

UAE

HIGHLIGHTS

International Understanding of FM

Integrated Service delivery

Maximize returns on property investment

Increased Asset life

Maintenance cost critically analyzed

Building life 40 to 50 yrs

Quantifiable service delivery

FM professionals, Managers not just Technocrats

Local Understanding

Building services outsourced to separate vendors instead of integrating it to one vendor

Lack of emphasis on Documentation

Buildings are declared old in 3 to 5 yrs and rebuild in 10 to 15 yrs

Importance of Maintenance cost Ignored



Reliance
FACILITIES MANAGEMENT (L.L.C)

Introduction

Facilities Management encompasses multiple disciplines to ensure functionality of the organization's assets by integrating people, place, process and Technology. In simple terms it involves management of common utilities and areas within the designated property complex but outside the interior space per say occupied by a single or multiple users.

The scope of services would include general estate administration, operation of various systems like water supply, power, air-conditioning, preventive and predictive maintenance, occupant management to financial control and real estate advice. The services in turn would help the corporations, developers, property owners to develop and execute strategies designed to **achieve specific occupancy and management objectives.**

We on our part would aim to create more **efficient and cost effective** systems by strategically allowing the clients to refocus corporate resources on core businesses by outsourcing the function of facility management

Systematized facility management would not only add to the quality of the building but also ensures that the asset value of the property/building increases. Our constant endeavor would be to create partnerships with our clients to **maximize the intrinsic value of the property/building.**

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Services We Offer

We at Reliance Facilities Management is dedicated to ensuring that the value of assets held by our clients is enhanced through maximizing rental income and capital returns, whether by financial planning or physical management.

Each building whether commercial, industrial or residential, presents a unique opportunity to provide management services to compliment its design and construction. Giving an opportunity to improve occupational standards and investment return.

Reliance Facilities Management is able to provide all aspects of professional property management services from turn key operations to general management consultancy on behalf of all clients.

We also give pre-completion advice on operations, maintenance and management procedures and systems for a wide spectrum of projects ranging from stand-alone buildings to shopping malls and residential complexes.

We take ownership of our activities.

Each service that we offer is backed by a standardized response time at par with the global standards.

We offer personalized service to the clients, which would be suited best to their optimum benefit.

- ❖ **Building Operations**
 - ❖ **Mechanical and Electrical maintenance**
 - ❖ **Building Maintenance**
 - ❖ **BMS operations**
- ❖ **Soft Services**
 - ❖ **Cleaning**
 - ❖ **Pest Control**
 - ❖ **Landscaping**
- ❖ **Risk Management**
 - ❖ **Safety & Security**
 - ❖ **Insurance Management**
 - ❖ **Disaster Management**
 - ❖ **Reserve fund/Sinking Fund**
- ❖ **Administrative Services**
 - ❖ **Tenant-Owner Relations**
 - ❖ **Tenant billing**
 - ❖ **Contract Management**
 - ❖ **Parking Management**
 - ❖ **Planning and Budgeting**
 - ❖ **Financial Management**

HIGHLIGHTS

Detailed documented operational standards complying with ISO certification.

Fully dedicated software pertaining to operations of Facility Management, optimizing the management information flow and enhanced client relationship.

Our Unique Selling Proposition

ISO Certification

Reliance Facilities Management is in the process of getting its systems and procedures certified as per ISO 9001.2000. ISO aims at documentation to bring about quality, and quality awareness is a state of mind which the Task Force of an Organization needs to realize and bring it to implementation. ISO brings about change at the grass root level and changes the culture and mindset of the people in an organization.

The benefits of ISO documentation are:

- Quantified Service Levels
- Higher perceived Quality
- Greater customer demand
- Increased operational efficiency
- Improved management
- Reduced defect incidents in service delivery

Facility Management Software

Reliance Facilities Management has developed an in-house facility management software that brings about systemised management of the assets of our clients.

As opposed to facility management soft wares marketed by professional software companies the program developed in-house has higher applicability as the experience of our managers has been incorporated in its design. The cost of the internally developed software is also much lower

The benefits are:

- Ready and speedier data analysis
- Boost efficiency and productivity
- Enhance planning and make informed decisions
- Improve communications between different service groups such as Space Planning, Occupancy Planning, Information Services, and Telecommunications
- Improves Response time
- **Access to elaborate information of your facility anytime and anywhere worldwide with a touch of a button**