



United Facilities Management

Delivering first-class facilities management across the Middle East and North Africa with CAFM Explorer

United Facilities Management (UFM) is a leading provider of fully-integrated facilities and property management services to the Middle East and North Africa (MENA) region. For over a decade, UFM's facilities management solutions have supported the efficient management of day-to-day operational needs for its customers, many of which span the commercial, retail, hospitality, public and residential sectors.

How is CAFM Explorer supporting UFM in the provision of effective facilities management services to its MENA-based clients? Here, Fahad Ibrahim Hasware, ICT Manager & CAFM Consultant for United Facilities Management explains...

Challenge: Bringing visibility and ROI to the facilities management fore

Working daily in the facilities management sector, I see visibility, return on investment and ease of management as the biggest pain points. Every client wants clear visibility of the maintenance and management process of their property, while making sure they are getting the correct and maximum return on their investment by choosing a reliable FM provider. This should all be easy for the owner but sometimes, this is not always the case.

At times, property owners have a lack of understanding and knowledge as to the importance of facilities management, which often leaves a FM company invited to take over the property after they receive a complete handover from the construction company. This creates a lot of gaps in information transfer,

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Fahad Ibrahim Hasware
ICT Manager & CAFM Consultant
United Facilities Management

recommendations of assets and data capture, etc – as a result, the complete FM cycle is delayed or disturbed. Here at UFM, we believe that a FM company should be involved right from the planning stage, and that CAFM software should be populated and ready to use along with construction progress.

Being an ICT Manager and CAFM Consultant for a FM company, I am required to support the operations department with the latest technology in order to maintain our clients' properties. This is intended to make the entire process of managing a facility easier and more efficient.

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Solution: Implementing CAFM Explorer for complete facilities control across a customer base

I've used CAFM Explorer for over nine years – it's supported me in managing the 24/7 maintenance helpdesk, the Planned Maintenance activities and the clients' stores (for consumables and spare parts).

Given the majority of our clients have small or medium-sized properties for which other software is very costly, confusing and time consuming, CAFM Explorer caters to these clients with ease and accommodates the specific and the basic services required.

With the help and dedication of the CAFM Explorer implementation team, combined with years of system experience, we have been able to complete numerous implementations on our own – from data upload to PPM creation and roll out. This is due to the easy and straightforward process of data import, and being able to edit the data as and when required.

CAFM Explorer is very similar to the Microsoft Office product range, which is widely used in the Gulf Cooperation Council (GCC) region, making it user friendly and, in turn, helping me to train and support the UFM staff in a very flexible and efficient manner.

Outcomes: Making facilities management easy

CAFM is the backbone of the FM industry and CAFM Explorer makes FM functionality very easy.

We benefit from the system's intuitiveness – it's user friendly and simple, yet a complete solution. It focuses on the most important features of the FM industry – Work Orders (both reactive and PPM) – in the most easy-to-understand manner.

The CAFM Web and CAFM Reports Explorer functionality is widely used by almost all our customers, with some of our clients' Project Engineers procuring a licence to the system to keep an eye on the day-today activities of the helpdesk and store controllers, given this is predominantly used by our Helpdesk staff and supervisors. CAFM Explorer's Reports module is also an important part of the monthly reports for most customers who need to provide sufficient documentation to their stakeholders. It's especially helpful given most of the reporting can be directly imported into the final reports without the need for further modifications.

Key milestones for me have been the BMS (Building Management System) and BIM (Building Information Modelling) integration with the Location and Assets register in CAFM Explorer. In addition, we've been awarded work based on the impressiveness of the system – a potential client was looking for a simple tool to record information about their assets and following a demonstration of CAFM Explorer at the first meeting where we introduced the various features of the detailed Asset Register, Helpdesk for maintaining the assets, Store inventory for their consumables and PPM module, they were so impressed that they awarded us the complete CAFM project and helpdesk implementation for their in-house FM team.

I'd like to say thank you for the continuous support from the whole Idox team. You guys are fantastic – keep up the amazing work!



For more information about CAFM Explorer and how it can transform your facilities management division, contact sales@cafmxplorer.com or visit www.cafmxplorer.com.

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