



## Ahmad Tea, World's leading tea manufacturing company enhances the facility maintenance operations for their UAE facility with eFACiLiTY® EAM/CMMS Software

### **BUSINESS REQUIREMENT**

Ahmad Tea's state-of-the-art facility in Ras al-Khaimah, UAE, serves as a global supplier of bulk blended teas to other Ahmad Tea facilities, with an annual production exceeding 14 million kg of tea. For managing the maintenance and inventory operations at this facility, they were utilizing a leading CMMS application which often fell short of meeting their growing needs leading to operational inefficiencies.

So, the team sought an alternative solution, aiming to transition to the best Enterprise Asset Management (EAM) system capable of addressing all their needs. This strategic move was not only aimed at overcoming operational inefficiencies but also at providing the optimal solution for their state-of-the-art facility, ensuring seamless and optimized maintenance and inventory operations.

### **ABOUT**

Ahmad Tea, the leading producer of tea and tea-related products is headquartered in Chandler's Ford, Hampshire, England. With a global reach, the company distributes its exceptional teas to over 80 countries spanning six continents, showcasing a commitment to delivering quality and distinctive flavours to tea enthusiasts worldwide.

Source:

<https://www.ahmadtea.com/>

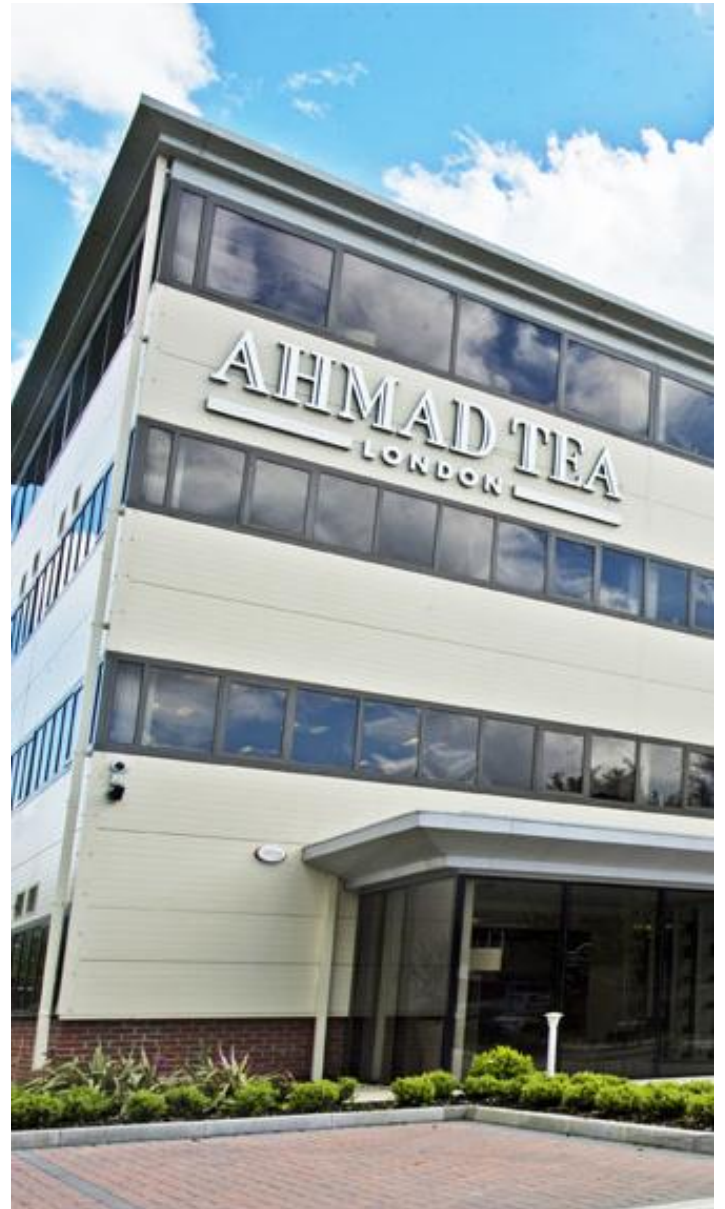
## SOLUTION

Ahmad Tea set out to find a comprehensive CMMS solution that could effectively oversee work orders, inventory, and related processes at their UAE facility. After an extensive evaluation of various EAM/CMMS products and receiving positive recommendations from a trusted associate familiar with SIERRA, the eFACiLiTY® system emerged as the top choice. It not only met but exceeded all their maintenance management requirements.

The successful implementation of the [eFACiLiTY® Enterprise Asset Management System \(EAM/CMMS\)](#) provided them with a comprehensive set of tools, empowering the organization to efficiently manage various aspects of their operations. This encompassed the effective handling of equipment, and corrective and preventive maintenance work orders, with a simultaneous tracking mechanism for spare consumption linked to specific equipment. Additionally, the system facilitated the seamless management of spare items, enabling Ahmad Tea to create purchase requisitions and generate purchase orders for procurement purposes.

The seamless integration of purchase orders and vendors via [Microsoft Dynamics - Business Central](#) has significantly optimized their finance operations. Purchase orders initiated through the eFACiLiTY® application seamlessly integrate with Ahmad Tea's system. This unified process ensures consistency in details and facilitates streamlined payment for purchases, contributing to enhanced overall efficiency.

Notably, the implementation also brought about a significant transformation in the Inventory section, introducing purchase orders specifically designed for service types. This holistic approach to asset management through eFACiLiTY® not only met Ahmad Tea's requirements but exceeded expectations, contributing to a more streamlined and effective operational framework.



## BENEFITS

The implementation of eFACiLiTY® brought about a profound enhancement in productivity and operational efficiency, revolutionizing facility management operations at Ahmad Tea. With the capability to effectively oversee and manage over 1270+ assets at their facility, eFACiLiTY® emerged as a pivotal tool for Ahmad Tea.

eFACiLiTY®'s comprehensive features not only improved organization and control but also contributed to a substantial reduction in downtime and maintenance costs. This transformative solution surpassed Ahmad Tea's expectations, establishing a more agile and effective operational framework, ultimately elevating the overall performance of their state-of-the-art facility in Ras al-Khaimah, UAE.

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## TESTIMONIAL

“It has been almost more than a year now we had visited your facility in India and following which we went ahead with the project of using E facility software for our Engineering department. Initially we had lot of hiccup with the process and moving towards online and live. To be honest with you there was a time I was thinking about the capabilities of the support staff to handle this project. But I was proven wrong by your team and especially as time went by Miss Dhivya was very knowledgeable and have come a long way and since she has been involved in handling Ahmad Tea account I would say things are being addressed and looked upon more faster than before. I would like to personally thank her for her support to my team.

Sometimes I see email response coming from your team after working, this tells without saying how dedicated and professional your team is. This is not just my response. This is based on the feedback I got from team as well. As mentioned we are working on the Phase 2 development and hope to share with you'll our requirement by next week and also, we would like to see it on the online platform in next 3 to 4 months or so. I believe you'll have a very strong support team as off the moment. This email will not make sense without thanking Mr Chandreshakar as well.

Keep the good work going.”

**Parag G Vernekar**  
General Manager



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