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Berkeley
DEFINED BY TRUST

UAE's Leading FM Provider Berkeley Unlocks 2× Faster Client Onboarding with Connected CMMS

⦿ UAE   ▦ Facilities Management   🌐 berkeleyeuae.com

About the company

Berkeley UAE is one of the region's most established facilities management service providers, backed by over four decades of operational experience and a reputation for delivering large-scale FM excellence. **With a 9000+ employees workforce and a business generating more than €100M in annual revenue,** Berkeley supports some of the UAE's most complex and high-performance facilities.

They manage a diverse client portfolio across hard and soft services, energy management, and regulatory compliance. With a subcontractor-heavy delivery model and varied SLAs, Berkeley needed a CAFM platform that could unify reporting and compliance at scale—positioning Facilio as a key partner in their digital evolution.

Before Facilio	After Facilio
✦ Decentralized data made it difficult to track asset performance or prioritize critical work orders	✦ Facilio centralizes WO and asset data into one system, giving clear performance insights and enabling priority-based execution across all sites.
✦ Monthly maintenance reports required 5–7 days of effort	✦ MMRs now generated instantly via one-click exports, with full audit trails
✦ Clients received delayed reports and had no access to live operational insights	✦ Self-serve client portals provide real-time dashboards and SLA views to clients instantly.

Key highlights

9000+

workforce empowering large-scale
FM operations across the UAE

20+ Client portals

deployed for real-time visibility and
self-service

1,000+

inventory managed daily across the
portfolio

1 Week

per month time saved on monthly
client reports

2800+

active clients managed through
unified service delivery

Challenges

⚠ Manual, paper-based reporting slowed operations

Manual processes for retrieving data, updating records, and compiling reports consumed excessive time and effort - leading to low visibility, increased errors, and delayed decision-making.

⚠ Inefficient Maintenance Management

Maintenance operations lacked sufficient work order data, making it difficult to track asset performance and service history. Additionally, there was no structured way to prioritize tasks based on asset or space criticality, impacting response efficiency.

⚠ Subcontractor management lacked real-time visibility

Without automated workflows or integrated tracking, subcontractor tasks were coordinated reactively and no compliance on the agreed KPIs.

⚠ Decentralized operations limited transparency

Without centralized oversight, Berkeley faced challenges consolidating data across thousands of projects—hindering visibility, control, and decision-making.

⚠ SLA policies were rigid and inconsistent

Varying client contract SLA requirements couldn't be digitized, making adherence and accountability difficult to monitor. Manual validation of client KPIs added to administrative effort and increased the risk of errors.

⚠ High reporting burden strained resources

Monthly maintenance reports demanded up to one week of admin effort per client, slowing communication and efficiency.

⚠ Lack of State flow customization

Workflows couldn't be tailored to specific client requirements due to lack of State flow customization, limiting flexibility in SLA execution and approvals.

Solution Highlights

Self-Serve Client Portals for Real-Time Visibility

Clients now access site-specific dashboards to view work orders, energy usage, and SLA metrics in real time. This reduces manual report sharing, enhances transparency, and strengthens client relationships with on-demand access to operational insights.

Shift-Based Labor Tracking with Productivity Insights

Labor hours are logged per task via shift schedules and WO tracking—no logins required for each worker. Supervisors monitor productivity through dashboards, improving resource planning, SLA adherence, and overall labor cost control.

Auto-Triggered Work Orders from Inspection Reports

Inspections are digitized using mobile-enabled checklists with scoring logic. Non-compliant responses automatically generate deviation work orders, ensuring faster issue resolution, eliminating QA backlog, and maintaining full audit traceability.

Energy Dashboards, Meter Benchmarking & Audit Triggers

Energy data is logged daily and visualized in real-time dashboards with estimated costing for both Berkeley and its clients. Benchmarking thresholds auto-trigger audit work orders, while forecasting tools support cost control and proactive energy management.

Centralized Inventory Visibility Across 52 Storerooms

Berkeley tracks 1,000+ item types across 52 storerooms. Inventory is linked to WOs for real-time stock usage and replenishment visibility—reducing delays, avoiding wastage, and improving material planning and financial accountability.

Custom Dashboards & Role-Based Workflow Control

Facilio enabled customized dashboards with user-specific access for client facility managers and department heads, supporting role-based visibility and control. Configurable StateFlow processes ensured client-specific workflows and approvals were seamlessly enforced.

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Facilio has been a key enabler in advancing our digital transformation journey. By automating data collection and leveraging intelligent algorithms to guide analysis and predictive actions, we have achieved continuous improvements in both asset and staff performance. As a result, we consistently exceed SLA and KPI expectations, drive greater efficiency, and are rewarded with exceptional client satisfaction across all our portfolios.

Enrico Menzel
Head of Technical Services

The impact
Facilio created

Onboarding new clients cut from 30+ days → 15 days

Reporting time reduced from 1 week/admin → instant export

SLA adherence tracked in real time across multiple sites.

Enhanced real-time visibility and client experience through dedicated self-serve portals

Enhanced energy cost forecasting to better cost management and proactive decision-making.

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mission

It's simple: to empower enterprises to manage facility operations efficiently and sustainably. Facilio replaces a large number of siloed systems with one clean solution and does the job (and more) of many software products commonly used to manage maintenance, contractor work, system performance, risk, compliance, and more.

Since Facilio does it all, Facilio does it better standardizing operations, eliminating friction, creating better insights and reports, and serving as the single source of truth for facility operations.

Book a demo ↗

Find out how Facilio can help your business!