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مؤسسة جمعة الماجد
Juma Al Majid Est.

Al Shirawi Facilities Management LLC “A Bold Start To Hyperautomation”



Company Profile

Al Shirawi Facilities Management LLC, established circa 1974, a part of the Al Shirawi Group of Companies, and with more than 32,000 employees in the UAE, is known for its customer-centric approach and value driven management style as a fully-fledged Facilities Management service provider. Through decades of strategic planning and development, Al Shirawi FM has developed a strong and integrated service portfolio as one of the largest facilities management service providers in the UAE. With more than 300 active projects, Al Shirawi FM have secured themselves as market leaders in infrastructure, luxury property, industrial facilities, mixed-use developments, commercial, residential, retail and education sectors.



Al Shirawi FM
Experience the difference...



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The Challenge

Al Shirawi FM's holistic approach to building management, focuses on the complete lifecycle of the building. Their core FM activities are structured around Strategic Facilities Planning (SFP) and Predictive/Preventive Maintenance, and Energy Management. Al Shirawi FM cover mechanical, electrical and plumbing engineering (MEP), hospitality services, general and specialized cleaning services, and security services.

The extensive nature of the core processes of the administration department was to perform multiple time-consuming administrative data entry tasks and manual invoicing processes. These repetitive data entry tasks were performed to upload documents to the dedicated ERP system across multiple platforms, mainly email, computer-aided facilities management software (CAFM), and spreadsheets, to collect the required information to complete specified actions. A total of over 1,500 tasks were handled by the team each month. Areas of consideration were:

- **More than 1,000 Repetitive Tasks Handled Daily**
- **Proper Navigation Across Multiple Platforms**
- **Improvement of Time & Cost Efficiency**
- **Improvement of the Accuracy of Administrative Teams Work**

The Solution

Robotic Process Automation (RPA) was put forward as a solution for Al Shirawi Facilities Management according to their requirements to resolve the critical issues.

Significant Solutions offered to AL Shirawi FM were:

- **Automated the Processes for Documents Uploaded to the Internal System Across Different Platforms**
- **Automated Invoicing Processes**



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Customer Benefits

Team of 12 Full Time Employees Freed From Redundant Tasks

Complete Integration of Software Applications Across Multiple Platforms

Over 85% Reduction in Time Spent on Tasks, Plus Monetary Savings

The Organization benefited from 100% Error Free Administrative Tasks

Unattended Robotic Automation Running 24x7 with No Interruptions

Customer Testimonial

“The Implementation of Robotic Process Automation is another step in our journey, started 2 years ago, to digitally transform and automate our operations across our organization. What we have observed by implementing RPA is that the time required for manual tasks has been significantly reduced and as a result, our people are now able to focus on more value-added strategic tasks. A game changer initiative which will eventually lead to better service delivery and increase the level of customer satisfaction.”

General Manager – Al Shirawi Facilities Management LLC



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About Konica Minolta Business Solutions Middle East

Konica Minolta Business Solutions Middle East DMCC, based in Dubai, United Arab Emirates, is a wholly owned subsidiary of Konica Minolta Inc., Tokyo, Japan, forming part of its Business Technologies. As a leading global service provider in the field of IT and document processes as well as digital printing solutions, the company excels in service led business consulting, implementation and management of document solutions and provides a range of world-leading printing systems and applications. Konica Minolta Middle East's Optimized Print Services plus (OPS+) concept combines consultancy, hardware, software implementation, service operations and management software that integrates devices seamlessly into work processes and IT environments, workflow and content management solutions, RPA and Hyperautomation Solutions. For more information please contact:

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