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CONNECTED CAFM SUITE

CIT Ltd, one of Saudi's largest FM services, improved client transparency by deploying Facilio's KPI dashboards

"Connected CaFM implementation within 2 weeks"

CIT Ltd, was looking for a solution with lighting-fast implementation. They needed a simple, consolidated platform; equally easy for technicians, vendors, and other stakeholders to manage end-to-end operations.

PROJECT REQUIREMENTS

- CIT group wanted a unified CaFM for RCU - Al Jadidah to manage FM operations.

- They needed quick implementation for enhanced customer TTV (time to value).

- They wanted a centralized assets portfolio on Facilio for better clarity on their PPM activities.

- They required a consolidated view of daily, weekly operations, and work order inspections.

- They needed PDF reports automated to their Email to fine-tune their SLAs and KPIs.

- The team also wanted a solution that could help them document attendance of their workforce for QHSE audits.

Background

CIT Ltd, established in 1993 provides FM services in Saudi Arabia. It manages and maintains some of the nation's most recognised landmarks, plants, and cities.

CIT Ltd. has started using Facilio for their site, Al Jadidah in Makkah province supervised by RCU.

Location

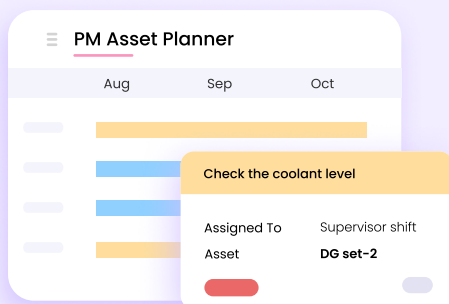Makkah province, Saudi Arabia.

Industry

FM

Scope

Al Jadidah Village comprising 1 site and 11 individual spaces covering 0.65 Sq. Km.

Project

CaFM (Inspections, Planned & Reactive Maintenance, KPI Dashboards)

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SOLUTION   **"Glass-pane visibility on SLAs, KPIs & Assets"**

PM Asset Planner

Aug   Sep   Oct

Check the coolant level

Assigned To   Supervisor shift
Asset   DG set-2

FAHU - Over cooling

Fault Report

Run Status

Friday. July 22 2022 11:40 AM   X

Run Status
Temperature

Inspection   Reports   >

Training status

- Total Staff
- Training Completed
- Training Pending
- Absent

KPI Reports   >

Overall score
98.75%

Soft services SLA Breach Report

Total Cleaning WO	Total Landscaping WO	Total Waste Mgt. WO
669	**168**	**251**

KPI Reports   >

Overall score
98.75%

Soft services SLA Breach Report

Total

Cutting out manual & operational silos

Facilio helps CIT with a digital view of the 52-week PM calendar for hard and soft services to automate work orders. Manual triggers can be raised for reactive maintenance activities. This way, vendors and technicians can view and address work orders quickly
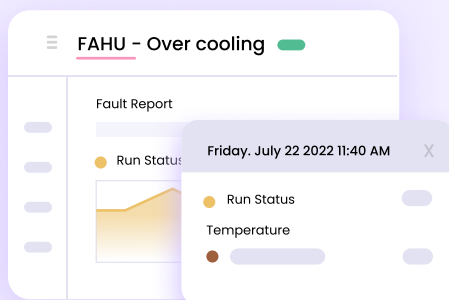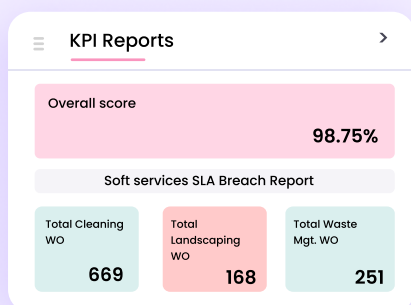
Predictive maintenance

CIT now has visibility on their predictive maintenance activities, helping lower equipment downtime and increasing cost savings.
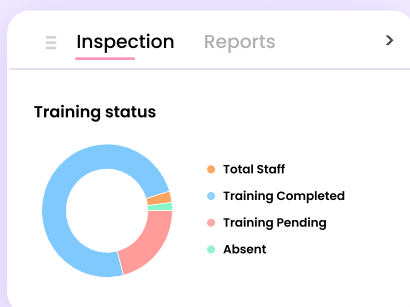
Staff Trainings

CIT plans to conduct staff training in Al Jadidah every week, manage staff attendance, and configure reports through analytical dashboards. Facilio enables attendance tracking and automates daily and weekly reports right to their inbox
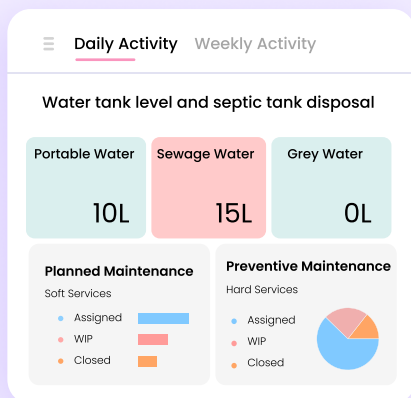
SLA & KPI Monitoring

CIT relies on Facilio's analytical dashboards to derive information on daily and weekly activities such as PPM, reactive maintenance activities, pending work orders, statuses, etc.
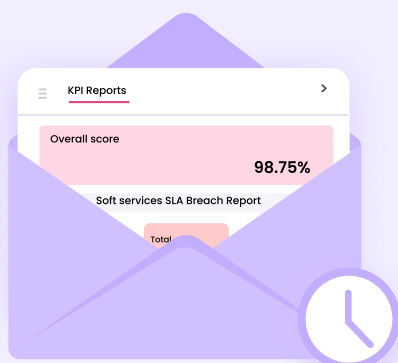
Automated reporting

CIT Ltd. has also enabled data-driven reports to be automated to their inbox in the format of a PDF at the end of every day and week through Facilio.

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Daily Activity   Weekly Activity

Water tank level and septic tank disposal

Portable Water	Sewage Water	Grey Water
10L	15L	0L

Planned Maintenance
Soft Services
- Assigned
- WIP
- Closed

Preventive Maintenance
Hard Services
- Assigned
- WIP
- Closed

● **Threshold/demand-based work orders**

CIT Ltd. automates work orders to their vendors based on threshold capacities and derives reports on the following:

- Water tank levels
- Septic tank level inspection and disposal
- Number of work orders for hard and soft services
- Number of corrective maintenance scheduled
- Workforce deployed and their shift timings
- Training attendance

If the threshold reaches a particular value, the work order is automatically created and assigned to a vendor, who gets notified through the Facilio vendor application, ensuring timely resolution and reduced manual intervention.

● **A centralized repository of assets**

CIT wanted to centralize RCU - Al Jadidah's assets and portfolio onto Facilio's platform to gain better clarity on asset details such as warranty documentation, user manual, performance of the assets, along with their scheduled preventive and reactive maintenance activities.

All Assets Energy Assets HVAC Assets >

NAME	CATEGORY	SPACE	DESCRIPTION
Water Tank 03	Water Tank	Yasser	5000 Ltrs
NVR	Surveillance	Yasser	32PH, 32 MP
Dome camera	Surveillance	Yasser	5 MH 256 MP

IMPACT   "Accelerated customer TTV"

Centralized asset visibility and management

Automated fault detection and preventive maintenance

Portfolio-level visibility and KPI tracking

Reduced service cost

Data-driven decision-making and automated reports

Reduced manual efforts

Threshold-based automated work-orders

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USA | DUBAI | INDIA | SINGAPORE | UK | AUSTRALIA