



Integrated
Facilities
Management

SAVE MONEY

INCREASE EFFICIENCY

IMPROVE OUTCOMES



www.tsv-ifm.com

INTRODUCTION

Healthcare is at the forefront of every nation's agenda.

The United Arab Emirates (UAE) is rapidly expanding and improving its healthcare infrastructure as it aims to become a favoured destination for Medical Tourism. Healthcare operators and new investors seek financially sustainable business models to provide high quality health care.

There are significant competitive forces within the healthcare industry putting pressure on profit margins. The cost of every aspect of healthcare seems to go up year by year. However, there is always a limit to the capacity of patients and insurance providers to pay.

Healthcare operators realize the need for transformational change. As success depends on good healthcare outcomes, funds need to be devoted to frontline experienced staff, cutting-edge equipment and efficient models of care. So, where can additional cost efficiency be found? The answer is Integrated Facilities Management (IFM). Operators can focus on what they do best: 'Health Care'. Facilities Management can be out-sourced to specialists at a reduced price. This is common in Residential, Commercial and Retail fields. Now, we bring it to the healthcare Industry.

Three well-known industry experts **TAHPI, Strive and VOLTAS (TSV)** have come together under one umbrella to provide **Integrated Facilities Management** for Healthcare to support the industry's evolution.

“You concentrate on healthcare, let us do the rest”





OUR VISION

The TSV consortium (TAHPI + Strive + Voltas) has over three decades of experience in planning, delivering and maintaining healthcare facilities around the world.

TSV showcases its ability and drive in bridging the gap between standard “building maintenance” and fully integrated “Facilities Management” specifically for Healthcare.

We provide operators and owners our deep knowledge and expertise in healthcare facilities, gained through decades of practice in a variety of settings, sizes and circumstances.

TSV aims to:

- Reduce your Life Cycle costs
- Improve the performance of the facility
- Increase its life span of the facility
- Enhance patient and staff experience
- Fully comply with the latest standards

The TSV services will cover all aspects of healthcare facilities management and maintenance from compliance audits to physical implementation of engineering strategies whilst improving the operations and increasing the efficiency of the facility.

TSV's practical knowledge of hospital design combined with the deep knowledge of local as well as International standards will give you confidence in our abilities to cater to the specific requirements of healthcare facilities as you would do yourself. TSV's partners TAHPI are the authors of the health facility standards and guidelines for 9 Countries including the Dubai and Abu Dhabi.

We understand the significant role of well-maintained Medical Equipment and Engineering services. Any breakdown and down-time will impact your business and customer perception. Our Biomedical and MEP engineers will identify potential issues and aim to address them early on.

TSV is committed to providing the best quality service in a safe and healthy environment.

We use the best and most appropriate systems, processes and skilled workforce to ensure compliance and quality. Our Integrated FM services allow your medical professionals and managers do their work, we do the rest.

Our employees are conscious of patient privacy and sensitivity to noise and other irritants and employ working practices to minimize disturbance.

Additional Benefits of Outsourcing Integrated FM services

- Outsource Security and Concierge services and let us turn the hospital experience into a high-class hotel experience.
- Allow us to take care of your minor refurbishments and mini-projects including all Authority approvals.
- Outsource your Linen handling and use existing Laundry space for a revenue-generating facility.
- Outsource parts of Catering service and improve the efficiency of your Kitchen and Coffee Shop.
- Outsource your MEP maintenance services and improve pro-active as well as reactive response times.
- Reduce on-site stock and spare parts and let us store them for you.
- Use your maintenance workshops for a revenue-generating purpose.
- Outsource your cleaning and get hospital grade results consistently.
- We will work with your current key maintenance staff, if you prefer.

SOFT FACILITY MANAGEMENT

Everything we do is intended to improve the overall patient and visitor experience. "Perception is Reality". We take on the Soft FM services for hospitals and all types of healthcare facilities. We work with you to develop an integrated solution that provides in-depth management reporting, clear and easy channels of communication and exceptional Value-for-Money.

Our Services Include :

- **Concierge and Reception**
- **Security & Cleaning**
- **Maintenance**
- **Support Services**
- **Property Management**



CONCIERGE & RECEPTION SERVICES

- Reception /Concierge
- Valet Parking
- Transport management
- General Administration

SECURITY & CLEANING

- Security
- Cleaning
- Housekeeping

MAINTENANCE SERVICES

- Renovation & Maintenance
- Light bulbs/ sockets repair & replacement
- Curtain and Blind installation
- Decorating
- Picture handling
- OHS&E

SUPPORT SERVICES

- Helpdesk management
- Landscaping
- Catering
- Staff Housing

PROPERTY MANAGEMENT

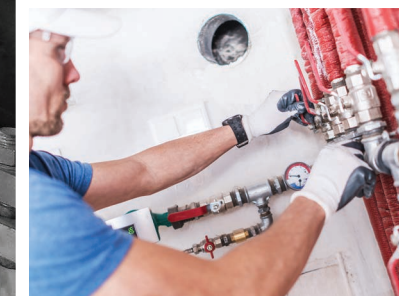
- Commercial/ retail tenancy
- Marketing & advertising
- Soliciting suitable tenants
- Advising on pricing matrix
- Leasing & Management of contracts
- Tenants communication management
- Utility management
- Rent collection



HARD FACILITY MANAGEMENT

Our Services Include :

- HVAC Services
- Electrical Services
- Mechanical Services
- Plumbing & Water System
- Lighting Systems
- Utilities
- Civil works
- Specialized Services (Elevators, Fire Alarms)
- MEP Retrofitting & Refurbishment
- Energy Management Services
- IOT/Central Command Centre Remote Monitoring as new bullet point



ENGINEERING LED FACILITY MANAGEMENT

Our service delivery methodology is strategically designed to enhance assets life cycle through the optimum mix of Preventive, Reactive, Corrective & Condition-based maintenance

CAFM

**Planned
Preventive
Maintenance**

**Reactive &
Corrective
Maintenance**

**Condition
Based
Maintenance**

DATA LED COST EFFICIENCY & ENERGY PERFORMANCE OPTIMIZATION

The backbone of our FM operations delivery is a CAFM EAM solution wherein we monitor key operational metrics to enhance productivity and improve the overall performance levels.



KEY VALUE ADDED SERVICES

We can add value to your organisation using our healthcare expertise. We can provide the following when required :

- Healthcare facility audits against all applicable standards and guidelines, both local and International
- Review of Departmental plans with the aim to improve operational performance
- MEP healthcare engineering design with the aim to improve efficiency
- Handle any applications you may have to the Authorities including Health Authorities or Municipality
- Medical equipment audits to identify the need for upgrades
- Equipment recommissioning & retrofitting
- Reviewing your HR plan and offer optimizations of services
- Annual energy audits in accordance to CIBSE requirements via experienced CEA's
- Pre-operation full Hospital Commissioning including HR Planning, Equipment verification and testing, Maintenance Schedules and software configurations, MEP testing & Authority inspection preparations.



THE CONSORTIUM



TAHPI is a well-known International firm of Health Planners and Healthcare Designers with 11 years of operations in the UAE. TAHPI has been responsible for the design and delivery of over 300 healthcare facilities world-wide including numerous facilities within the GCC region. TAHPI is the author of the Health Facility Guidelines for Abu Dhabi and Dubai as well as 6 other Countries and UNICEF. TAHPI is routinely engaged to conduct facility inspections and audits on behalf of Health Authorities and the Private Sector clients. TAHPI has surveyed all 90 Hospitals and almost 2,500 clinics and medical centres in Dubai and Abu Dhabi. TAHPI's health planning software suite has been used on close to 8000 hospitals by over 3000 professionals. TAHPI provides Health Planning educational courses 4 times a year from DHCC in Dubai

AWARDS



Award certificate for the Australian National Export Awards 2011



Award certificate for Premier's NSW Export Awards 2011



Six Sigma Healthcare Excellence Award for Best Hospital - Design and Architecture. Meitra Hospital, Kozhikode, Kerala



Award certificate for Premier's NSW Export Awards 2015



IABCA Awards 2016



Hospital Build Award 2012 in Dubai The Best Initiative to Improve the Design Standard of Healthcare Facilities



strive

إدارة المرافق

FACILITIES MANAGEMENT

STRIVE FACILITIES MANAGEMENT is a wholly owned subsidiary of IFA Real Estate Services Group providing real estate asset owners a holistic and integrated facilities management solution in the UAE and beyond. Servicing residential, commercial and hospitality asset classes Strive FM spares no effort to attain excellence in service quality across the full range of facilities management services. By offering an all-encompassing six service solution to real estate asset owners and communities, Strive helps clients benefit from economies and service enhancement with Strive ensuring a synergy that few companies can bring.



MEMBERSHIPS



VOLTAS

Voltas is part of the \$100 Bn TATA Group and offers bespoke Electro-Mechanical, Facilities Management & Waste Water Treatment solutions across various segments in the Middle East such as: Hospitals, Multi Storey Commercial & Residential Buildings, Hotels, Palaces, Shopping Malls, Banks, Airports, Universities, Etc.

EXPERIENCE & EXPERTISE

35+ Years

DIGITIZED SERVICES

ERP Integrated CAFM,
Remote Monitoring

TR UNDER MAINTENANCE

200,000 +

CERTIFICATIONS



9001:2015

Quality Management
System



14001:2015

Environment
Management System



18001:2007

Occupational Health &
Safety Management System

INDUSTRY MEMBERSHIPS



AWARDS

GCC MEP CONTRACTOR OF THE YEAR - 2017, 2012, 2011, 2010
OUTSTANDING HSE PERFORMANCE - 2017
BEST HSE PARTNER OF THE YEAR - 2015
SHEIKH KHALIFA EXCELLENCE AWARD - 2000





CONTACT US

Tel: +971 56 82 88 990

Tel: +971 4 4281348

info@tsv-ifm.com

www.tsv-ifm.com