

The Middle East Facility Management Association (MEFMA), is looking to create stronger ties and awareness among its members through its (Member of the Month) program. The initiative highlights a chosen member and the contributions that they have made in the move to further promote the FM industry-including the member's initiatives, CSR activities and value additions offered to their customers.

## CORPORATE MEMBER OF THE MONTH



FSI Participation at (MEFMA CONFEX 2018) April 29-30, 2018

Thank you for your active membership and continuous show of support for MEFMA programs and initiatives

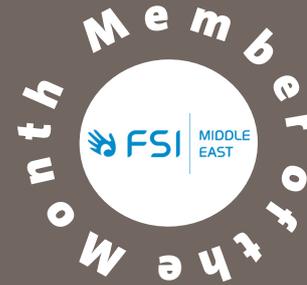
### Adrian Jarvis, Director, FSI FM Solutions Middle East FZ-LLC



Expert Advice

With regards to CAFM solutions, I would advise companies to invest wisely in technology, as well as the implementation thereof. Too often I have encountered situations whereby companies have purchased a CAFM system purely to say that they have one, and they later realise that it doesn't suit their actual requirements. My advice would therefore be to understand what your technology requirements are before you go to market, don't buy the cheapest technology out there just to tick a box, and make sure you invest wisely for the future by choosing a company that can grow with your company and add value. You also need to have your business processes in place first before you decide on which CAFM system will suit your company best.

MAY



Corporate Members since 2010

Have been a CONFEX Exhibitor since 2013

Concept Advantage



In 2017 FSI Middle East launched a suite of single-purpose smartphone/tablet FM apps called Concept Advantage. Concept Advantage, which integrates with the company's existing Concept Evolution CAFM system, has been designed specifically to encourage entire workplace and community to contribute to the success of the facilities they occupy.

It aims to devolve FM beyond the core of managers, operatives and suppliers who have the formal responsibility for it, by allowing the contribution to effective FM, to be put directly in the hands of all those on the receiving end. An example of one of the new apps launched is Chat Log, a social facilities helpdesk app for use by end users on mobile devices.

With this app, a user can report an FM issue by phone, email or a dedicated web portal and this initiates a one-to-one dialogue with the helpdesk which may entail strings of back-and-forth exchanges.

Awarded Contracts



FSI were also awarded contracts to provide extensive software solutions to Khadamat at UAE University and NITI (National Industrial Training Institute) in Saudi, among others.