Engineering the Digital Foundation of a Smart City in KSA

Industry: Cities
Region: Saudi Arabia (KSA)

intertec
Empowering Businesses

Business Problem

The city struggled with fragmented operations, manual SLA tracking, and maintenance scheduling. Limited multi-channel access hindered tenant engagement, while poor visibility into facility management and vendor performance reduced efficiency, impacting service quality and the overall smart city experience.

How Intertec Helped

To address these challenges, Intertec delivered a unified digital platform and integrated systems to streamline operations, automate maintenance, and enhance collaboration across stakeholders:

- Deployed **centralized Hexagon EAM platform** for unified city operations

- Enabled digital maintenance and SLA tracking via **custom mobile app**

- Integrated **OpenCAD/GIS and SAP systems** for spatial and enterprise intelligence

- Launched **tenant/operator portal with SSO** for omnichannel access

- Implemented **vendor performance management** and incident workflows

Business Outcomes Delivered

By implementing these solutions, the city achieved measurable operational and experiential improvements:

- Centralized, fully integrated operations platform

- Digitized maintenance and SLA adherence

- Omnichannel access for residents, tenants, and visitors

- Real-time visibility into FM operations and vendor performance

- Data-driven insights via dashboards

- Enhanced tenant experience and operational efficiency

- Sustainability through efficient asset management