Alghanim Industries, Kuwait Software for Facilities Management

END CLIENT

Alghanim Industries, Kuwait.Alghanim Industries

INDUSTRY

Multiple.

THE REQUIREMENT

Alghanim Industries, Kuwait is a leading group in Kuwait with a facilities management services division that caters to the FM service requirement of their clients. They were looking for facility / asset management software that can be centrally deployed and accessed by all their customers as well as their facility management team.

SIERRA's SOLUTION

Tridium Asia Pacific, SIERRA's partner chose to implement SIERRA's Asset / Maintenance Management solution for managing this requirement completely and engaged SIERRA for the complete implementation of the system.

KEY BENEFITS

The eFACiLiTY® - Asset / Maintenance Management module manages all the assets present in all their client buildings, tracks their warranty / AMC contract details, their maintenance schedules, costs & budgets, break-down history, inventory related to the assets and their purchase orders etc.

The periodic maintenance work orders are auto-generated by the system reducing the planning requirement and tracks the cost involved, labor involved and spares / tools requirement and scheduling.

The eFACiLiTY® - Helpdesk and Knowledgebase module manages all the services requests and calls received, assigns it to the helpdesk operators / team to acknowledge and take necessary actions, raise work orders for solving any issues, gather feedback on completion of the request etc in a seamless manner ensuring user delight.

The completely web based and centralized system is accessible to all end-users of the facility for reporting problems and reviewing the status thereby reducing the calls to the call center.

All the custom requirements expected by the users were implemented to enhance the user friendliness of the product and it is used effectively at Alghanim Industries.