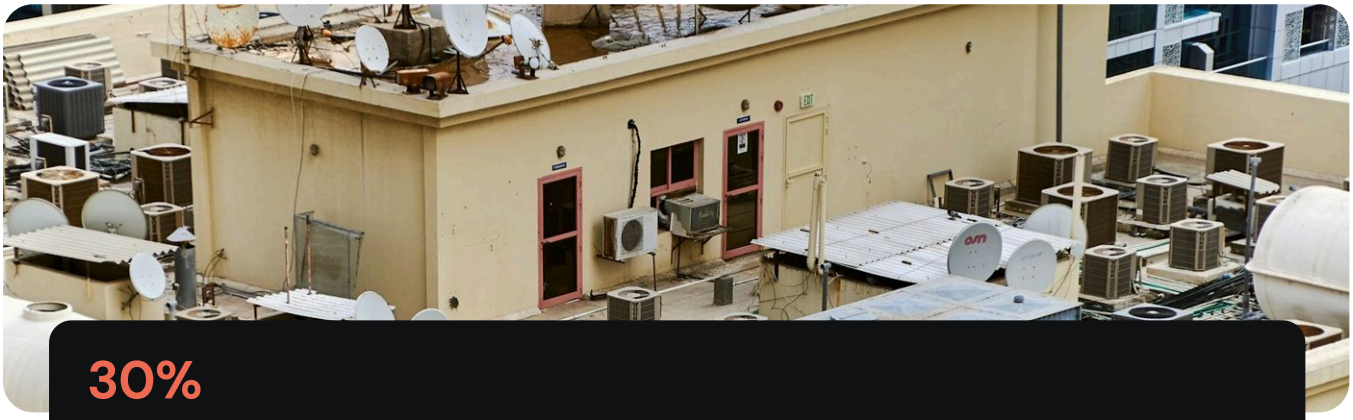
Facility Management · UAE

A Dubai FM company cut building systems downtime by 30% across managed towers

A Dubai facility management company put the chillers, lifts, pumps, generators and fire systems of every managed property on planned maintenance, with scored inspections and planned shutdowns.



30%
less facility downtime across managed properties

AT A GLANCE

INDUSTRY
Facility management

REGION
Headquarters in Dubai, UAE

PROPERTIES
Managed residential and commercial buildings

SYSTEMS
Chillers, lifts, pumps, generators, fire systems

FEATURES USED
Maintenance · Insight

01 The client

The client is a large facility management company headquartered in Dubai, maintaining buildings for property owners across the city from a central maintenance operation.

Each property depends on chilled water, lifts, booster pumps, standby generators and fire systems. In Dubai's climate, a chiller or lift out of service quickly becomes a complaint from every tenant in the building.

02 The challenge

Planned maintenance was tracked separately for each property, and service dates slipped as the portfolio grew. Faults came to light late, and the central team had little control over what was being done on site.

- Service timelines were missed across properties.
- Issues became visible only after a system failed.
- Upkeep was tracked differently at each property, with limited central control.
- Unplanned failures caused downtime and disrupted tenants' daily operations.

03 What they set up in Asset Infinity

The company ran planned maintenance for all managed properties in Asset Infinity, with each building's systems in one asset register.

Maintenance

Planned maintenance by property

Each building's chillers, lifts, pumps and generators have plans by date, and by runtime hours where the equipment has a meter.

Maintenance

Scored inspection rounds

Technicians complete inspection checklists with readings, photos and scores, and a failed item raises corrective work.

Maintenance

Planned shutdowns

Work that needs a system off, such as a chiller overhaul or fire pump test, is planned as a shutdown so the property is prepared.

Insight

Compliance across the portfolio

Dashboards show planned work done on time and overdue by property, so the central team sees which buildings are falling behind.

04 How it works day to day

Here is how planned maintenance runs in one managed tower.

SYSTEM

Issues the week's planned jobs

Planned work orders are created as each plan falls due, by date for lifts and fire systems, and by runtime for the chillers.

BUILDING ENGINEER

Assigns the work

The engineer assigns each job to an HVAC, electrical or plumbing technician, who receives it on the mobile app.

HVAC TECHNICIAN

Completes the chiller inspection

The technician records temperatures and pressures, answers each scored question and adds photos. Required fields cannot be skipped.

SYSTEM

Raises a corrective job

A condenser reading outside its limit fails the check and raises a corrective work order before the chiller trips.

MAINTENANCE PLANNER

Plans a shutdown

A repair that needs chilled water off is planned as a shutdown for a quiet period, with the building management informed.

CONTRACT MANAGER

Reviews the property

A monthly report shows planned work completed, overdue jobs and corrective work for the property owner's review.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Schedules	Kept separately per property, often missed	Plans by date or runtime for every system
Fault discovery	After the system failed	Found during scored inspections
Control	Little central view of upkeep	Planned work tracked across the portfolio
Major repairs	Done when the failure forced it	Planned as shutdowns
Downtime	High, disrupting tenants	Down 30%

06 How it rolled out

1

Maintenance practice assessed. The team reviewed each property's maintenance routine to find gaps and missed services.

2

Assets and plans loaded. Building systems and past maintenance records were moved in, with schedule rules and property-wise workflows.

3

Technicians trained. Maintenance and operations teams were trained in hands-on sessions on plans, inspections and the mobile app.

07 The results

- Planned work is visible across every property and maintenance team.
- Service planning follows structured plans instead of local habits.
- Fewer delays and unplanned service gaps.
- Stronger central control of schedules and service history.

08 Why it worked

Plans by how equipment runs

Runtime plans suit chillers that work harder in summer, while date plans suit lifts and fire systems.

Inspections that act

A failed check becomes a job straight away, so a warning sign is not left in a report.

One standard, many buildings

Every property follows the same plans and checklists, so the central team can compare them fairly.

09 Looking ahead

With every building system on a plan and every inspection scored, the company finds problems before they stop a chiller or a lift, and facility downtime across its properties fell by 30%.

The maintenance history now held for each system also gives property owners a clear record of the work done in their buildings.

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.

Book a demo

Start a 14-day free trial