

OPTIMIZING FIELD WORKFORCE MANAGEMENT: A CASE STUDY ON SYSTEMS, BEST PRACTICES AND ESSENTIAL TOOLS


A FOCUS ON FACILITY MANAGEMENT OPTIMIZATION AT
SANED FACILITY MANAGEMENT

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INTRODUCTION



The challenge of managing a distributed workforce in Facility Management (FM)

The importance of efficient field workforce management to enhance service delivery, reduce costs, and improve customer satisfaction

950+ Buildings in government & private sectors

182.5M+ Liters annually of wastewater treatment plant processing

About 6,000+

Service Professionals (All)

1.6 M+ sqm surface area under SANED management

100+ Entities has trusted our services

7,500+ Safety devices installed

9,500+ Safety Trained staff


Community initiatives (Cleanup UAE, workshops etc.)




50++ Projects

managed across Sharjah


CHALLENGES IN FIELD WORKFORCE MANAGEMENT



Dispersed workforce across multiple locations



Coordination between teams and departments



Delays due to lack of real-time communication and data



Inefficient resource allocation and scheduling

Systems Implemented by SANED

01

ERP SYSTEM

- Centralized database for employee and job tracking
- Automation of scheduling and work orders
- Mobile accessibility for real-time updates

02

WORKFORCE MANAGEMENT SOFTWARE

- Real-time GPS tracking
- Dynamic dispatching of technicians
- Monitoring of KPIs for performance improvement

03

INVENTORY & ASSET MANAGEMENT

- Real-time tracking of tools and materials
- Automated replenishment systems
- Asset usage monitoring to reduce loss

BEST PRACTICES

01

EFFECTIVE COMMUNICATION

- Mobile communication tools for seamless team interaction
- Real-time alerts and task updates
- Feedback loops for continuous improvement

02

TRAINING AND DEVELOPMENT

- Continuous technical and safety training
- Cross-training for flexibility
- Certification programs to enhance expertise

03

DATA-DRIVEN DECISION MAKING

- Analysis of KPIs and workforce performance
- Predictive maintenance schedules
- Customer feedback analysis to improve services

04

REWARDS

- Rewards: Recognition programs, financial incentives, professional development improved the efficiency and productivity of staff at work.

Tools for Optimizing Field Workforce Management



Mobile Workforce Applications

Offline functionality and geofencing

Work order management and real-time updates



Customer Relationship Management (CRM)

Tracking client interactions and service requests

Proactive maintenance reminders



GPS and Route Optimization

Route optimization for efficient travel

Reduced idle time with dynamic rerouting based on proximity

KEY BENEFITS ACHIEVED BY SANED

Operational Efficiency

Reduced travel time and fuel costs



01

Improved Service Delivery

Faster response times and higher customer satisfaction



02

Cost Reductions

Optimized resource usage and decreased downtime



03

Employee Empowerment

Better tools and training for the workforce



04

SUMMARY

- Efficient field workforce management requires a blend of technology, strategic planning, and best practices.
- SANED's success is attributed to integrating systems like ERP, workforce management software, and asset tracking, alongside a focus on training and data analytics.
- Optimizing workforce management not only enhances service delivery but also improves overall business efficiency.



Q & A



THANK YOU