



eFACiLiTY®

**OPTIMUS**  
Facilities Management

**A leading Kuwaiti FM company, automates facility management operations for its clients across Kuwait with eFACiLiTY® CAFM**



## CLIENT BACKGROUND

Optimus Facilities Management, headquartered in Kuwait City, is a leading provider of comprehensive facilities management services. Specializing in both hard and soft services, including electrical work, security solutions, cleaning, landscaping, and pest control, Optimus FM caters to various industries with tailored solutions. The company is known for its strong presence in the Kuwaiti market, focusing on high-quality service delivery and customer satisfaction.

Source: <https://optimusfm.com/>



# Business Requirement

Optimus Facilities Management was seeking a solution that could improve operational efficiency, lower costs, and streamline key processes such as asset management and help desk operations. The existing software was not meeting these needs effectively, leading to increased manual workloads and operational inefficiencies



# Key Challenges



**High Operational Costs:** The existing system was costly to maintain, and manual workflows were inefficient, leading to escalating operational expenses and resource wastage.



**Limited Automation:** Lack of automation in key processes like Helpdesk and asset management led to significant inefficiencies, slow response times, and increased manual workloads.



**Asset Management Issues:** The current system lacked comprehensive asset tracking and lifecycle management, resulting in asset losses, delayed maintenance, and underutilization of resources.



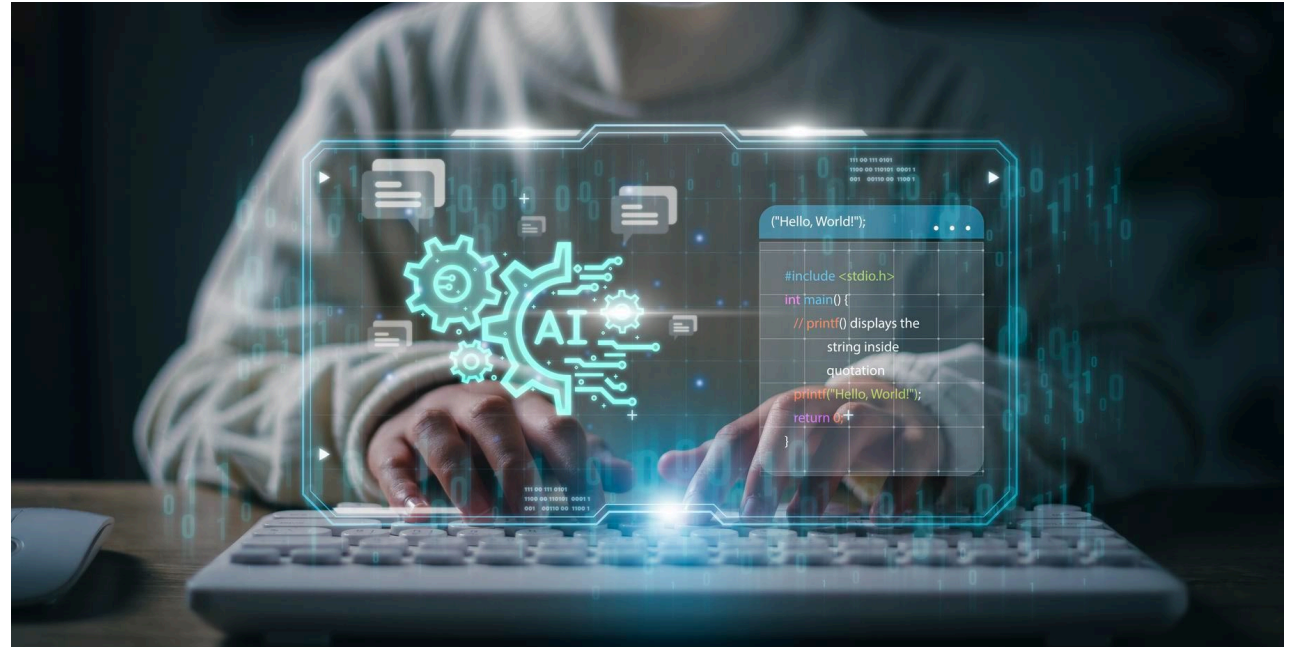
**Ineffective Helpdesk Operations:** The manual ticketing system caused delays in responding to support requests, affecting compliance with SLAs, client satisfaction, and overall service quality.

In seeking a solution that could overcome these challenges, Optimus Facilities Management chose eFACiLiTY® for its comprehensive capabilities and scalability, enabling a smoother, more efficient approach to meeting service commitments and sustaining a strong industry reputation.

# eFACiLiTY® Implementation for Optimus FM

In their search for a more effective facilities management solution, Optimus Facilities Management identified the need to replace their existing system. Recognizing the complexity of their operational needs, they collaborated with [CMCS Kuwait](#), a trusted partner of eFACiLiTY® with extensive experience in delivering successful projects across multiple industries. CMCS Kuwait recommended eFACiLiTY® as the ideal solution to address Optimus FM's challenges, such as high operational costs, inefficient manual workflows, and limited automation. The implementation of eFACiLiTY® streamlined operations, improved asset management, and enhanced Helpdesk processes, resulting in measurable improvements in efficiency and service delivery.

Optimus FM adopted [eFACiLiTY® Enterprise Asset Management System \(EAM/CMMS\)](#) to enhance operational efficiency and responsiveness across their client facilities.



- **Comprehensive Asset Management:** The solution enabled Optimus FM to manage assets across multiple locations effectively, providing a holistic view of their asset portfolio.
- **Real-Time Asset Tracking:** Optimus leveraged real-time asset tracking to monitor asset conditions, track performance, and ensure assets were functioning optimally.
- **Preventive Maintenance Scheduling:** The system's preventive maintenance feature helped schedule and automate maintenance tasks, reducing downtime and maximizing asset availability.
- **Enhanced Operational Visibility:** The approach to asset management improved visibility into asset conditions, allowing the team to make informed decisions and take proactive action.



## eFACiLiTY® Implementation for Optimus FM (Contd)

The eFACiLiTY® Helpdesk and Knowledgebase Software transformed Optimus FM's Helpdesk operations by automating key processes such as daily reporting and work order generation. This automation significantly reduced response times, allowing the team to address client support requests more quickly and efficiently. Improved communication between team members, coupled with a streamlined workflow, minimized manual errors and reduced the risk of missed tasks, ultimately enhancing service delivery to client facilities.

With the system in place, Optimus FM was able to ensure faster resolution of support requests, resulting in better compliance with service level agreements (SLAs). This directly led to enhanced client satisfaction, as customers experienced quicker response times and reliable service delivery. Ultimately, the improved efficiency and accuracy reinforced Optimus FM's reputation as a leader in delivering exceptional service to its clients.



The implementation of eFACiLiTY® has delivered significant operational improvements for Optimus Facilities Management, leading to the following key outcomes for both their internal operations and the client facilities they manage:



**Enhanced Customer Experience:** Faster support resolutions, consistent SLA compliance, and improved service delivery enhanced client trust and loyalty.



**Operational Efficiency:** Real-time tracking and preventive maintenance streamlined operations, reducing manual workloads and boosting productivity.



**Cost Savings:** Better resource planning, optimized workforce management, and minimized asset losses resulted in significant cost reductions.



**Better People Resource Management:** Improved task assignments and automation allowed more effective allocation of workforce, reducing inefficiencies.



**Scalable Operations:** Seamless management of multiple facilities, including AlSalam Mall, Jahra Gate, and Sulaiman Tower, positioned Optimus FM for continued growth and efficient expansion.

# Expected ROI: Efficiency Gains & Cost Savings with eFACiLiTY®



## ENERGY EFFICIENCY

**15%**

Reduction in energy costs



Optimise energy usage through automation



## PREVENTIVE MAINTENANCE

**20%**

Reduction in maintenance expenses



Automate schedules, reduce downtime



## OPERATIONAL EFFICIENCY

**25%**

Improvement in operational efficiency



Streamline workflows and maximise asset use



## SERVICE DELIVERY

**30%**

Faster issue resolution



Automate ticketing and improve response times



## COST SAVINGS

**18%**

Reduction in overall operational costs



Optimise resources and reduce manual workloads

*Expected ROI figures are based on industry benchmarks for facility management software and the capabilities of eFACiLiTY® for full implementation*





## Conclusion: Optimising FM Operations with eFACiLiTY® CAFM

Optimus Facilities Management has enhanced operational efficiency, reduced costs, and improved service delivery by adopting [eFACiLiTY® CAFM](#). By automating key processes like asset management and helpdesk operations, Optimus FM achieved faster client response times, improved SLA compliance, and better customer satisfaction.

With scalable and efficient operations, Optimus FM is well-positioned for continued growth and success.

Interested in how eFACiLiTY® can enhance your client operations? See how we can streamline your processes and improve service delivery. [Get in touch](#) to learn more.

# THANK YOU

[More Case Studies](#)



**eFACiLiTY<sup>®</sup>** | For futuristic, people-friendly,  
sustainable built environments!

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