



**UFMCO**

UNITED FACILITIES MANAGEMENT CO  
المتحدة لإدارة المرافق

Delivering world-class  
facility management to you

**Implementation of Oracle  
Enterprise Asset Management  
at United Facilities  
Management Company ,Qatar**

# Background



- Everyone dreams of owning a beautiful home, but we all know in order to preserve beauty, maintenance is key. United Facilities Management Company (UFMCO) understand the importance of having Planned Preventive Maintenance to preserve your single largest investment - your home. They offer a range of exclusive services, which are executed by skilled , polite and responsible tradespersons. Their mission is to provide world-class total home maintenance services, and to be responsive to the individual needs of our customers.
- The company mainly deals in maintenance activities. Maintenance includes Residential towers, villas, palaces, town house, Retail shops and chains, common area used, etc.

**Number of Employees : 500 Approx.**  
**Number of Users : 150 Approx.**

# Project Outline

**Operating System** : Linux

**Project Kick Off Date** : 17<sup>th</sup>  
November 2012

**Project Go Live Date** : 7<sup>th</sup>  
August 2013

## Modules Implemented

- Oracle Enterprise Asset Management



# Resource Details

## Evosys Resource Details

**Project Manager : 1**

**Functional Consultant : 1**

## Client Resource Details

**Functional Manager : 1**

**Technical Consultant : 3**

**Key User : 1**



# Business Needs

- Lack of Resource Management
- Time consuming maintenance process
- Lack of MIS reporting on timely basis to specific Users



# Challenges



- Oracle Application which was is 11i is not flexible as compared to r12
- It was difficult to map requirement with seeded functionality
- Resistance of Client for customization while it's hard to do Automatic Escalation of Priority 1 task
- System Generated Billing
- Lack of Warehouse management for maintenance



# Solutions

- Complete Maintenance Process is system based. It starts with Work Order creation to Work order closing.
- For maintenance purpose, all assets are divided under different supervisory area on the basis of supervisors and locations/ area on the basis of geographical position.
- In reactive maintenance, Work Order is created by Help Desk and then send for execution to the concern Supervisory area.
- Financial Data collection on real time basis through billing and will get properly accounted once financial gets implemented.



# Business Benefits Delivered

- Reactive Maintenance through System with escalation facility
- Resource Management with execution email facility
- Safety Management functionality through system.
- Preventive maintenance against defined schedules.
- Material tracking and synchronization to maintenance.





# Value Addition By Evosys

- Preventive maintenance against defined schedules.
- Material tracking and synchronization to maintenance.
- Customer Survey Page, for maintenance work done, filled by Help desk against input collected from Customers.
- Ipad integration with Oracle EAM



# Questions?



# Thank You

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