FORTES
EDUCATION
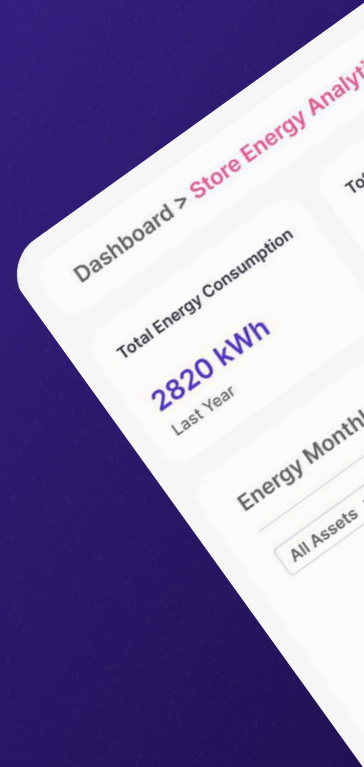1981 Enlighten • Empower • Excel

facilio

Connected CMMS and Buildings

Dubai's Top Schools Achieve Breakthrough in O&M Efficiency with Facilio

Fortes Education, an organization with over 40 years of operations, owns, builds, and manages some of the premier schools in the UAE. It is led by committed educators who have created an innovative and character-building environment to empower young students with world-class education.

Dashboard > Store Energy Analyti
Total Energy Consumption
2820 kWh
Last Year
Energy Month
All Assets

⚙	🖼	😊
Improved operational efficiency	Achieved SLA adherence of 90%	Enhance students & staff experience

Challenges:

✦ **Fragmented facility operations & maintenance processes:** The use of multiple tools like Excel sheets, calls, and emails led to accountability issues, communication gaps, and labor-intensive processes.

✦ **Difficulty in maintaining staff & student's comfort:** Delays in predicting and addressing asset failures negatively impacted students' and staff's experience.

✦ **Low Workforce Productivity & Limited Subcontractor Visibility:** Limited visibility into vendor activities made it impossible to track job status, SLAs, and technician productivity.

Location:

Dubai, UAE

Industry:

Education Institute

Project:

Fortes Education group deploys Connected CMMS to improve facility operations, comfort, and energy consumption.

Facilios' Solution:

Facilio delivered a Connected CMMS that helped Fortes Education in three core operational areas:

- Track ground-level operations staff productivity
- Improve work order response SLAs
- Track & regulate energy consumption across the institute

1. Streamlined Service Request and Work Order Management: Facilio's solution replaced the reliance on emails, calls, and Excel sheets for logging service requests and became a single source of truth at Fortes Education. The templatized digital inspection checklists helped save time and improve the school's audit readiness. Facilio went a step further by configuring custom workflows that automated day-to-day service requests and work order management, empowering the O&M teams with a streamlined and efficient process.
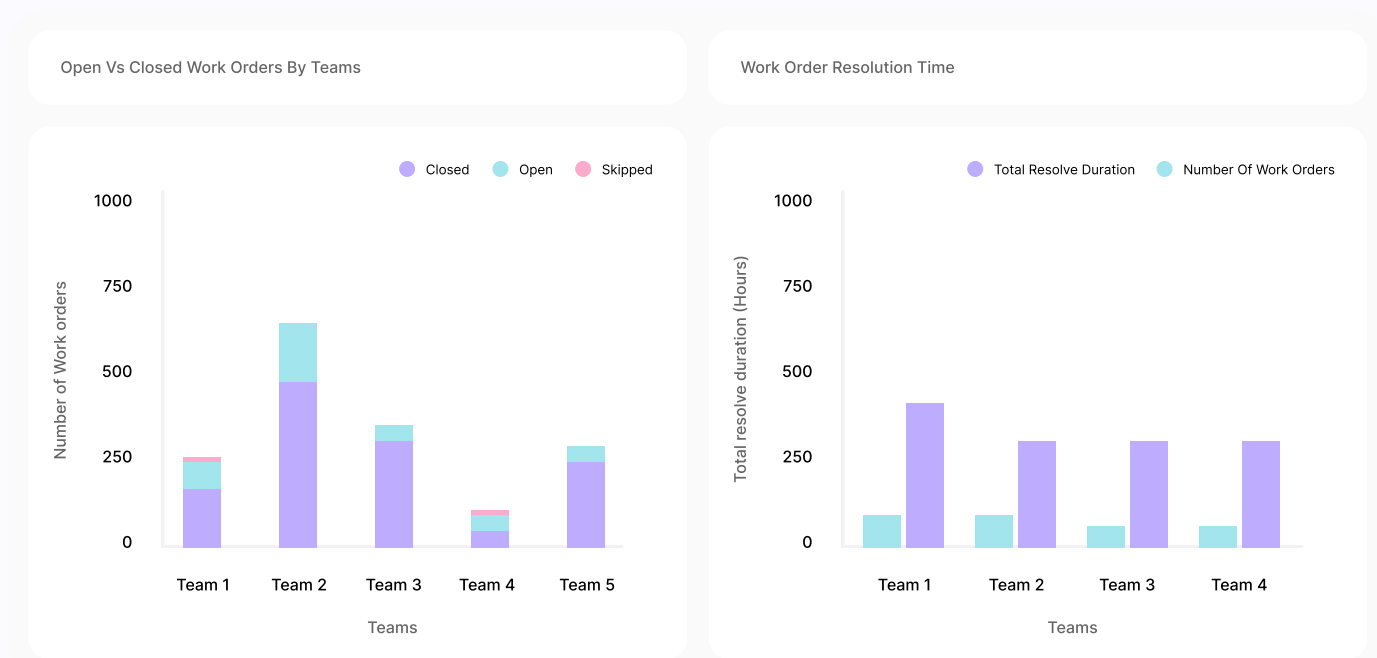
This helped the O&M teams with the following:

- Digitize service request management process
- Calendar-based technician allocation
- Get real-time updates from ground staff via the mobile app
- Enhance visibility & control over service SLAs
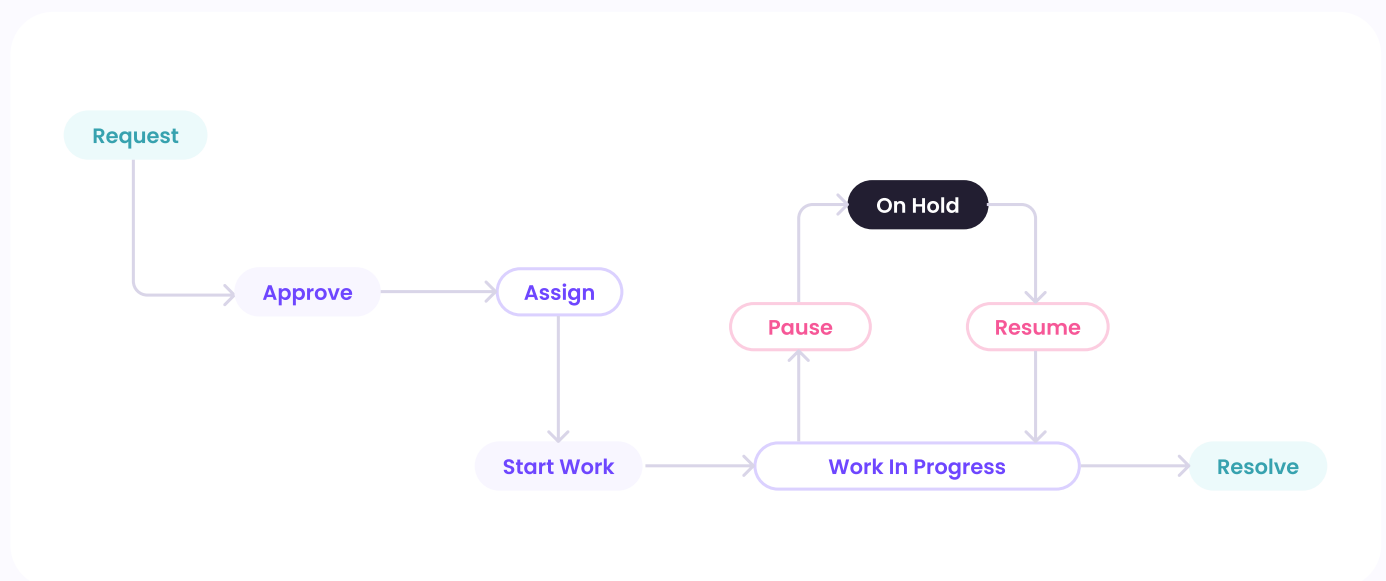
2. Highly Customizable Reports for Productivity Insights: Equipped with 150+ customizable business reports, Facilio's team tailored a reporting ecosystem unique to the organization with extensive KPI tracking and productivity analysis. User-specific dashboards were designed to ensure that each team member had access to relevant information. Reports used include:

- Detailed breakdown of service requests and work orders by type (Maintenance, Inspection, IT) and site
- Vendor performance tracking and feedback on service quality
- Number of recurring maintenance issues
- Total resolution time and the number of work orders over a specified period

Open Vs Closed Work Orders By Teams

● Closed   ● Open   ● Skipped

Work Order Resolution Time

● Total Resolve Duration   ● Number Of Work Orders

3. Energy monitoring and building data analysis: Facilio integrated with the existing BMS system to monitor the campus's overall energy and water consumption. Building and asset-level breakdown of energy usage trends helps the school identify high-consumption areas and implement energy-saving measures.

Building performance is further optimized with the FDD module that continuously monitors asset performance and helps prioritize and address critical issues immediately, maintaining a safe learning environment.

Monthly Energy Consumption
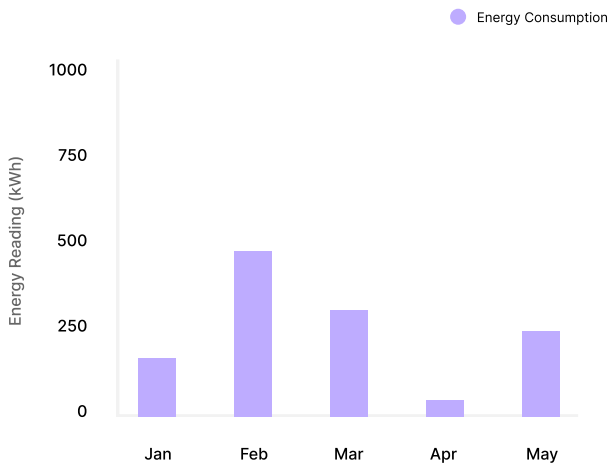
SLA Adherence For Workorder
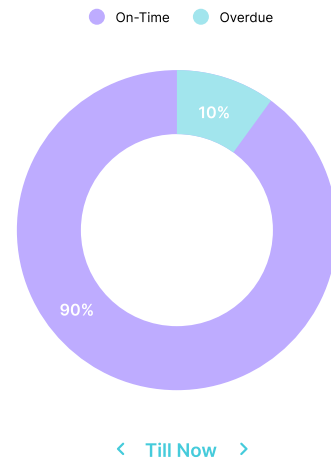
Energy monitoring and building data analysis

Impact:

Reduced delay in addressing asset failure and enhanced staff comfort

Attained work order resolution SLA adherence of 90%

Improved technician accountability & productivity

Tracking & regulation of energy consumption across the campus

Optimized asset and space utilization by addressing areas with recurrent issues

Enhanced visibility into campus maintenance operations

Find out how Facilio can help your business

Book a demo