

Saudi's Prominent FM Provider Musanadah, powered by a 98% Client Retention Track Record, Modernizes FM Operations

📍 Saudi Arabia

🏢 FM Service Provider

🌐 musanadah.com



About the company

Founded in 2010, Musanadah Facilities Management Company is a Saudi-owned FM services firm and a subsidiary of Alturki Holding, headquartered in Al Khobar. Musanadah delivers integrated facilities management services across residential, commercial, industrial, and large-scale developments, aligned with global best practices and QHSE standards.

With strong financial scale of **SAR 100M+ annual revenue** and a **98% client retention rate**, Musanadah operates as a trusted FM partner in the Kingdom.

Before Facilio	After Facilio
◆ Fragmented, paper-based PPM, SR, and work order workflows limited consistency and control.	◆ Unified CaFM platform standardizes PPM, SR, and work order execution with SLA-driven prioritization.
◆ Manual reporting caused delays and limited operational visibility.	◆ Real-time dashboards and automated reports deliver instant performance insights.
◆ QHSE and maintenance activities lacked traceability and accountability.	◆ Digitized QHSE workflows ensure traceable, compliant, and audit-ready operations.

Key highlights

150+

sites onboarded into a unified CaFM ecosystem



95–99%

SLA benchmarks achieved



Improved competitive positioning in the Saudi FM market



Eliminated paper-heavy processes and manual reporting.



98%

Client retention track record



Challenges

❗ **Fragmented, manual, and paper-based workflows**

PPM, service requests, and cleaning operations were managed through disconnected, paper-heavy processes. This led to slow execution, duplication of effort, and difficulty maintaining consistency across service lines.

❗ **Lack of traceability and accountability in QHSE and maintenance**

Manual handling of QHSE and maintenance activities made it challenging to track task ownership, historical records, and compliance status. As a result, accountability gaps emerged across teams and sites.

❗ **Delayed and inconsistent reporting**

Operational data had to be manually collected and consolidated from multiple sources. This not only delayed reporting cycles but also limited the accuracy and reliability of insights for decision-making.

❗ **No portfolio-wide visibility**

With no unified system in place, leadership lacked a consolidated view of ongoing operations. Monitoring performance across PPM, service requests, and maintenance required manual follow-ups and fragmented data checks.

❗ **No automated PPM scheduling or SLA-driven workflows**

Preventive maintenance schedules and service response priorities were managed manually. This restricted consistency in execution and made it difficult to enforce SLA commitments reliably.

❗ **Difficulty supporting higher-value clients**

Without centralized reporting and standardized processes, scaling operations for complex, high-value contracts became increasingly challenging. The existing setup limited Musanadah's ability to demonstrate operational maturity and transparency.



Solution Highlights

Connected service request & work order management

Facilio unified service requests and work orders into a single, automated workflow that streamlined intake, prioritization, and assignment. SLA rules, escalation logic, and structured workflows improved response predictability and reduced manual coordination across teams.

Preventive maintenance (PPM) standardization & job plan digitization

PPM activities were digitized with predefined schedules and structured job plans, ensuring tasks were executed consistently across contracts. Automated triggers replaced manual planning and created a reliable maintenance history for better control and visibility.

Mobile-first execution with QR-enabled asset access

Technicians execute all tasks through Facilio's mobile app, using QR codes to instantly access asset details, service history, and active work orders. This reduced guesswork in the field and ensured accurate data capture at the source.

Custom QHSE module for compliance & traceability

QHSE workflows were digitized using structured forms and standardized checklists. Each activity is captured with timestamps and location context, creating clear traceability and reliable audit trails across safety and quality processes.

Portfolio dashboards & real-time reporting

Real-time dashboards replaced manual spreadsheets and static reports, giving teams instant visibility into PPM progress, SR/WO performance, and SLA compliance. Leadership can now identify gaps quickly and take corrective action with confidence.





"With global clients expecting higher FM standards, Facilio enables us to pair our skilled teams with the right technology to deliver consistent, world-class service. The platform's mobility and user-friendly design strengthen our efficiency across service lines and support our regional expansion plans."



Vijayshankar Kavasseri
Operations Director, Musanadah Facilities Management

The impact Facilio created



Enhanced competitive positioning in the Saudi FM market.



Faster and more predictable
Service Request → Work Order cycle



Significant reduction in manual workload by eliminating paper-heavy processes & manual reporting.



Improved compliance, traceability, and audits with digital forms, QR workflows, and automated SLAs.



Standardized and reliable PPM execution across contracts.



Improved client satisfaction through transparency.



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



Find out how Facilio can help your business!

