

# Turning School Facilities into Always-On Learning Spaces with Intelligent CAFM

Industry: Education  
Region: United Arab Emirates



## Business Problem

*The client needed a CAFM system to streamline school facility operations, ensure SLA compliance, and automate reporting. Challenges included managing complex maintenance schedules without disrupting school activities, coordinating operations, helpdesk, and field teams, and generating performance-based deliverables for timely payments, all while meeting stringent FM contract requirements.*

## How Intertec Helped

Intertec implemented a fully customized CAFM solution with HxGN EAM 12.1, tailored to the client's operational and contractual needs:

- **Asset Management:** Centralized repository, QR code tagging, hierarchical categorization, and quick reporting.
- **Work Management:** Reactive, preventive, and inspection-based maintenance; mobile access for field teams in low-connectivity zones.
- **QHSE:** Automated permit-to-work, approvals, and integrated safety/health features.
- **Space Management:** Real-time tracking of space availability with automated updates from service requests and work orders.
- **SLA & Penalty Automation:** Custom SLA calendars aligned with school cycles, automated deductions linked to KPIs.
- **Helpdesk & Mobility:** QR-based requests, intelligent workflows to prevent duplication, and timely resolution.
- **System Integrations:** IVR and WhatsApp/email automation for service requests; BMS triggers for work orders and energy optimization.
- **Dashboards & Reporting:** Custom dashboards for SLA, space, and maintenance performance; automated reports for invoicing and client submissions.

## Business Outcomes Delivered

Intertec's CAFM deployment delivered measurable improvements across the client's operations:

- **Optimal Contract Compliance:** SLA requirements consistently met, ensuring uninterrupted school operations.
- **Enhanced Space Availability:** Proactive maintenance improved operational availability across all school facilities.
- **Improved User Experience:** Mobile-enabled issue reporting increased responsiveness and user satisfaction.
- **Data-Driven Decision Making:** Dashboards and reports provided a 360° view of performance, enabling continuous operational improvement.
- **Client Recognition:** The client formally acknowledged the successful implementation with an appreciation letter.