

CFS Achieves Portfolio Wide Operational Visibility in 4 months with Connected CaFM

How Dubai's largest critical FMSP, CFS, achieved complete operational visibility and 100% preventive maintenance using Facilio's Connected CaFM.

📍 Dubai

🏢 Facility management service

🌐 criticalservices.com



About the company

CFS manages critical infrastructure across data centers, banking, telecom, high security sites.

With growing service volumes and high standards, they needed a modern solution to improve visibility, streamline operations, and deliver SLA-driven service at scale.

25,000+

work orders digitized within a year



100%

preventive maintenance completion rate



400+

sites served with real-time SLA visibility



2,250 kg CO2

savings/year projected by 2029



Challenges

✦ **Manual ticketing and paper-heavy workflows**

High service volumes were managed using traditional spreadsheets and manual methods, causing delays and inefficiencies.

✦ **No real-time insight into asset health or SLA performance**

Teams lacked visibility into asset conditions and risk of SLA breaches until issues escalated.

✦ **Limited reporting and disconnected communication**

Siloed tools and email-based updates made it hard to track tasks or share insights across teams.

✦ **Zero automation and integration with existing tools**

Workflows couldn't scale due to disconnected systems and reliance on manual data transfer.



Facilio's Solution

Unified Command Center for Assets & Work Orders

CFS centralized 7,000+ critical assets - power, HVAC, generators onto Facilio's platform, gaining instant visibility into status, history, and SLA risks across its portfolio. Teams moved from reactive guesswork to proactive control.

Mobile-First Execution Across Sites

Technicians now use Facilio's intuitive mobile app to access all job details, work order instructions, and checklists in one place, eliminating the need for back-and-forth communication.

Scalable Preventive Maintenance

Using Facilio's PM planner, CFS automated 21,000+ scheduled tasks within a year. Each task was logged with time stamps and verification, reducing breakdowns and ensuring audit readiness.

Transparent Client Communication

Clients now log service requests, view real-time task status, and access SLA reports through a dedicated portal boosting trust and reducing escalations.

Smart Integrations for Full Workflow Control

Facilio integrated with CFS's internal tools to automate PDF exports, invoice workflows, feedback forms, and compliance reports cutting admin time and ensuring complete operational oversight.





“What drew me to Facilio’s Connected CaFM platform was its intuitive interface, scalability and user-friendly design. Given that MDS Critical Facilities Services specialises in managing high-end data centres, where innovation and high levels of operational standards are paramount, the decision to adopt a cutting-edge technology solution was crucial.”

Mohamad Jaber, Operations Manager at CFS



400+

sites fully digitized
within 4 months



100%

PM completion
drives predictable,
planned service



75,000+

papers eliminated
yearly



7,077

assets monitored
through a
centralized system



CFS team winning their 'President's Award for Operational Excellence' after partnering with Facilio

It's simple: to empower enterprises to manage facility operations efficiently and sustainably. Facilio replaces a large number of siloed systems with one clean solution and does the job (and more) of many software products commonly used to manage maintenance, contractor work, system performance, risk, compliance, and more.

Since Facilio does it all, Facilio does it better standardizing operations, eliminating friction, creating better insights and reports, and serving as the single source of truth for facility operations.

Book a demo



Ready to drive seamless service and operational efficiency across your facilities?

