hoc site

PROJECT SUMMARY
ORGANIZATION
Mahindra Lifespaces Developers Limited

SOLUTION
Residential Real Estate

LOCATION
Kalyan, Maharashtra, India

PROJECT OBJECTIVES
- To build a centralized platform for collaborating with all stakeholders, eliminating repetitive tasks, data silos, and data entry duplication.

- To improve project planning and more accurately budget time and costs.

PROJECT PLAYBOOK
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FAST FACTS
- Mahindra Lifespaces Developers Limited (MLDL) is developing Happinest Kalyan, a residential project with 1,241 units spread over eight towers.

- They used nPulse to establish a connected data environment to manage all project data and improve communication between teams and stakeholders.

- After developing a lifecycle management system for Happinest Kalyan, MLDL now uses it for all current and upcoming real estate projects.

ROI
- Using nPulse reduced inspections needed to 25% of their previous workflow, while digitizing the data helped them overcome data silos and prevent data loss.

- Establishing paperless project management reduced work hours and improved productivity by more than 300%.

- Creating automated reports has eliminated redundant reporting and reduced the time needed for gathering data for reporting by more than 30%.

> "We had been looking for a project lifecycle management platform for a while, and we selected nPulse because of the breadth and depth of its feature set. nPulse has enabled us to do away with individual solutions for each focus area of the PLCM domain, thus saving us costs and work hours."
>
> *– Amit Pal, Chief Project Officer, Mahindra Happinest, MLDL*

issues and can share automatic reminders and audit logs to save time, cost, and effort. While these revamped processes now fall in line with the company's vision of providing integrated ecosystems through design, experience, and acceleration, they are also helping its client to design community living spaces that are inspiring.

IMPROVING EFFICIENCY TO SAVE TIME AND MONEY

Using the bill of quantity task mapping feature in nPulse, MLDL can produce real-time earned value management metrics that help control the project budget and intelligently predict potential cost/time overruns, enabling team members to make well-informed decisions. The solution streamlines workflows, eliminates data silos, improves team communications, and facilitates cooperation with external stakeholders.

For example, MLDL uses nPulse to work with contractors and get insights into cost management, and to capture customer feedback during project handover. Establishing paperless project management reduced work hours and improved productivity by more than 300%. Creating project dashboards has significantly improved the visibility of key performance indicators and eliminated redundant project reports and Excel spreadsheets, reducing the time needed for reporting from a month to near real time and improving productivity by 20%. With report automation, site planners can reduce 30% of the time previously used to send daily progress reports required for their production, and eliminate the need for over 50% of redundant project reports and Excel sheets.

MLDL now uses nPulse as a connected data environment for all current and future project and portfolio information. Establishing automated analytics provides better reviews and enhanced risk management, benefiting all stakeholders. With this centralized connected data environment providing improved communication and project efficiency, MLDL can meet its commitment of establishing modern homes, workplaces, and social infrastructure to the nation.

Artist rendering showing Happinest Kalyan development site with incorporated outdoor spaces for residents' recreational use. Image courtesy of Mahindra Lifespaces Developers Limited.

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