

Facility Management

UAE

A UAE facility manager replaced side spreadsheets with its own forms and workflows

A facility management company already using Asset Infinity replaced the spreadsheets and paper forms behind its organization-specific processes with fields, forms and approval stages configured without code.



AT A GLANCE

INDUSTRY

Facility management

REGION

Abu Dhabi, with properties across the UAE

SIZE

Multiple commercial properties and service teams

PREVIOUSLY

Spreadsheets and disconnected forms

FEATURES USED

Platform

Insight

01 The client

The client is a large facility management company headquartered in Abu Dhabi, supporting commercial properties and service teams across the UAE.

It already ran its core operations in Asset Infinity. Around them sat a set of processes specific to the company, which varied by property and were still run on spreadsheets, forms and internal messages.

02 The challenge

The company's own processes needed extra fields, approval stages and structured data, but they lived outside its main system. Building separate software for each one was not worth it.

- Organization-specific processes ran on spreadsheets and manual forms.
- Processes varied from property to property.
- Each needed its own fields, approval stages and data capture.
- Separate software for each need would be hard to maintain.

03 What they set up in Asset Infinity

The company configured the forms, fields and workflows it needed inside Asset Infinity, without code, instead of keeping them on paper or in separate tools.

Platform

Custom forms and fields

Structured forms and custom fields capture the information each process needs, in the same system as the company's core operations.

Platform

Approval steps and stages

Each workflow has defined stages, responsibilities and approval steps, so work moves to the right person at each point.

Platform

Roles for each team

Roles decide who can see and act on each process, so property and service teams work only on what concerns them.

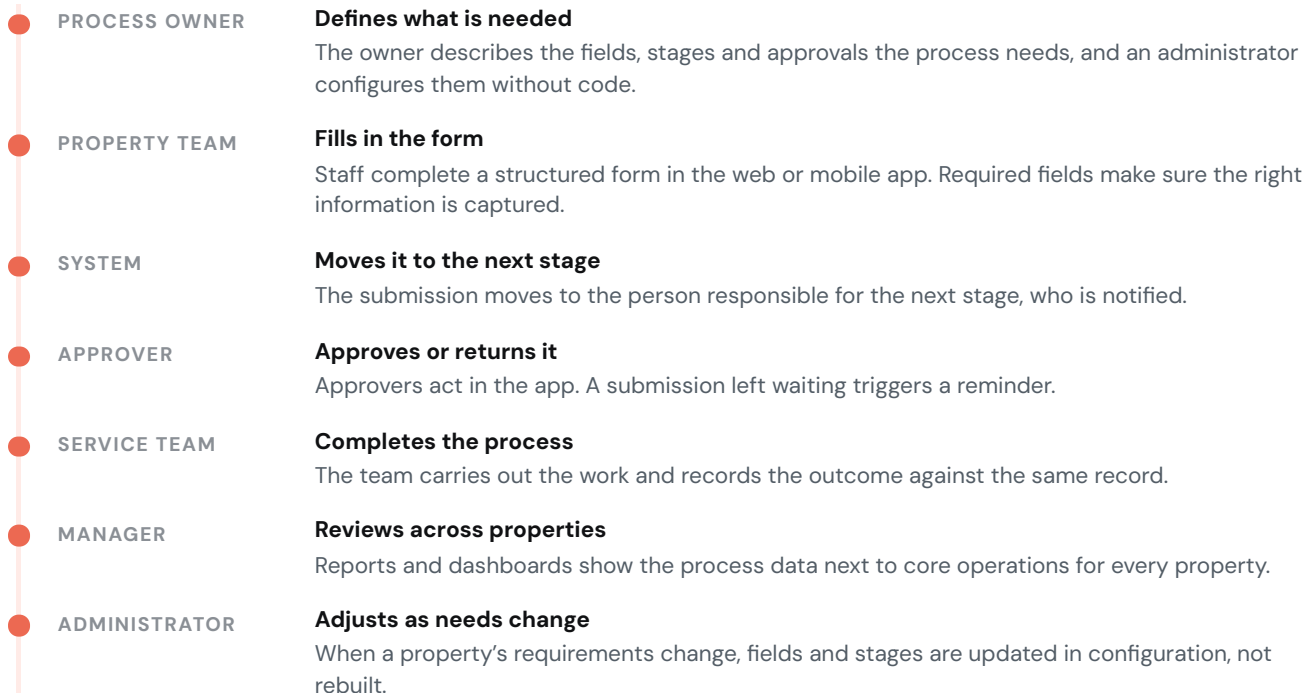
Insight

Process data in reports

Information from these processes sits alongside operational data and appears in the same reports and dashboards.

04 How it works day to day

Here is how one of these company-specific processes now runs.



05 Before and after

	BEFORE	WITH ASSET INFINITY
Supplementary processes	Spreadsheets and manual forms	Configured forms and workflows
Data capture	Unstructured	Defined fields on every form
Approvals	Internal coordination by hand	Defined stages and responsibilities
Consistency	Varied by property	Standard workflows across properties
New requirements	Would need separate software	Configured in the existing system

06 How it rolled out

1

Processes chosen. The team reviewed manual processes, forms and spreadsheets, and picked the ones best suited to configuration.

2

Forms and workflows configured. Forms, fields, stages and responsibilities were set up for each chosen process.

3

Teams trained, workflows refined. Facility teams were trained, and workflows were refined as property requirements changed.

07 The results

- Manual processes converted into structured workflows
- New requirements met without building separate applications
- Spreadsheets and disconnected forms retired
- The same workflows used across properties and teams
- Process data kept in the existing Asset Infinity environment
- Workflows that adapt as operational needs change

08 Why it worked

One system, not many

Adding processes to the system the teams already used avoided a set of separate tools to buy, learn and maintain.

Started with the right processes

The team reviewed its manual processes and chose those suited to configuration, rather than moving everything at once.

Changes without rebuilds

Fields and stages are updated in configuration, so workflows keep up as properties change.

09 Looking ahead

The facility management company brought its organization-specific processes into Asset Infinity without adding a set of disconnected applications.

Configured forms and workflows replaced manual forms and spreadsheets. That has reduced administrative effort, made processes consistent across properties and let the company digitize new needs as they come up.

See it on your own assets

A 30-minute demo, set up for a facility management company.

The client's name is withheld for confidentiality. Results are as reported by the client.

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