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An  EJADAH Solution



SETTING THE STANDARD IN FACILITIES MANAGEMENT

Our facilities management solutions are relevant to your business and property

Your sustainability and lifestyle is Idama's business

Because we run a business just like you run yours, we know that the development of quality assets is the first vital step towards sustainable operations. Preserving these assets throughout their lifecycle is crucial for maximizing your business potential and augmenting your asset's return on investment.

Derived from the Arabic meaning of 'perpetual and everlasting', Idama is one of the pioneers in providing integrated facilities management in the region. Our service delivery model underpins the view that facilities management focuses on continuity, sustainability and longevity, benefiting the integrity and potentiality of a real estate investment.

We offer services that add value to a development throughout its lifecycle; from facilities management strategy during the design phase, project management from construction to handover, and post handover facilities management at operations phase.

Unrivalled and in-depth industry experience

Idama is in the heart of facilities management because of its profound experience and knowledge of the real estate industry. We have hundreds of clients spread across Dubai's landscape; covering all sectors; healthcare, financial, hospitality, residential and retail.



We work with:

- Master Developers
- Sub-Developers
- Government Institutions
- Commercial Corporations
- Retail Businesses
- Homeowners
- Property Managers
- Tenants
- Landlords

We work in:

- Business Communities
- Residential Communities
- Educational Communities
- Retail Communities
- Healthcare Facilities
- Mixed-use developments



Setting the standard in facilities management

The real estate landscape in the UAE and the region has evolved over the years, giving rise to landmark developments that require world-class facilities management services.

Envisioning such requirements, Idama has been at the forefront of providing high quality facilities management services to some of the iconic developments in the region. From complex, mixed-use communities and destination developments to multinational headquarters and educational institutions, Idama's expertise is dynamic and spreads across Dubai's landscape.

We add value to your business by having the very best staff, materials and equipment to hand. On site customer relations, technical and supervisory teams pay attention to detail and assure operational excellence. We only partner with market-leading subcontractors who achieve consistency in quality of service delivery.

SERVICES TAILORED TO YOUR BUSINESS



Idama focuses on understanding its clients requirements and their developments' profile, tailoring solutions that exceed set objectives.

We offer a whole gamut of facilities management solutions that are broadly divided into engineering services and soft services.

All buildings and communities we manage have tailored schedules of facilities maintenance, to ensure your business operates 24-hours a day.

Whether you are a large organisation seeking to outsource facilities management services, or a small business looking for reliable services, Idama takes your day-to-day worries away.

From core engineering services such as complex maintenance of heating and ventilation systems, to a range of soft services including cleaning and manning receptions, we assure our clients peace of mind as their operations run seamlessly in their business environments.

'Prevention is better than cure' is our motto with mechanical and electrical maintenance. Paired with our 24/7 rapid response on site teams, Idama-managed buildings are hassle-free. Idama's soft service solutions augment the core functions of a development, providing absolute peace of mind for both developers /owners and their tenants.

We manage more than
62 million square feet of
development in Dubai

From AC technician, Receptionist and Cleaner to our 24 hr The Link call centre agent, your needs are always met with a smile



From AC technician, Receptionist and Cleaner to our 24 hr The Link call centre agent, your needs are always met with a smile.

Idama deploys model systems and processes that deliver total solutions for the management and maintenance of the built environment.

We take the sustainability of health, safety and environment very seriously, constantly keeping up-to-date with legislation, assuring the safety and security of our clients, their tenants and the facilities they operate in.

We are committed to embedding quality and excellence across our operations and the technology we use. We provide local solutions with international standards of expertise that enhance customer satisfaction and continually sustain the quality of our clients' assets.

Proactive and resourceful are just two attributes that describe the friendly, solutions-driven services you will receive from Idama.

Because we know that facilities management is a continuous task, we know that our in-house workforce should be highly skilled. All specialized team members hold premier qualifications and go through a rigorous and continuous training programme guaranteeing clients reliable services, value for money, and optimal maintenance costs.

We develop relationships with our clients and tailor solutions to suit their specific requirements, implementing scheduled maintenance plans, leaving every problem resolved.

The most dependable contractors and suppliers in the market are our partners in business, supporting Idama in achieving its business objectives of building on the success of our clients by delivering valuable facility services.

Accreditations

- ISO (9001:2008) in Quality Management
- ISO (18000:2007) in Health and Safety Management
- ISO (140001:2004) in Environmental System Management Excellence Awards
- Dubai Holding Excellence Award 2006
- Dubai Quality Appreciation Award 2010

Facilities maintained efficiently
with care and attention

A 22 million square feet; 40 towers, 7,000 units of residential, mixed use community

The world's largest single phase residential development, Jumeirah Beach Residence (JBR) is highly sought after for its prime waterfront location and upmarket apartments.

Encompassing 40 sky-scraping towers that incorporate hotels, residential, commercial and retail units, JBR is characterized by spectacular Mediterranean and Arab architecture and vibrant beach side living, making it one of Dubai's most exclusive addresses.

Idama has been part of the complete lifecycle of Jumeirah Beach Residences. Our team has been instrumental in the pre-opening consultancy on design and system requirements for the community.

Today we provide integrated facility management services that maintain and promote the lifestyle at JBR. These include master community maintenance through preventive and reactive engineering services, energy management and soft services such as community cleaning and pest management.

Moreover, we offer a range of maintenance and value added services to homeowners and residents as well as retailers at The Walk. These include annual home maintenance, housekeeping, pest management, pool maintenance and others.

The dedicated team at JBR ensure all aspects of maintenance services are delivered in a timely and efficient manner to augment the brand value of JBR. Furthermore, the team pro actively identify opportunities for energy savings and find innovative ways in engineering methodologies to optimize operational cost of facilities management in Jumeirah Beach Residence.

60% reduction in energy
consumption and annualized
savings of AED 4.4 Million for
lighting and AED 5 Million for
heating and cooling



LIST OF CURRENT CLIENTS

Key / Sub Developers

- Dubai Properties Group
- TECOM
- DIFC

Government Developers

- Al Wasl
- Meraas

Commercial Corporations

- Goldman Sachs
- MBC
- Bloomberg
- Microsoft
- Nokia Siemens

Retail Businesses

- The Walk at JBR
- Bay Avenue at Business Bay
- Retail area at DIFC

Residential Communities

- Jumeirah Beach Residence
- The Executive Towers
- The Villa
- Al Waha
- Remraam
- Shorooq
- Ghorroob
- Al Khail Gate
- Layan
- Nuzul

Property Managers

- Taziz Property Management Solutions

LIST OF SERVICES

Business Communities

- Dubai Internet City
- Dubai Media City
- Dubai Healthcare City
- Dubai International Financial Centre
- IMPZ
- Office Park at TECOM
- Dubai Outsource Zone

Educational Communities

- Dubai Knowledge Village
- Dubai International Academic City

Community Maintenance

- Infrastructure Maintenance
- Road Sweeping and Common Area cleaning
- Water Feature maintenance, water treatment, hygiene and quality testing
- Swimming Pools
- Landscaping
- Pest Control
- Waste Management

Building Management

- Heating, Ventilation and Air Condition Maintenance
- Engineering Maintenance Services
- Specialized system maintenance
- Emergency lighting ,Fire alarm and suppression systems
- Gas Boilers
- Lifts and lifting equipment
- Stand-by power generators & uninterrupted power suppliers (UPS)
- Water treatment, water hygiene and water quality testing
- Building facade/window cleaning
- Building fabric maintenance
- Waste Management

Advisory Services

- Asset life cycle management
- Innovative procurement strategy
- Logistics and account transition management
- Technical systems and procedures
- Total Quality Management

Corporate, Retail and Residential Services

- Engineering Maintenance Activities (preventive and reactive)
- Value Added Services
- Office Assistance services
- Space Management and Fit Out Services
- Home Maintenance Packages
- Maintenance (preventive and reactive)
- Cleaning (office/retail and residential)
- Pest Control
- Pool Maintenance
- Home modification and improvement services

