Atlantis Dubai uses CAFM Explorer® to oversee facilities management for staff accommodations

Background:

World-class destination offering dedicated staff accommodations

Located on the crescent of the spectacular Palm Jumeirah Island, with breathtaking views of the Arabian Gulf and the Dubai skyline, Atlantis Dubai comprises of Atlantis, The Palm and Atlantis The Royal – two world-class resorts that bring extraordinary experiences for guests across stays, dining, entertainment, attractions and wellness.

As part of employee benefits, Atlantis Dubai offers live-in accommodation for staff at two facilities called AMSA 1 and AMSA 2.

Challenge:

Choosing the right digital solution to manage a new-built facility

Housing around 2,500 staff members, AMSA 2 was a new-built accommodation fully operational post the COVID-19 pandemic. To effectively track, manage, plan and report maintenance and repair activities across the facility, the facilities management (FM) team responsible for the building upkeep required a reliable digital system.

Solution:

Implementing Idox's CAFM Explorer® for administering FM services

After comparing several FM software solutions, the team at AMSA 2 decided to implement Idox's CAFM Explorer® to manage their FM needs. Available in the cloud or on-premises, CAFM Explorer® is an all-in-one, easy-to-use facilities management solution that helps streamline FM tasks. It empowers facilities managers with the tools to proactively monitor and manage all tasks related to maintenance, compliance, and safety across an estate. CAFM Explorer® enables complete visibility of all assets, costs, and risks in facilities – thereby helping managers to pre-empt issues on-site, streamline and automate task allocation, simplify reporting, and deliver enhanced insight to unlock significant productivity gains.

According to Santhosh Baby, Facilities Manager, Colleagues Residences, Atlantis Dubai, "The facilities management team at AMSA 1 has been using CAFM Explorer® for almost 15 years now and we are happy with the way the software works. Since AMSA 2 was an expansion to the existing facility, we thought it would be best to continue using the same software due to the familiarity, ease of use and consistency. Considering these factors, we decided to go ahead with CAFM Explorer® at AMSA 2 from day one of operation."

"With the installation of CAFM Web – a mobile solution – manual intervention and paperwork have been significantly reduced. Now, work gets assigned to technicians quickly as they receive jobs via web-enabled devices – eliminating the need to give physical job sheets or send emails to assign work. This has resulted in improved efficiency and time-saving."

Santhosh Baby
Facilities Manager, Colleagues Residences
Atlantis Dubai

Outcome:

CAFM Explorer® helps streamline FM tasks, reporting and inventory management

Implementing CAFM Explorer® has helped the FM team at AMSA 2 with rapid job logging, streamlined task assignment and effective tracking and management of maintenance and repair duties. "No matter the urgency of the jobs that are logged – whether it's a power cut or a painting issue – the team has the flexibility to create job orders and share the same with the engineers and technicians responsible for getting the jobs done," Santhosh explains.

Implementing CAFM Web has helped cut down SLAs for the FM team at AMSA 2. "While there was a lot of manual work involved in the job assignment process previously, with the installation of CAFM Web – a mobile solution – manual intervention and paperwork have been significantly reduced. Now, work gets assigned to technicians quickly as they receive jobs via web-enabled devices – eliminating the need to give physical job sheets or send emails to assign work. This has resulted in improved efficiency and time-saving. Technicians also have the autonomy to close job orders on their own, without reaching out to the admin team to do it on their behalf," he adds.

CAFM Explorer® has also helped Atlantis Dubai with streamlined reporting – providing a complete and real-time view of operations via customised web dashboards. "The reports generated by the CAFM system help us monitor jobs better and determine the number of work orders completed within the SLA and highlight the ones that are delayed – thereby helping us present a clearer picture to the management. It also helps us identify the reasons for which trade work is delayed – be it due to a material problem or technicians and tradesmen being unavailable to take up the jobs. Once we have that understanding, we can then present the overall picture to the management and ask for more technicians to be appointed," describes Santhosh.

Inventory management is a critical aspect of FM in any establishment. CAFM Explorer® enables the FM team at Atlantis Dubai to have complete visibility of all inventories within AMSA 2 – including spare parts for repairs and services. Switching to CAFM Explorer® has enabled visibility and accessibility to the larger team. After migrating the entire inventory data from spreadsheets to CAFM software, the team is using CAFM for complete inventory management at AMSA 2 and assigning materials to individual work orders using the system. For example, how many nuts and bolts or shower heads are used against each work order is now managed using CAFM Explorer®.

Call us now on 0333 011 1200 or email marketing@idoxgroup.com to find out more about Idox's CAFM Explorer®.

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