

Qatar University, one of the largest educational institutions in Qatar, automates the facility management operations of their campus with eFACiLiTY®



Business Challenge

Qatar University encountered difficulties in efficiently managing maintenance schedules and handling helpdesk complaints through manual processes. Assigning trade personnel and planning activities became increasingly challenging, resulting in inefficiencies in tracking maintenance tasks and achieving timely resolutions.

To address these challenges, Qatar University sought a comprehensive solution to automate maintenance activities, streamline helpdesk ticketing, and efficiently manage its facilities and equipment.

By embracing digital automation and optimizing operations, Qatar University aimed to enhance efficiency and provide a seamless experience for university staff and students. The new solution would simplify maintenance scheduling, optimize trade personnel allocation, and enable real-time tracking of progress. Additionally, the helpdesk system would ensure effective complaint handling and quicker resolutions.

Client Background

Qatar University (QU) is Qatar's largest and oldest educational institution. Renowned for its commitment to academic excellence, research, and innovation, QU attracts a diverse student body of over 23,000 from Qatar, the Gulf region, and beyond.

The university offers various undergraduate and graduate programs and boasts numerous amenities, including an award-winning campus, state-of-the-art library, advanced software tools, student activity buildings, and more. Advanced software tools and communication platforms are available to facilitate seamless access to course materials and enable effective communication with instructors.

Source: <http://www.qu.edu.qa/>

Why eFACiLiTY®?

Qatar University recognized the importance of optimizing facility management processes and enhancing the campus experience. In their pursuit of a software solution, Galfar Al Misnad - Construction & Engineering Company, Qatar, a trusted partner of eFACiLiTY®, recommended the software to Qatar University as the ideal choice.

Galfar played a significant role in endorsing the software, instilling confidence in Qatar University to implement it and improve its facility management processes. The decision to choose eFACiLiTY® owing to its user-friendly interface and comprehensive features that precisely met the university's requirements.

Standing out among other applications, eFACiLiTY® seamlessly integrated with Qatar University's facility management needs, ensuring a perfect fit for their operations. With the adoption of eFACiLiTY®, Qatar University took a significant step toward achieving optimal facility management and creating a more productive and conducive campus environment for their students.

Solution

eFACiLiTY® implementation covered the management of one campus, catering to a diverse user base with no restrictions. The streamlined processes and advanced features of eFACiLiTY® enabled Qatar University to achieve higher levels of efficiency and productivity.

eFACiLiTY® was implemented for Qatar University in July 2018, encompassing various modules such as the Enterprise Asset Management System, Helpdesk & Knowledgebase System, and the Smart Facility App.

By leveraging **eFACiLiTY® Enterprise Asset Management System (EAM/CMMS)**, Qatar University achieved remarkable improvements in facility management efficiency. Maintenance activities were automated, eliminating manual interventions. Work orders got generated and assigned to the respective trades seamlessly, ensuring timely and accurate task completion.



With eFACiLiTY[®], they successfully scheduled and executed maintenance activities for assets throughout their diverse facilities including libraries, fitness centers, support centers, and administrative offices. eFACiLiTY[®] robust capabilities facilitated efficient management and upkeep of these spaces, ensuring they remained in top-notch condition and minimizing any disruptions to daily operations.

By implementing the **eFACiLiTY[®] Helpdesk & Knowledgebase System**, Qatar University successfully addressed the challenge of tracking helpdesk complaints effectively. eFACiLiTY[®] provided a centralized platform for recording and managing all helpdesk complaints, ensuring no issues were overlooked or lost during the process.

The system allowed them to efficiently manage a wide range of service requests within the university. It catered to maintenance/housekeeping supervisors, and admin staff, facilitating the handling of both hard service requests, such as plumbing, air-conditioning, building maintenance, fire extinguishers, and safety systems, as well as soft service requests like cleaning, upkeep of common and work areas, waste management, and IT-related tasks such as setting up projectors, printers, and other equipment across the campus.

eFACiLiTY[®] brought significant improvements to the university's operations through its cutting-edge tracking and monitoring capabilities. eFACiLiTY[®] streamlined service management by efficiently tracking helpdesk complaints and work orders, leading to prompt and effective responses. This enhancement in service delivery significantly boosted customer satisfaction.

eFACiLiTY[®] Smart Facility App empowered the faculty at Qatar University to effortlessly submit helpdesk requests, and technicians gained the ability to efficiently handle work orders, report maintenance needs, validate asset details on the go, access asset histories, and promptly resolve support calls. The app facilitated seamless communication and task management, enabling the university to prioritize and address facility-related issues quickly.

Benefits

eFACiLiTY[®] effectively managed around 18000+ equipment and efficiently handled an average of 1200+ helpdesk calls monthly. Its user-friendly interface, advanced automation capabilities, and comprehensive features significantly streamlined Qatar University's maintenance activities and enhanced its helpdesk operations.

With the implementation of eFACiLiTY[®], the university achieved higher levels of efficiency, accuracy, and better control over its facilities, creating an optimal and conducive learning environment for its students.

