



eFACiLiTY® IWMS/CAFM | Streamlining Facility Management Operations for an Iconic Residential Campus of a leading Global Defence, Security, and Aerospace Company

Business Challenge

The client's residential campus is one of the biggest in the region, housing about 1,500+ villas in Saudi Arabia. The campus houses restaurants, clubhouses, sports facilities, auditoriums, shops, and medical facilities. They faced several challenges in managing facility operations in their residential campus, including manual data processing, cumbersome reporting processes, and managing safety, health, and environment (SHE) activities.

They needed an integrated portal to centralize their operations and manage the facility management operations of the domestic residential complex while enhancing comfort, safety, and hygiene for its residents.

Solution

The client sought a software solution to handle the entire facility management operations of their huge residential complex.

After a thorough evaluation of the leading products in the CAFM/CMMS/FM industry, Saudi Arabia Catering and Contracting Company (SCCC), a reputable facilities management service provider, chose eFACiLiTY® as their preferred solution. SCCC's decision was influenced by their long-standing partnership with eFACiLiTY® and their positive experience using and endorsing the eFACiLiTY® CAFM solution, so it was an easy decision to move ahead with eFACiLiTY® for the client.

Client Background

Our client is a prominent global defence, security, and aerospace company with over 12 billion USD in revenues, a significant presence in approximately 40 countries, and nearly 100,000 employees worldwide. They deliver a full range of products and services for air, land, and naval forces, as well as advanced electronics, security, information technology solutions, and customer support services.

The implementation of eFACiLiTY® was executed in two phases, with assistance from Saudi Arabia Catering and Contracting Company (SCCC).

Phase 1 Implementation

During the first phase, the below eFACiLiTY® modules were implemented to cover all the facility management requirements of their residential campus.

The implementation of the **eFACiLiTY® Enterprise Asset Management System** brought efficiency to asset management and maintenance processes. With this system, all assets in the villas were effectively managed, including tracking warranty and AMC contract details, maintenance schedules, costs and budgets, breakdown history, inventory, and purchase orders.

The system auto-generated periodic maintenance work orders, reducing the need for manual planning. It also tracked costs, labour, and scheduled required spares and tools.

By implementing **eFACiLiTY® Helpdesk and Knowledgebase System**, they centralized helpdesk operations and knowledge management for swifter issue resolution and improved service delivery.

The **eFACiLiTY® Facility Booking System** simplified the amenities booking and reserving process at the residential campus, including restaurants, clubhouses, sports facilities, auditoriums, and swimming pools. Residents were able to easily search for available facilities, make bookings, and order refreshments. The system offered a user-friendly Visual Booking interface with floor plans for easy selection and displayed relevant information upon hovering.

With **eFACiLiTY® Tenant Billing System**, they automated tenant billing processes, ensuring accurate and timely invoicing for residential units and facilities.

eFACiLiTY® Visitor Management System helped streamline visitor registration and tracking, enhancing security and access control within the campus.

By implementing **eFACiLiTY® Time & Attendance Management System**, they automated time and attendance tracking, optimizing workforce management and payroll processes.

The implementation of the **eFACiLiTY® Mailroom Management System** facilitated efficient management of incoming and outgoing mail, ensuring seamless communication within the campus.



Phase 2 Implementation

In the subsequent phase, the client extended the implementation of eFACiLiTY® across four sites to encompass their Safety, Health, and Environmental (SHE) services. The following modules were utilized to meet their specific requirements:

By implementing the **eFACiLiTY® Risks and Work Permits Management System**, they successfully conducted comprehensive risk assessments to identify and mitigate potential risks. The system facilitated the maintenance of thorough documentation by the Safety Health and Environmental (SHE) department, ensuring the safety of the residential campus and its residents.



The implementation of the **eFACiLiTY® Waste Management System** enabled the efficient categorization of waste into hazardous, non-hazardous, and e-wastes. It streamlined waste collection, processing, and segregation, enabling smooth recycling and proper disposal of waste materials.

To effectively manage the growing demands of their residential campus, they adopted the **eFACiLiTY® Capital Project Management Software**. This comprehensive solution handled all aspects of project management, including request management, approval processes, project creation, vendor coordination, task scheduling, RFQs, quotations, purchase requests, expense recording, and overspending alerts.

The implementation of the **eFACiLiTY® Incident Management System** significantly enhanced the safety of the residential campus. Incidents were promptly reported and addressed based on priority. The system facilitated root cause analysis, ensuring corrective actions were taken to prevent future incidents.

By implementing the **eFACiLiTY® Pest Control Management System**, they efficiently scheduled and managed automatic pest control activities. This encompassed various aspects such as pesticide inventory, pest control tools/equipment, work order generation, and alerts/notifications before and after pest control activities, ensuring effective pest management within the campus.

The **eFACiLiTY® Instant Feedback Management System** enabled the collection of feedback from occupants and visitors through QR codes placed in various areas of the facility. By scanning the codes using mobile phones, individuals could easily report issues or provide feedback. Additionally, the system offered the option to create visually appealing location-specific graphic posters with QR codes, encouraging more people to engage in problem reporting and feedback sharing.

Benefits

The client was managing its complicated flow of information and communication efficiently because of eFACiLiTY®. By leveraging eFACiLiTY®, our client achieved remarkable benefits in their facility management operations. Some of the key advantages include:

- Streamlined information flow and communication
- Enhanced operational performance and efficiency
- Improved tenant satisfaction and experience
- Simplified management of risks and work permits
- Efficient waste management and segregation
- Effective project management and vendor coordination
- Prompt incident reporting and resolution along with root cause analysis & corrective actions
- Automated pest control activities and inventory management
- Seamless collection of feedback through QR codes
- Meeting global demands for performance and tenant satisfaction

