

National Industrial Training Institute (NITI)



Background

Based in the Kingdom of Saudi Arabia, The National Industrial Training Institute (NITI) is an independent, not-for-profit training institute. It is the result of a strategic partnership between Saudi Aramco (SA) and the Technical & Vocational Training Corporation (TVTC) in accordance with a Memorandum of Understanding (MoU).

NITI offers industrial training mainly to Saudi high school graduates to qualify them to work in the oil /gas, petrochemical, energy and construction industries, in addition to their various related services companies. The campus currently accommodates 1,100 students and faculty members, with a total capacity of 2,000 students.

Challenge

“When we initially met with NITI, they needed a solution to gain more control over their campus facilities management contractors,” explained Saber Nias, Business Development Manager of FSI Middle East.

“They currently have five FM contractors on site, and all the PPM, reactive and scheduled tasks were being managed over the phone, and via email or sms. This created many islands of information and paperwork, which was often difficult to interpret or summarise into a standard format understood by all the parties involved.”

“Furthermore, they didn’t have the right tools to monitor the FM contractors from both a cost and performance perspective, which was a very big concern for them.”

FSI Middle East proposed to provide NITI with their Concept Evolution system, as well as the Concept Reach self-service portal, to enable them to manage their contractors in a more structured way.

Outcome

“The Concept Evolution software solution provides NITI with more control over the FM contractors by translating the various contractor agreements into the system, which allows NITI to monitor the work and ensure their performance is in line with the various SLA’s within the contracts. The system also captures all costs associated with each task.

Additionally, Concept Reach is a customer self-service portal that is tailored to suit NITI’s corporate requirements, and serves as a platform for the students and faculty members to manage their complaints/issues online, in a more convenient way.

Ultimately, the service offering to the students and faculty has been enhanced by providing NITI with the correct software, and we have enabled them to log, track and manage issues/complaints online.

“During the selection process, we reviewed over five different CAFM vendors in detail, and we found FSI’s Concept Evolution to be most suited to our company. The decision was based on the FSI’s product functionality, support and the value for money, and we are very pleased with our decision,” said Ayman Al Mulhim, Maintenance Unit Head of NISI.

Understanding your requirements.

UK (Head Office) | T: +44 (0)1708 251900 | E: info@fsifm.com | www.fsifm.com
Australia | T: +61 (0) 449 234 446 | E: info@fsifm.com.au | www.fsifm.com.au
Middle East | T: +971 (0) 449 5380 | E: info@fsime.ae | www.fsime.ae

