

Facilities Management and Maintenance (FMM) is one of the leading multi-service providers in the State of Qatar. They provide tailor-made staffing services and are required to mobilize over 3,000 employees in short periods of time. They generate more than \$380M USD in sales through their offerings in general cleaning, security management, landscaping, plumbing, asset management and more.

## Cherrywork® Resource Management for Facilities Management and Maintenance

### Challenge

- Legacy, non-scalable solutions for maintaining and managing resource and project details
- Manual and error-prone processes with limited visibility
- Lack of real-time intuitive dashboard of resource availability, project timelines & margins, billing and utilization information
- High processing cost and huge amount of time spent on approval requests

### Solution

- Seamless integration with SAP SuccessFactors
- Dynamic annual budget planner, overtime planner and air ticket request management
- Automated system to request and forecast resources
- Visibility to project schedules, automated workflows, and customized dashboards
- Alerts and notifications in case of triggered workflows
- Ability to forward tasks and manage substitution rules
- Dashboard and reports provide real-time visibility of resources availability, billing and utilization

### Outcome

- Improvement in resource deployment
- Cost savings and improvement in billing and utilization
- Process improvement with automated and streamlined workflows
- Increased operational efficiency and staff productivity
- Real-time visibility on resource and project metrics

### Business Impact

**100%** Automated and streamlined rule-based workflows

**360°** Resource and project metrics visibility

**3X** Operational efficiency and staff productivity