



NEOM

**NEOM, Saudi Arabia's visionary  
government project, leverages eFACiLiTY®  
IWMS & CAFM to enhance facility  
management for its construction labour  
camp in Community Village 3**

# CLIENT BACKGROUND

The Neom project in Tabuk, Saudi Arabia, is a groundbreaking initiative covering 26,500 sq. km with 468 km of coastline and mountains up to 2,500 m high. A key part of Saudi Vision 2030, it aims to diversify the economy and reduce oil dependence.

The Neom Community Village 3 spans 567,083 sq. meters, accommodating around 10,000 residents with 237 labour units, sports and entertainment facilities, dining, medical care, mosques, and utility buildings. The village features advanced fire and water systems, showcasing a sustainable and innovative living environment.

Source: <https://www.neom.com/en-us>

# BUSINESS CHALLENGE

For the development of NEOM Community Village 3, the project has been entrusted to [Saudi Arabian Trading & Construction Co. \(SATCO\)](#), which will handle the construction, financing, and operational aspects of the village, accommodating 10,000 residents. SATCO is tasked with providing an extensive list of services, including facility management, and will construct and maintain camp houses for workers and managers involved in building NEOM's offices, hotels, and commercial and residential buildings.

NEOM required a comprehensive solution for construction labour camp facility management in to address several challenges due to the absence of automated systems and processes. For maintenance management, there was a need for a system to handle fragmented asset data and implement proactive maintenance practices to avoid increased costs and downtime. Efficient stores and inventory management were crucial to overcome the expected issues with manual tracking, such as stock discrepancies, shortages, and overstock situations that could impact operational effectiveness.

# BUSINESS CHALLENGE

Bed space management required a solution for effective allocation and occupancy tracking to prevent booking conflicts and optimize space utilization. The need for a unified helpdesk system was identified to streamline issue resolution and improve resident satisfaction. Visitor management systems were necessary to enhance security and streamline operational processes through effective access control and tracking. Additionally, cafeteria management needed automation to improve overall operational efficiency.

To address these challenges, NEOM sought a comprehensive facility management solution to automate all aspects of facility management and enhance operational efficiency for Community Village 3.

# eFACiLiTY<sup>®</sup> Implementation for NEOM Community Village 3

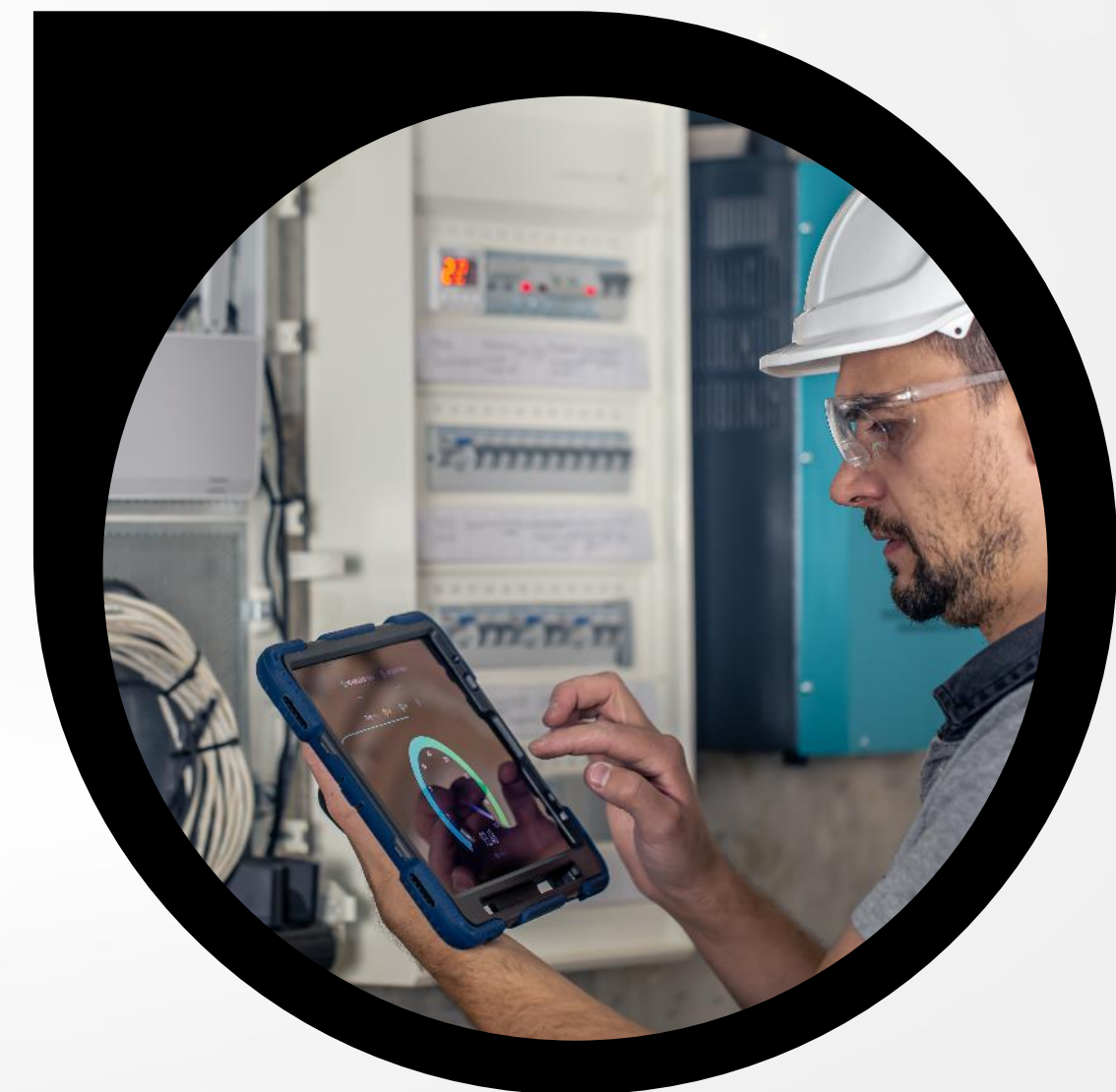
After comprehensive evaluations, NEOM selected SIERRA's eFACiLiTY<sup>®</sup> IWMS & CAFM software to transform construction labour camp facility management at Community Village 3. eFACiLiTY<sup>®</sup>'s proven capabilities and successful track record in camp management automation made it the ideal choice for this large-scale project. The successful implementation of eFACiLiTY<sup>®</sup> optimized every aspect of construction labour camp facility management, ensuring efficient maintenance and comprehensive management of assets, space, cafeteria, visitors, and other functions, thereby enhancing productivity and operational efficiency. Key modules implemented include:



# eFACiLiTY® Implementation for NEOM Community Village 3

[eFACiLiTY® Enterprise Asset Management Software \(EAM/CMMS\)](#) centralized the management of camp assets, addressing problems related to reactive maintenance practices and fragmented asset data.

- **Centralized Management:** Consolidated all asset information into a single platform, enhancing visibility and control over camp assets and equipment.
- **Proactive Maintenance:** Enabled scheduling and management of preventive and predictive maintenance tasks, including equipment inspections, to reduce downtime and extend asset lifespan.
- **Stores and Inventory Management:**
  - Managed stores and inventory efficiently with automated tracking, optimizing inventory usage, and automating reordering processes.
  - Addressed stock discrepancies, shortages, and overstock situations, improving overall operational effectiveness.



# eFACiLiTY® Implementation for NEOM Community Village 3

The [eFACiLiTY® Helpdesk and Knowledgebase System](#) centralized support operations for camp-related issues, addressing delays and inefficiencies in issue resolution.

- **Integrated Helpdesk:** Centralized all support requests and resolutions tailored to camp operations, significantly improving response times and service quality. End-users could effortlessly raise requests through a user-friendly support portal, ensuring quick access to help and a streamlined support experience.
- **Automated Ticket Management:** Streamlined ticket handling processes for timely and effective resolution of camp-related support issues. Helpdesk Admins managed these requests, overseeing SLA management and escalations to ensure prompt and effective issue resolution.



# eFACiLiTY® Implementation for NEOM Community Village 3

Visitor Management was significantly enhanced with the deployment of the [eFACiLiTY® Visitor Management System](#), which effectively addressed security and operational difficulties at labour camps.

- **Automated Registration:** Simplified visitor check-in with digital solutions, enhancing the overall experience for camp visitors. Visitors can easily request appointments, streamlining the scheduling process.
- **Streamlined Approval Process:** Facilitates efficient coordination between hosts and visitors by allowing hosts to review and approve appointment requests, ensuring a well-organized and timely arrival of visitors at the camp.
- **Enhanced Item Tracking:** The system also tracks items carried in and out, maintaining a comprehensive record for enhanced security and operational oversight.

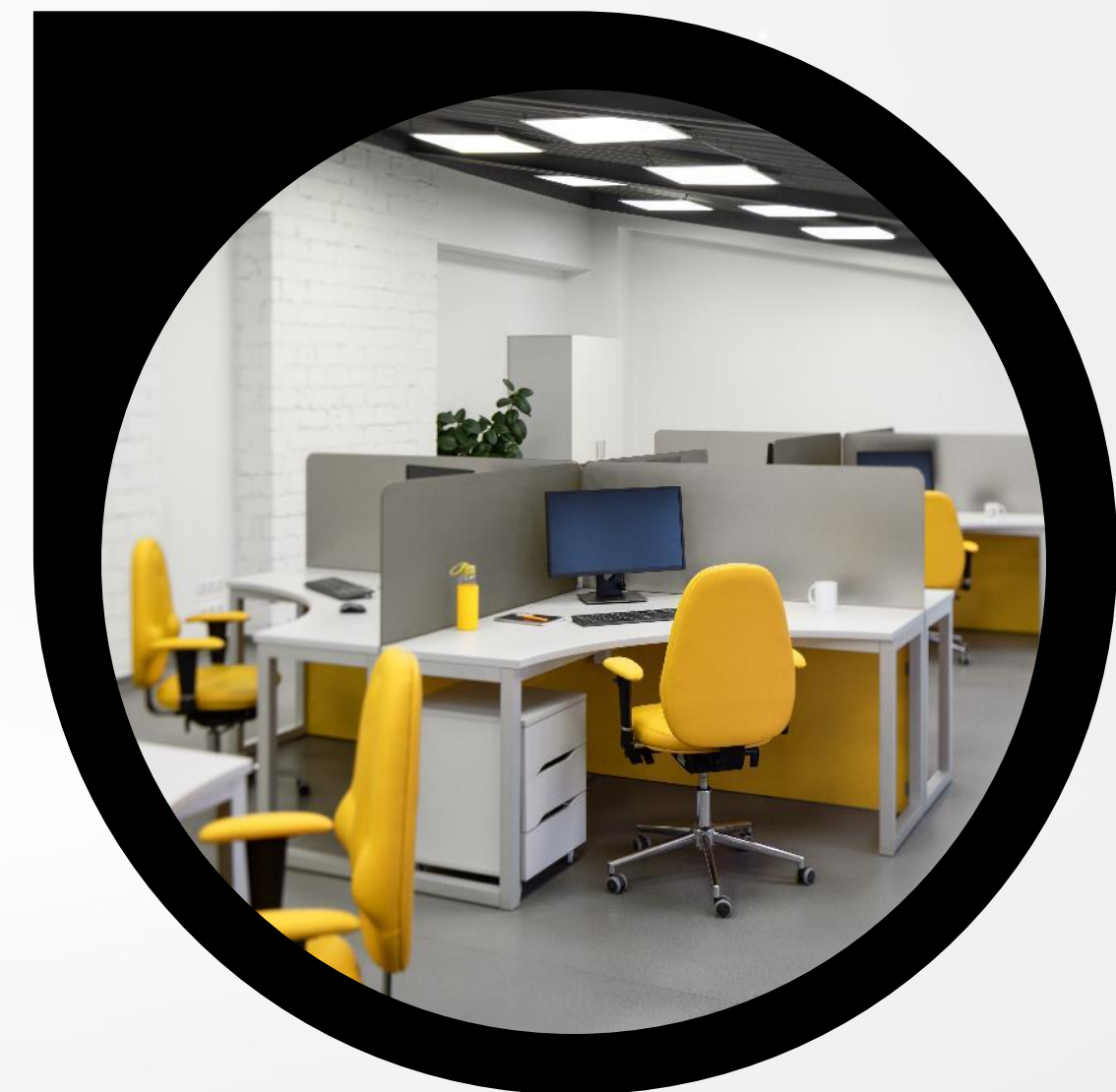




# eFACiLiTY® Implementation for NEOM Community Village 3

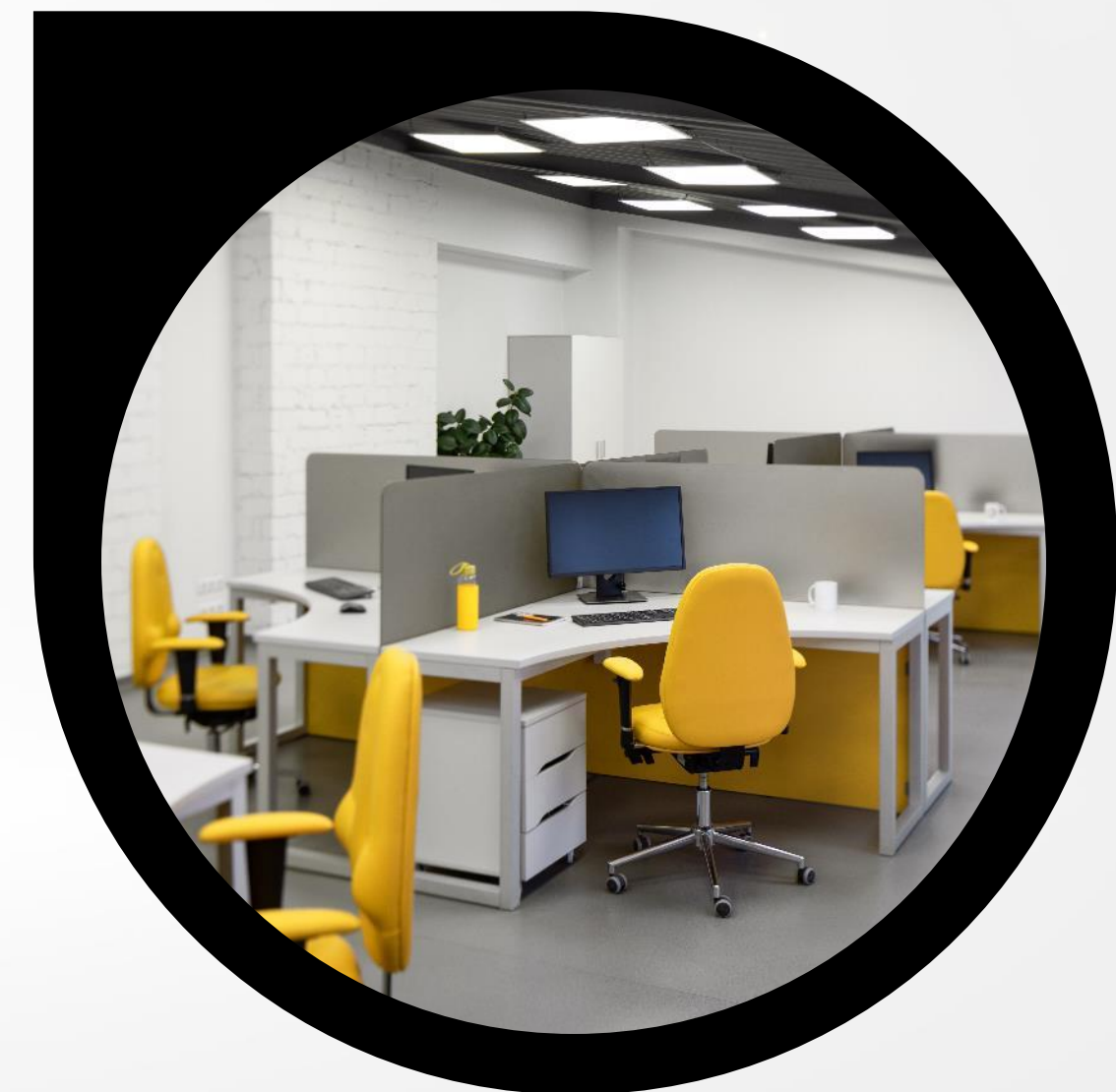
Accommodation Management was enhanced through the [eFACiLiTY® Space Management System](#), effectively tackling issues related to fragmented asset data and inefficient bed space management.

- **Dynamic Space Allocation:** Enabled real-time adjustments to bed assignments, managing occupancy levels and preventing overcrowding. It optimized the allocation of bed spaces within labour camps by generating detailed occupancy reports segmented by department, location, and organizational unit.



# eFACiLiTY® Implementation for NEOM Community Village 3

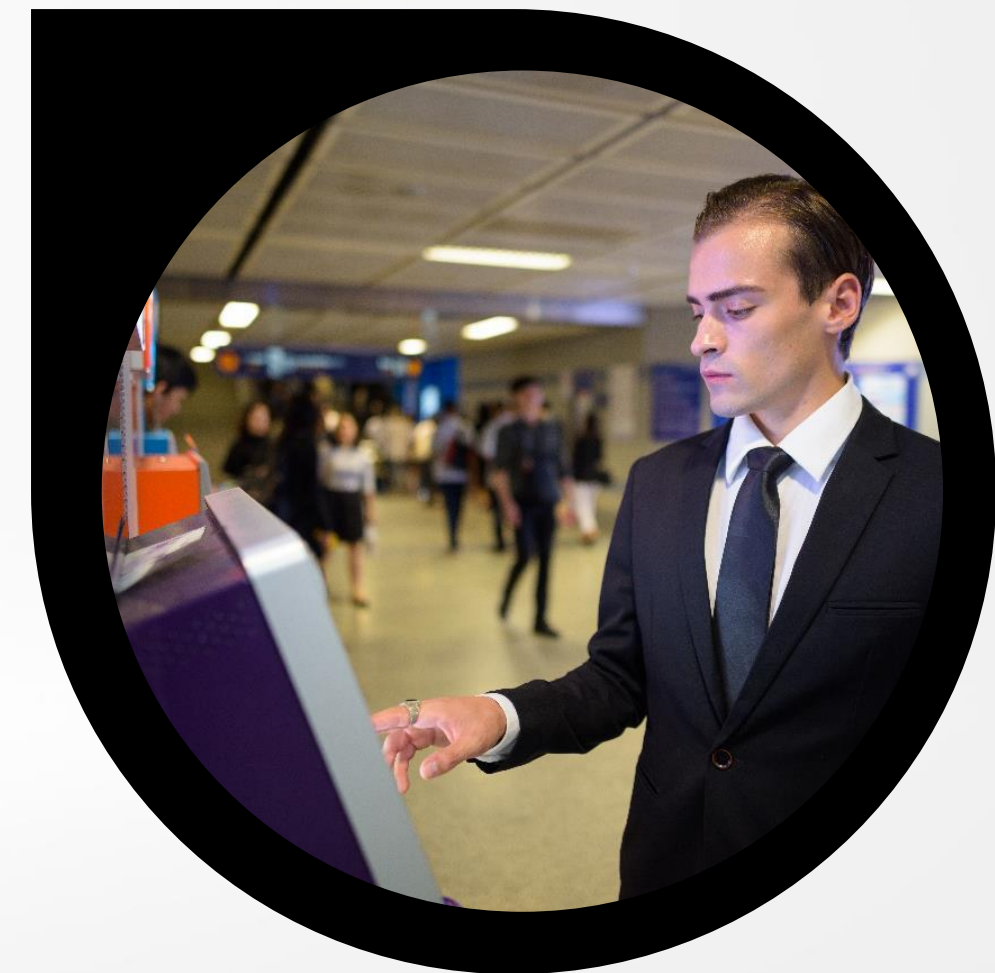
- **Utilization Insights:** Provided dashboards for monitoring and analyzing bed space usage trends, aiding in effective management. Additionally, the module offered comprehensive move-in and move-out reports, enhancing tracking and management capabilities tailored to camp requirements. Advanced reservation forecasting allowed administrators to predict bed space usage accurately, while automated email alerts ensured smooth communication by notifying relevant parties of upcoming move-outs.
- **Billing Integration** eFACiLiTY® provides streamlined billing integration for bed space management, offering organization-specific billing tailored to each camp's accommodation needs. This functionality ensures accurate financial management and simplifies the invoicing process, enhancing transparency and efficiency in handling accommodation costs.



# eFACiLiTY® Implementation for NEOM Community Village 3

[eFACiLiTY® Cafeteria Management System](#) optimized cafeteria operations by addressing manual ordering issues, poor menu visibility, and food waste.

- **Meal Booking and Organization-Based Consumption:** The system primarily focuses on meal requests, tailored to organization-based meal consumption. It facilitates efficient management of meal requests and ensures accurate tracking of consumption across different organizational units.
- **Meal Consumption Reporting:** Generates detailed reports on meal consumption daily, including breakfast, lunch, and dinner. Reports cover both individual and bulk consumption, segmented by organization, providing precise insights into organization-wise user consumption.
- **Integration with Access Control System:** Streamlined access to dining outlets, ensuring accurate user authentication and transaction logging. The system also allows for restricting dining outlet access based on organization, enhancing security, and catering to specific organizational needs.

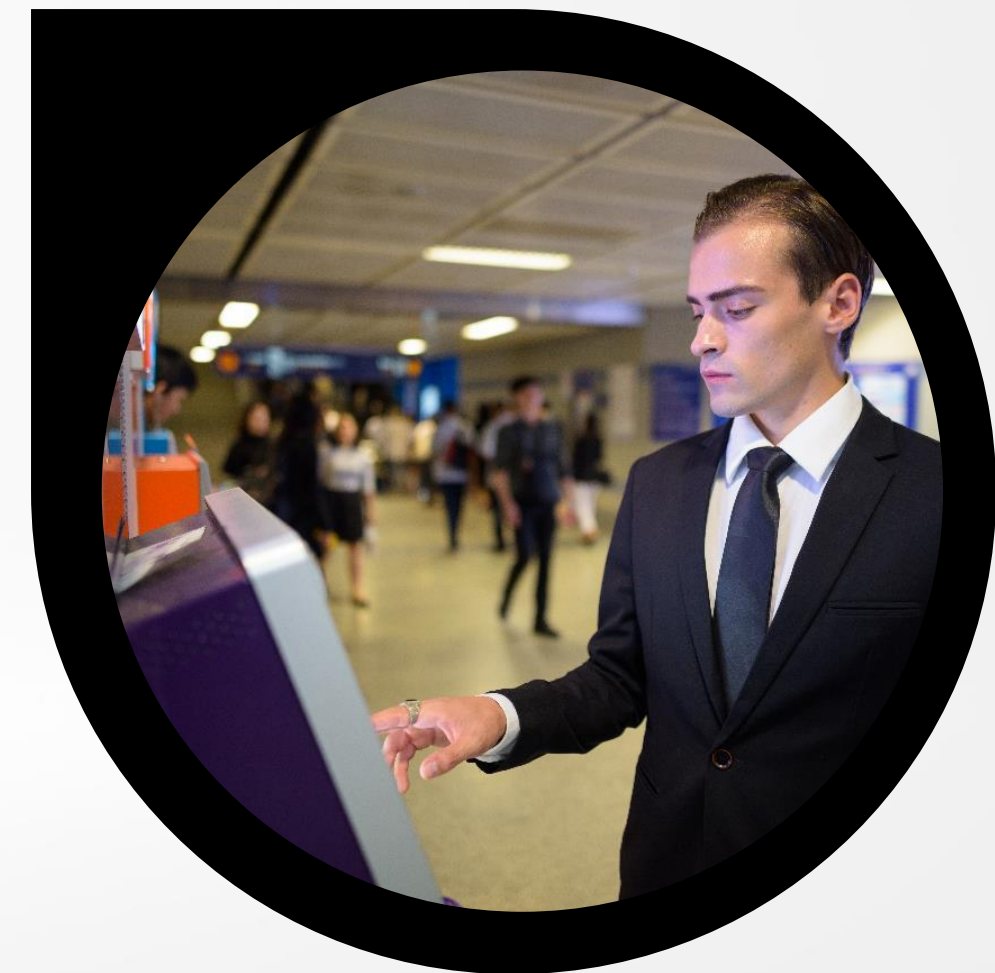


# eFACiLiTY® Implementation for NEOM Community Village 3

The [eFACiLiTY® Instant Feedback Management System](#) enhanced SATCO's facility services by capturing actionable feedback from SATCO occupants.

- **Focused Feedback Collection:** Surveys were sent periodically after check-out, allowing workers, visitors, and guests to provide feedback. By targeting anonymous or selective users, the system ensured that negative feedback was promptly addressed, leading to continual service improvements.
- **Actionable Data Insights:** Delivered real-time insights from feedback trends, enabling the team to quickly identify issues and implement necessary adjustments to enhance facility services.

NEOM's adoption of eFACiLiTY® highlights the transformative impact of digital solutions in Construction Labour camp facility management. By integrating IWMS & CAFM solutions tailored for large-scale camp operations, NEOM has achieved significant improvements in productivity, operational efficiency, and overall facility management.



# KEY BENEFITS

eFACiLiTY® has drastically improved construction labour camp facility management at NEOM Community Village 3, delivering tangible benefits:

NEOM's adoption of eFACiLiTY® underscores the transformative impact of digital solutions in construction labour camp facility management, showcasing the significant benefits of an integrated IWMS & CAFM solution tailored for large-scale camp operations.

- **Efficient Asset Management:** More than 74,400+ assets were effectively managed through eFACiLiTY®, ensuring improved organization and control
- **Proactive Space Management:** Streamlined operations for over 10,000 residents with efficient bed space management of camp facilities.
- **Enhanced User Experience:** Digital transformation of cafeteria services and feedback management elevated satisfaction and improved operational control across all aspects of construction labour camp facility management.
- **Improved Security & Efficiency:** Automated visitor management and access control systems ensured a secure environment and enhanced operational efficiency within the camp.


**THANK YOU**

[More Case Studies](#)

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sustainable built environments!

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