

SUCCESS STORY

HQBP FACILITY MANAGEMENT PROJECT



CHALLENGE

UTG's pilot project was in Headquarters Business Park (HQBP) since 2013 as main provider of utilities such as power, cooling, and potable water. It was not that easy as it may seem to build, operate, and maintain such self sustained Energy Center. UTG confronted a lot of challenges over time but never gave up and became more reliable as of today. One of the challenges faced was in maintaining 24/7 chilled water that flows continuously through a Glass Reinforced Plastic (GRP) pipes, instead of a standard steel pipes, that used to hold a high pressure and huge volume water. UTG also experienced difficulties in maintaining the Prime Generators that feeds the entire towers which were very noisy and enclosed in a limited space rooms. Another confronted case was in providing a potable water which was generated from an intake well waters under soil that requires well treatment and care for public use. UTG also took over the sewage treatment plant that supplies irrigation water to plants and trees that needs proper monitoring and treatment to avoid awful smell and worse resulting damage to environment and dying plantations.

ACTION

UTG had demonstrated an excellent response to challenges and managed to strengthen the business using the proper tools and techniques. One of the tools was the use of Smart Building Solutions that monitors and sending alerts before a catastrophic incident happen. And some of the techniques that had controlled the smooth operations were namely the selection of a great team which are composed of a talented, well experienced, and multi-skilled Management staff, Engineers, down to the level of technicians, utilization of a comprehensive Key Performance Indicators (KPI), and Maximo CAFM system to name a few. UTG had also used the trend analysis review of historical events data and provided proposed improvement plans to reduce or eliminate forthcoming incidents or issues. UTG ensures that management and maintenance teams are fully equipped of Standard Operating Procedures through valuable annual training plan designed per discipline and delivered frequently to address operational requirement.

RESULT

As a result, UTG had recorded 'meeting' KPI score, zero fatality, and zero critical service interruption (CSI) for more than 6 years where UTG had proven and became successful in managing high rise buildings such as HQBP. This led in gaining the trust of HQBP Owners Association in upgradation of UTG contract to a bigger responsibilities year by year.

PERSPECTIVE

UTG remained strong and dedicated to their customers despite challenges met and had used those experiences as a stepping stone to more wholistic real estate business and of Facilities and Property Management. UTG are taking steps to be a certified ISO and OHSAS to level up the standards of management and occupational health and safety. UTG set a detailed business plans with clear objectives and goals of a wider industry in future. Along with the Saudi Arabia's Vision 2030, UTG will participate in the nation's change to more advance real estate business providing reliable and cost-efficient solutions for facilities using innovative and sustainable solutions.

