



# Transitioning Operations from Manual SOPs to AI- Driven Automation

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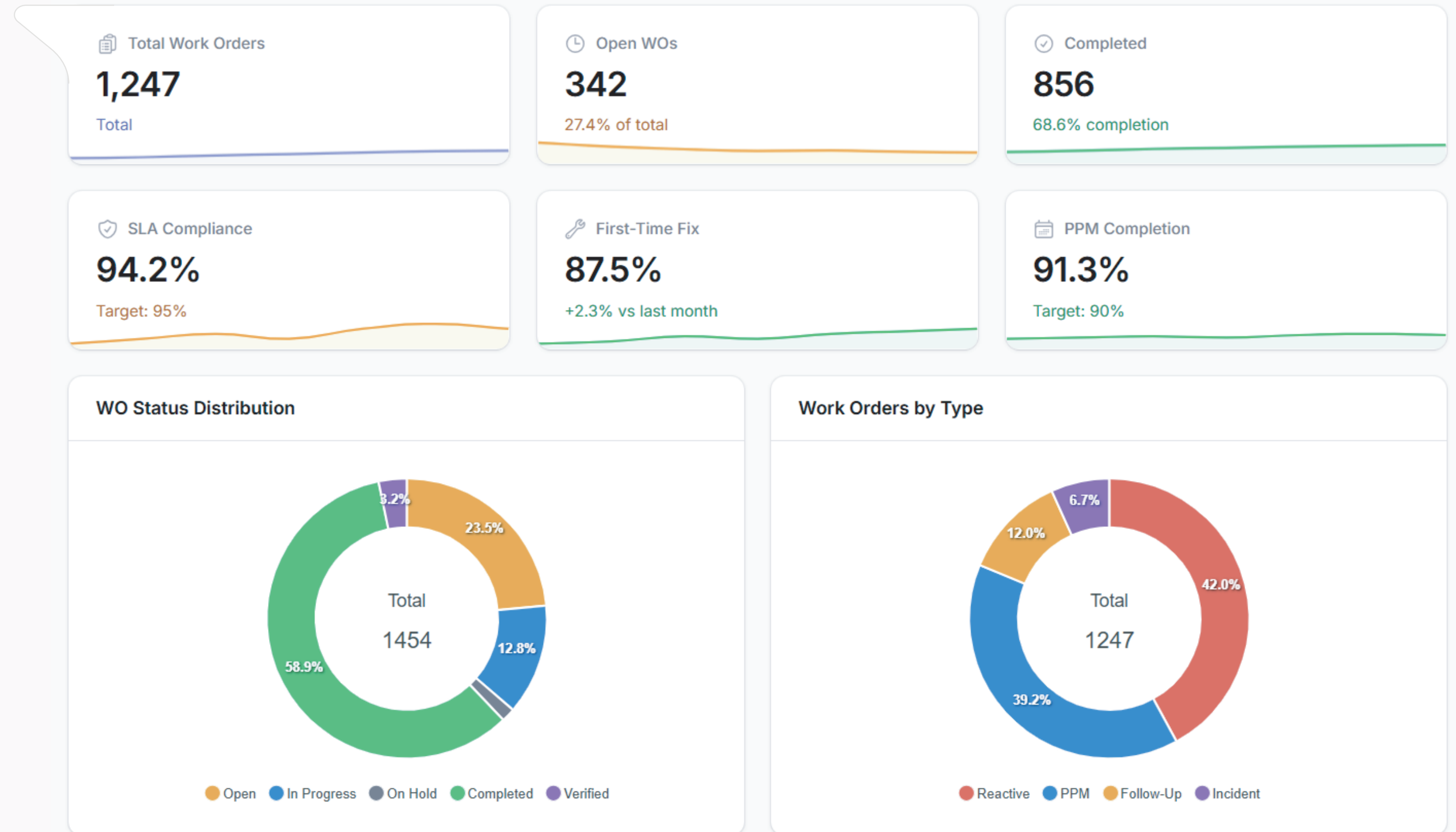
POWERED BY ThinkTank Ai LLC



# The Transformation - Introducing Lean Ai-CaFM

A next-generation, AI-native platform engineered to transform Facilities Management into a predictive, intelligent, and performance-governed ecosystem.

**Lean Ai-CaFM** is not just software. It is a real-time operational command center that provides complete visibility, control, and intelligence across all FM activities. Through a unified performance dashboard, it supports organizations in achieving perfection



# Strategic Differentiation - Why Lean Ai-CaFM is Fundamentally Different

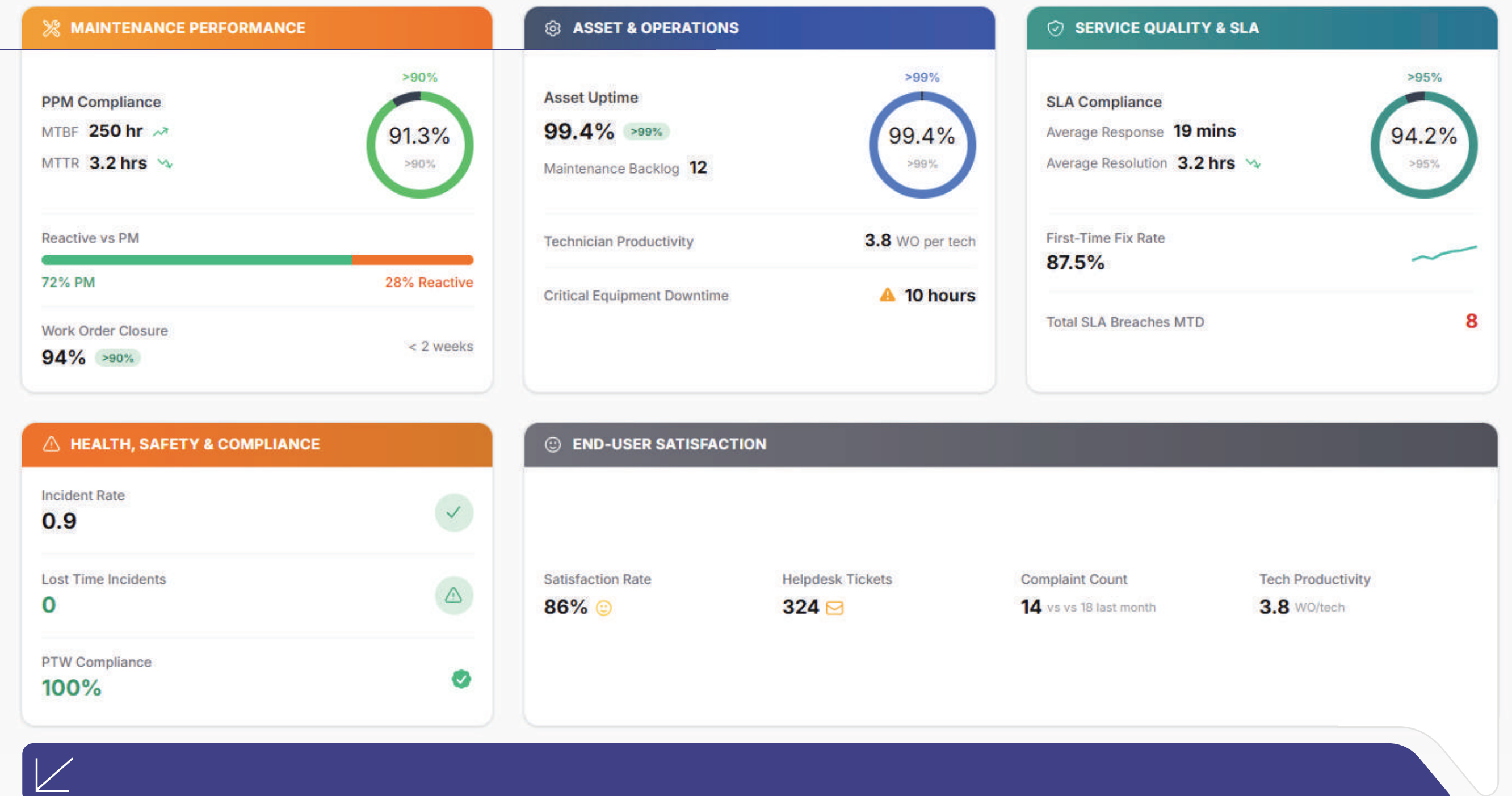
Traditional CAFM digitizes operations.  
Lean Ai-CaFM redefines them.

## 01 Predictive Maintenance Intelligence

From reactive repair cycles to  
foresight-driven asset strategies

## 02 AI-Powered Executive Dashboards

Real-time, decision-grade visibility across  
entire portfolios, 12+ customized dashboards  
powered by 65+ intelligent widgets



### 03 Predict, prevent, and enforce SLA

compliance before breaches occur, with automated multi-level escalation

### 04 Cost Optimization Engine

Continuously identifies inefficiencies and eliminates operational waste

### 05 Tenant/End User Experience Intelligence

Transforms satisfaction into a measurable, manageable KPI

#### AI Improvement Suggestions

Area	AI Recommended Action	Expected Impact	Confidence	Priority
Cleaning	Increase frequency of common area deep cleaning from weekly to bi-weekly during peak occupancy	+5% satisfaction	92%	High
HVAC	Implement smart temperature scheduling based on occupancy sensors to reduce complaints	+8% satisfaction	87%	High
Response Time	Pre-position two floating technicians during peak hours (9AM-12PM) to reduce response SLA	-25% response time	78%	Medium

## 06 Strategic Decision Intelligence

Converts operational data into executive-level recommendations

### Technician Ranking

#	Technician	Trade	WOs	Avg Resolution	FTF %	SLA %	Rating	AI Recommended Action
1	Tech-01	HVAC	28	2.8 hrs	92%	96%	4.8/5	Top performer — consider for senior technician promotion and mentoring role
2	Tech-02	Electrical	25	3.1 hrs	90%	94%	4.6/5	Strong performance — assign to complex electrical projects for skill development
3	Tech-03	Plumbing	22	3.4 hrs	88%	92%	4.4/5	Good performance — schedule advanced plumbing diagnostics training
4	Tech-04	HVAC	20	3.8 hrs	84%	89%	4.2/5	FTF below target — pair with Tech-01 for diagnostic skill transfer
5	Tech-05	Electrical	18	4.0 hrs	82%	87%	4.0/5	Resolution time trending up — review recent WOs for bottleneck patterns
6	Tech-06	Fire Safety	16	3.2 hrs	91%	95%	4.5/5	High quality, lower volume — increase WO assignment capacity by 20%
7	Tech-07	Plumbing	15	4.5 hrs	78%	82%	3.8/5	Below targets — schedule 1-on-1 performance review and provide toolbox training
8	Tech-08	Elevators	12	5.1 hrs	75%	78%	3.5/5	Specialist role with long resolution — evaluate if elevator WOs need 2-person te...

## 07 Excel-First Rapid Onboarding

13 dedicated bulk importers for properties, assets, staff, tenants, spare parts, and more enabling days-not-months deployment

# WhatsApp-Native Operations



01 The Industry's First WhatsApp-Integrated CAFM Platform

02 Submit Maintenance Requests via WhatsApp

Tenants and external reporters can report issues instantly, no app download, no portal login, no training required.

03 AI-Powered Conversational Agent

An intelligent chatbot with session context guides users through request submission, collects photos, documents, and GPS location, and creates work orders automatically.

05 Multi-Message Type Support

Text, images, documents, GPS location, and interactive buttons/menus, rich, natural communication.

04 Real-Time Status Updates

Automated notifications on work order progress, SLA milestones, and completion — delivered directly to WhatsApp.

06 Anonymous Incident Reporting

External reporters, visitors, contractors, passersby, can report safety or security incidents without needing an account.

07 Per-Project Configuration

Each project gets its own WhatsApp Business number, fully branded to the property or organization.

07 Zero Adoption Friction

WhatsApp is already installed on every phone. No training. No downloads. Immediate engagement.

# Artificial Intelligence Capabilities

## Intelligence That Anticipates. Recommends. Optimizes.

Lean Ai-CaFM embeds advanced AI capabilities at the core of FM operations:

### Asset Replacement Forecasting

Identify and plan major asset replacements before failure impacts operations

#### Asset Replacement Prediction

Asset	Type	Age	Location	Failure Rate	AI Recommendation
AHU-B3-01	Air Handling Unit	14 yrs	Block B, Level 3	High	Asset has exceeded expected service life. Recommend replacement within 6 months to prevent unplanned...
PUMP-C2-03	Chilled Water Pump	11 yrs	Block C, Level 2	High	Recurring failures detected (3x in 90 days). Cost of repeated repairs now exceeds replacement value.
ELV-A-02	Elevator	9 yrs	Tower A	Medium	Motor showing early wear indicators. Plan capital budget allocation for replacement in next fiscal y...
GEN-01	Backup Generator	8 yrs	Central Plant	Low	Warranty expires in 28 days. Performance within spec. Renew extended warranty or plan replacement in...
FCU-D5-12	Fan Coil Unit	7 yrs	Block D, Level 5	Medium	PPM overdue. Schedule maintenance first — replacement not yet warranted.

### Live SLA Automation Engine

Achieve near-perfect SLA compliance through predictive alerts and automated multi-level escalation

Supervisor

Engineer

FM Manager

Owner Representative

# Technician Productivity Intelligence

Analyze workforce performance with precision to maximize efficiency

👤 Total Technicians

## 48

🕒 Available Today

## 41

85.4% available

📊 Avg Utilization

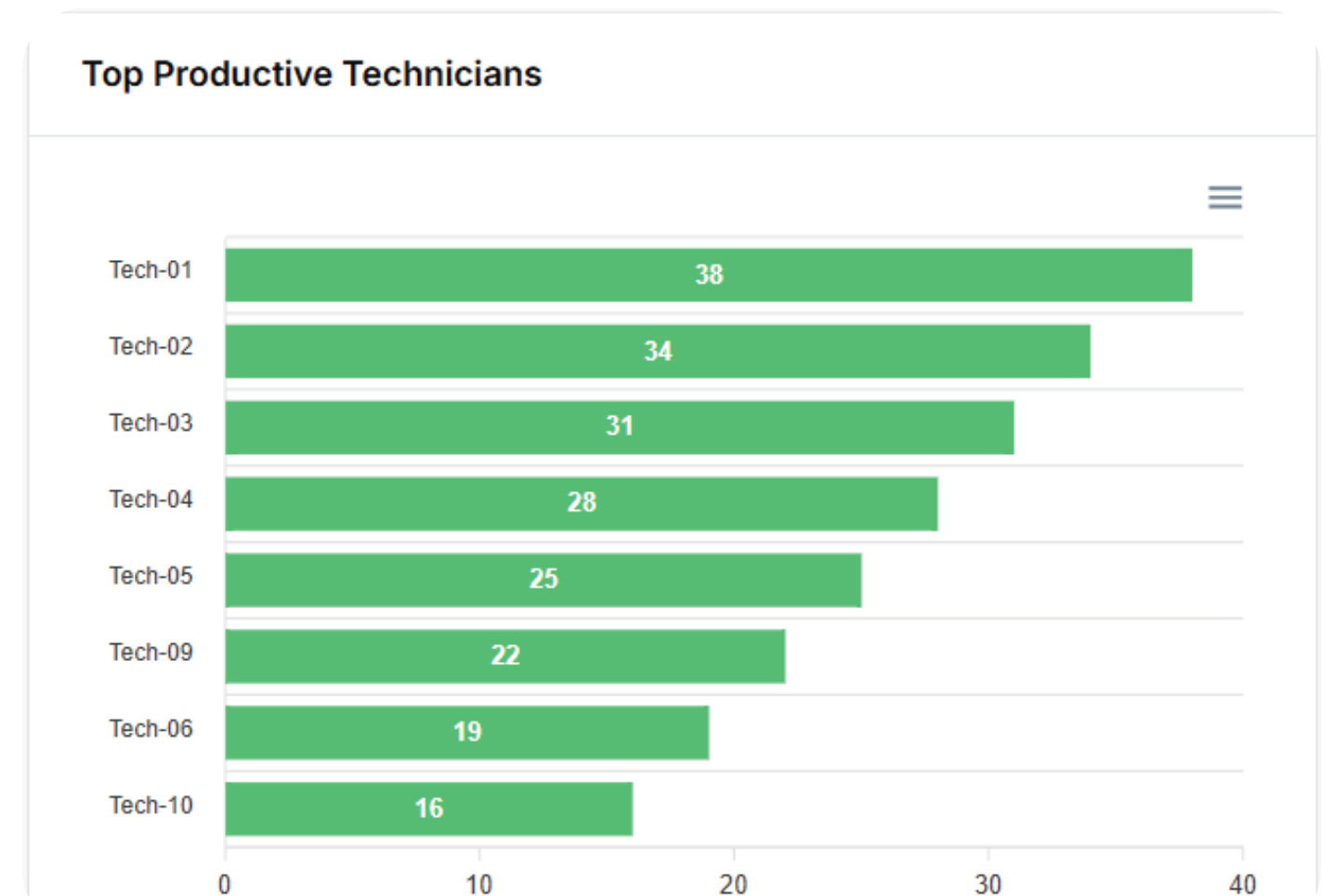
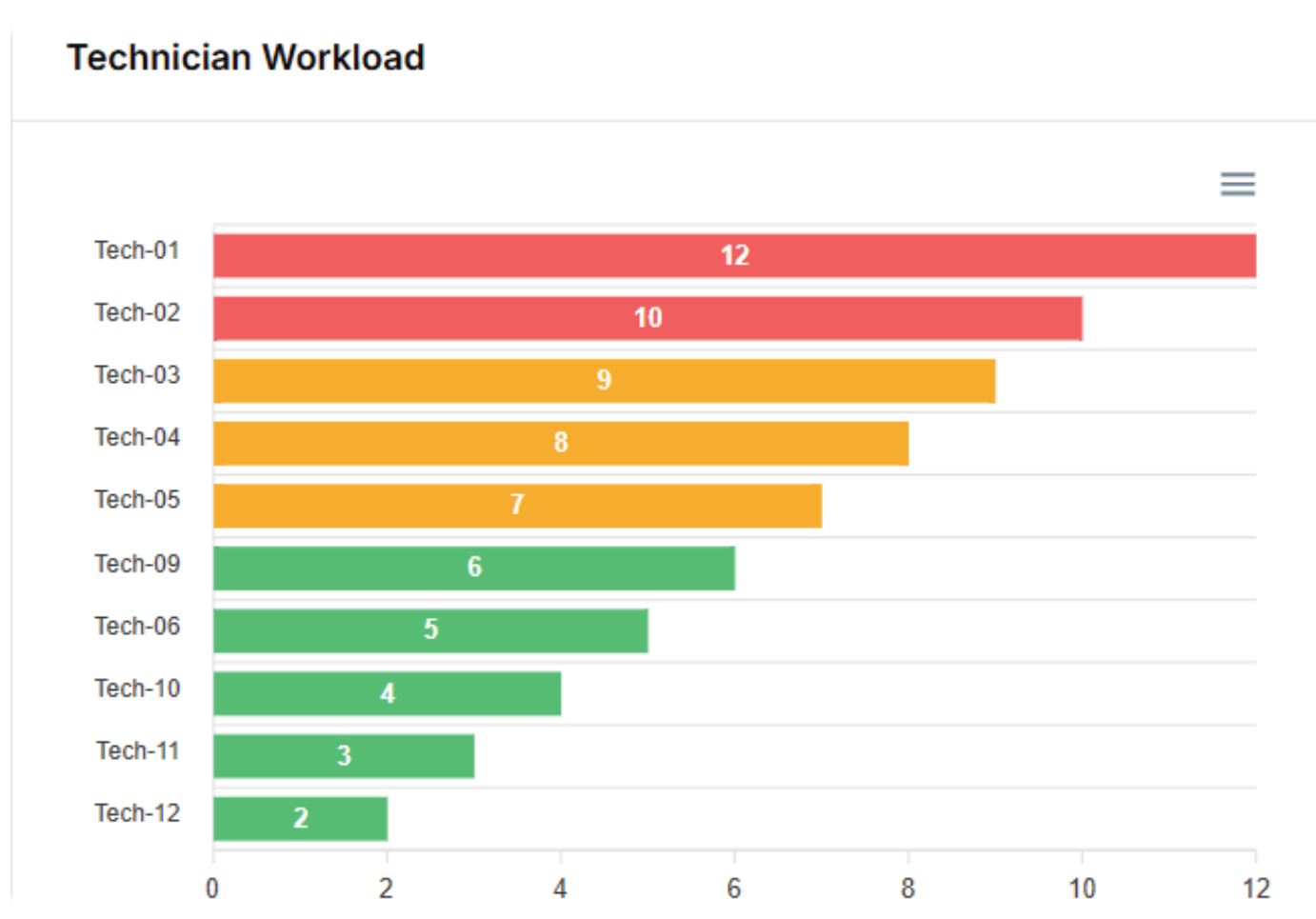
## 73%

+5% vs last month

⚠️ Overloaded Staff

## 6

> 8 active WOs



# Tenant Satisfaction Intelligence

Continuously monitor and improve user experience through data-driven insights

### AI Improvement Suggestions

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Response Time	Pre-position two floating technicians during peak hours (9AM-12PM) to reduce response SLA	-25% response time	78%	Medium
Communication	Enable automated WhatsApp status updates at each WO milestone to reduce follow-up calls	-40% follow-up calls	85%	Medium

# Strategic Performance Recommendations

AI-generated guidance to enhance operational efficiency and decision-making

## Smart Inventory Optimization

Dynamically recommend stock adjustments to eliminate waste and shortages

### AI Reorder Suggestions

Part	Stock	Monthly Use	AI Recommended Action	Status
HVAC Filters (20x25x1)	12	45	80 units	Understock
Electrical Fuses (30A)	8	32	60 units	Understock
Plumbing Seals (2")	156	28	Reduce to 85	Overstock
Belt Drives (B-42)	34	22	No action	Optimal
Contactors (40A)	5	15	35 units	Understock

## Intelligent WhatsApp Conversational Agent

A full AI-powered WhatsApp bot that handles work order submissions, status inquiries, incident reporting from anonymous external reporters, and interactive message flows

## AI-Powered Feedback Analysis

Automatically extracts actionable tags (quality, delay, communication, cleanliness) from tenant feedback, feeding into TSAT dashboards and strategic recommendations

Overall TSAT  
**86.0%**  
Target: 85%

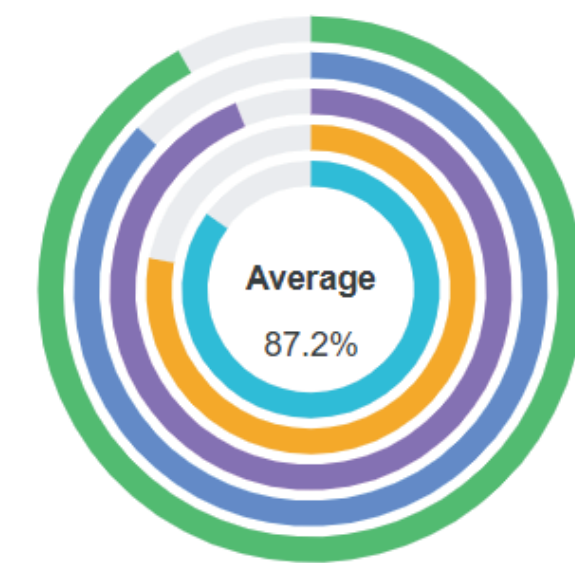
Total Requests  
**189**  
+12% vs last month

Complaints  
**23**  
-8 vs last month

Avg Resolution  
**2.4 days**  
-0.3 days vs last month

Resolved  
**162**  
85.7% resolution rate

### Satisfaction by Service



● HVAC ● Plumbing ● Electrical ● Civil ● Janitorial

### Requests & Satisfaction Trend



# Key Functions Of Lean Ai-Cafm

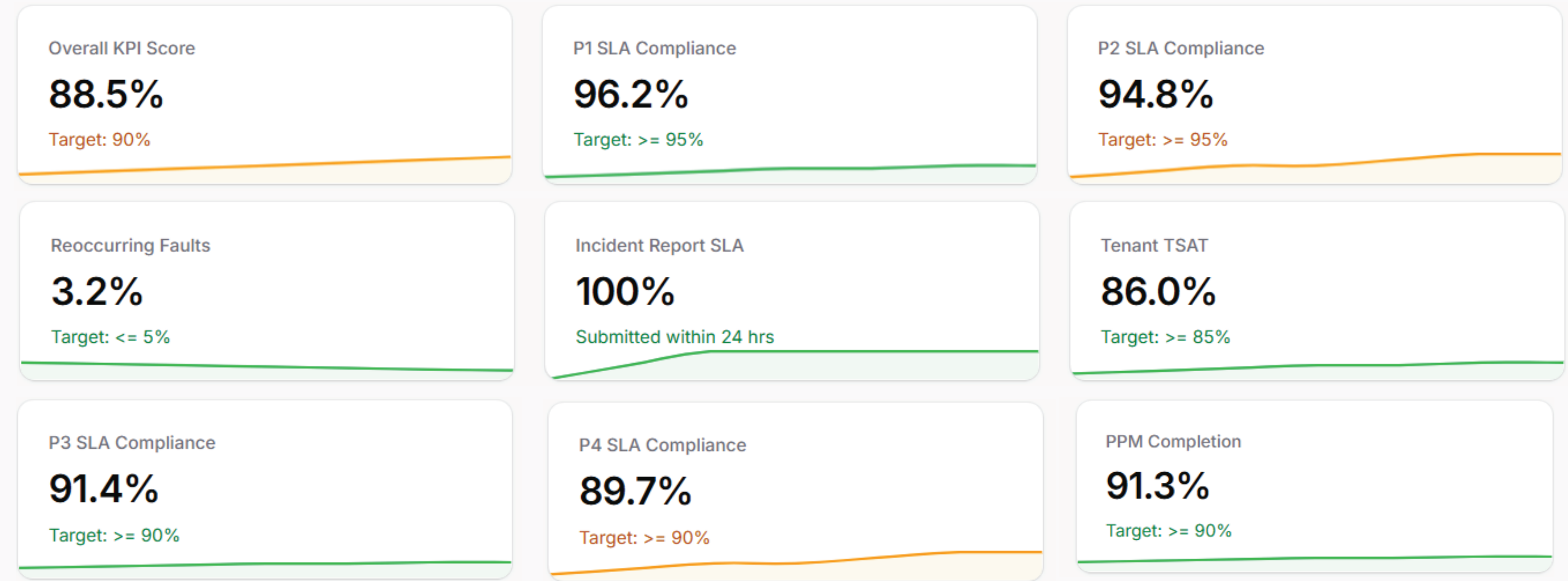
## 01 Work Order Management (End-to-End)

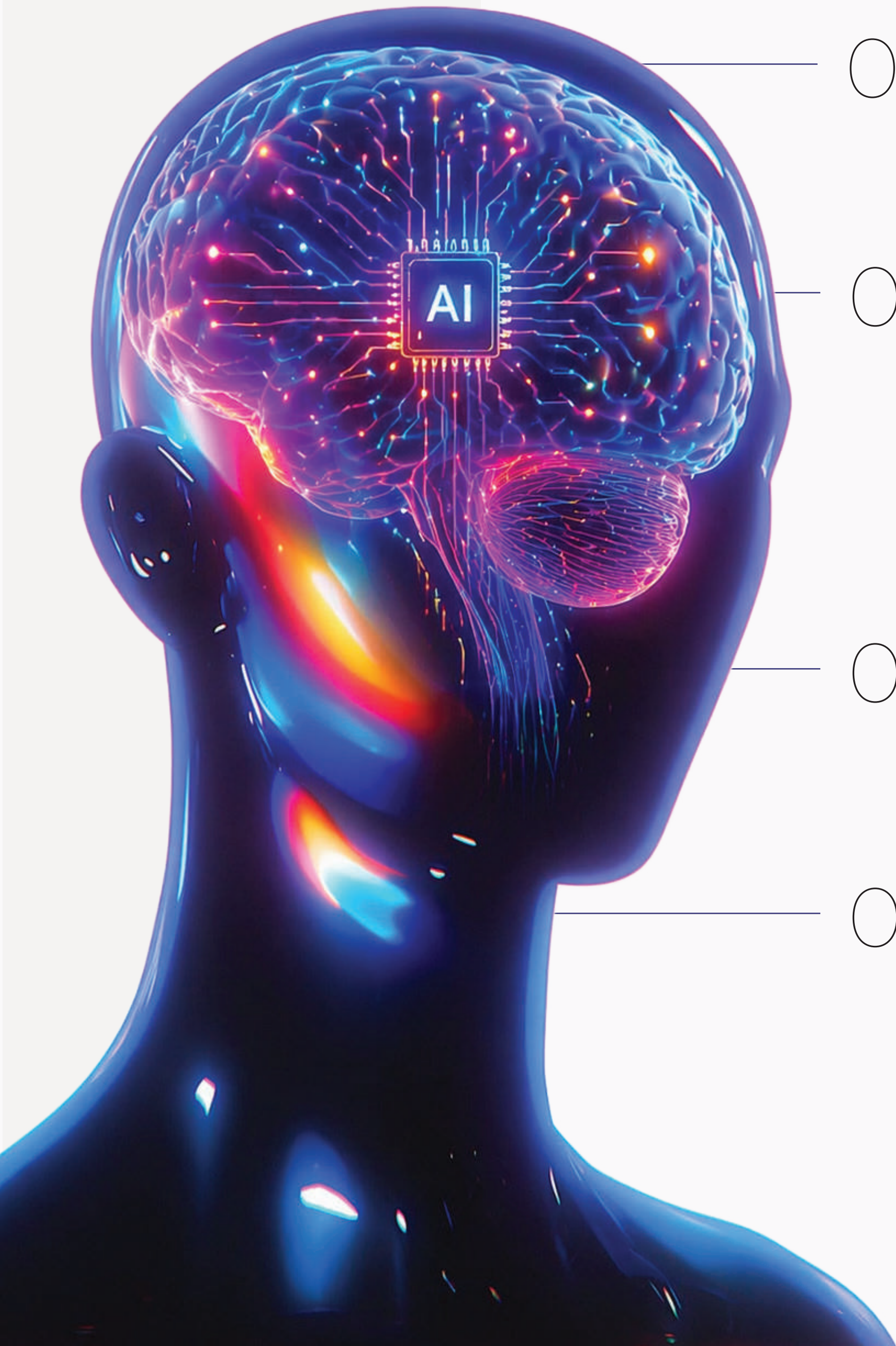
- Work order creation (system / WhatsApp / admin)
- Auto-classification (P1-P5)
- Smart assignment to technicians
- Real-time tracking (status, location, progress)
- Full lifecycle control (open → close → feedback)

## 02 SLA Governance Engine

- Automatic SLA countdown (response & resolution)
- SLA breach detection in real time
- Multi-level escalation (Technician → Supervisor → Engineer → Manager)
- SLA pause/resume with approval logic
- SLA compliance reporting

Filters ↓





03 **AI-Powered Decision Engine**

Suggests solutions based on past cases

Identifies recurring faults

Recommends corrective actions

Predicts potential failures

Asset performance learning over time

04 **Planned Preventive Maintenance (PPM)**

Smart scheduling (daily / weekly / monthly)

Automated task distribution

Technician daily confirmation workflow

PPM compliance tracking

PPM effectiveness analysis

Missed PPM alerts

05 **Tenant Interaction & Experience**

WhatsApp-based request submission

Real-time communication

Automated notifications

Post-service satisfaction (TSAT: Yes/No + comments)

06 **KPI & Performance Management Engine**

Multi-KPI structure (SLA, PPM, faults, incidents, TSAT...)

Weighted KPI calculation

Threshold-based evaluation

Automated deduction calculation

Monthly performance scoring

Maximum deduction cap enforcement

07

## Incident Management System

- Incident trigger from work orders
- Mandatory 24-hour report tracking
- Assignment to engineer or subcontractor
- Multi-level approval workflow
- Root cause analysis tracking
- Incident KPI compliance monitoring

08

## Escalation & Risk Management

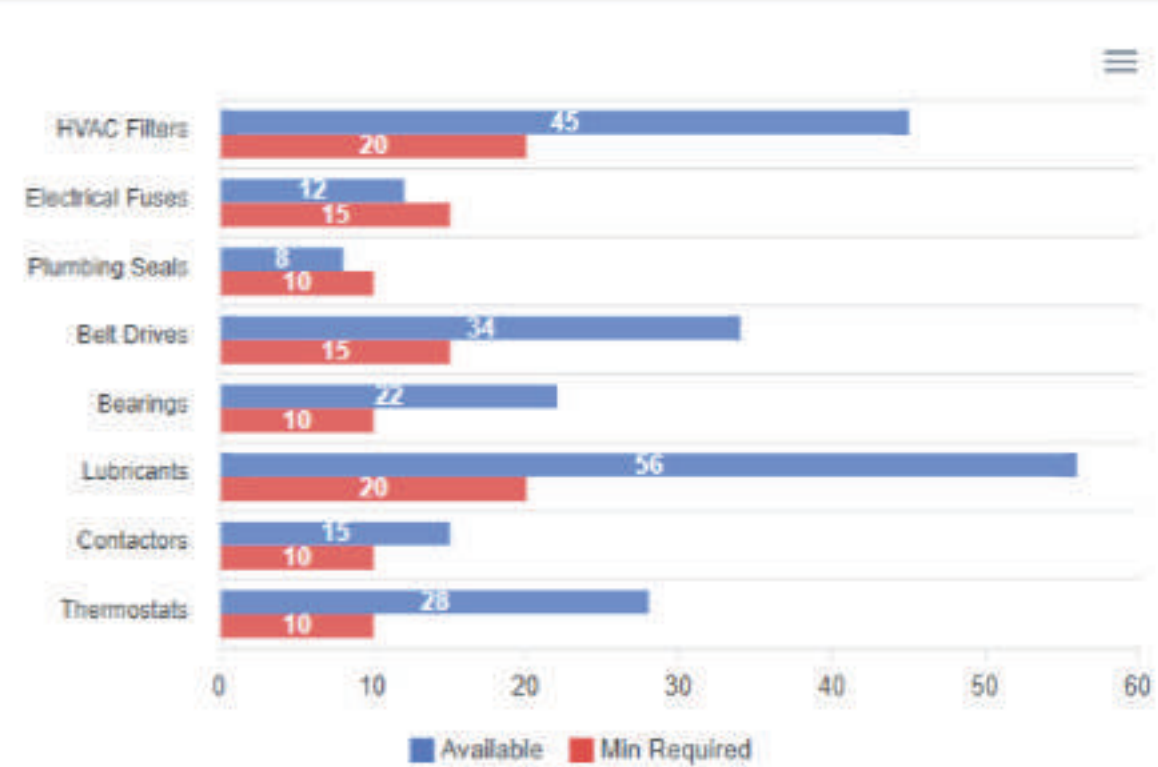
- Automatic escalation for delays
- SLA risk alerts
- Recurring fault alerts
- Technician non-performance alerts
- Critical issue escalation to management

09

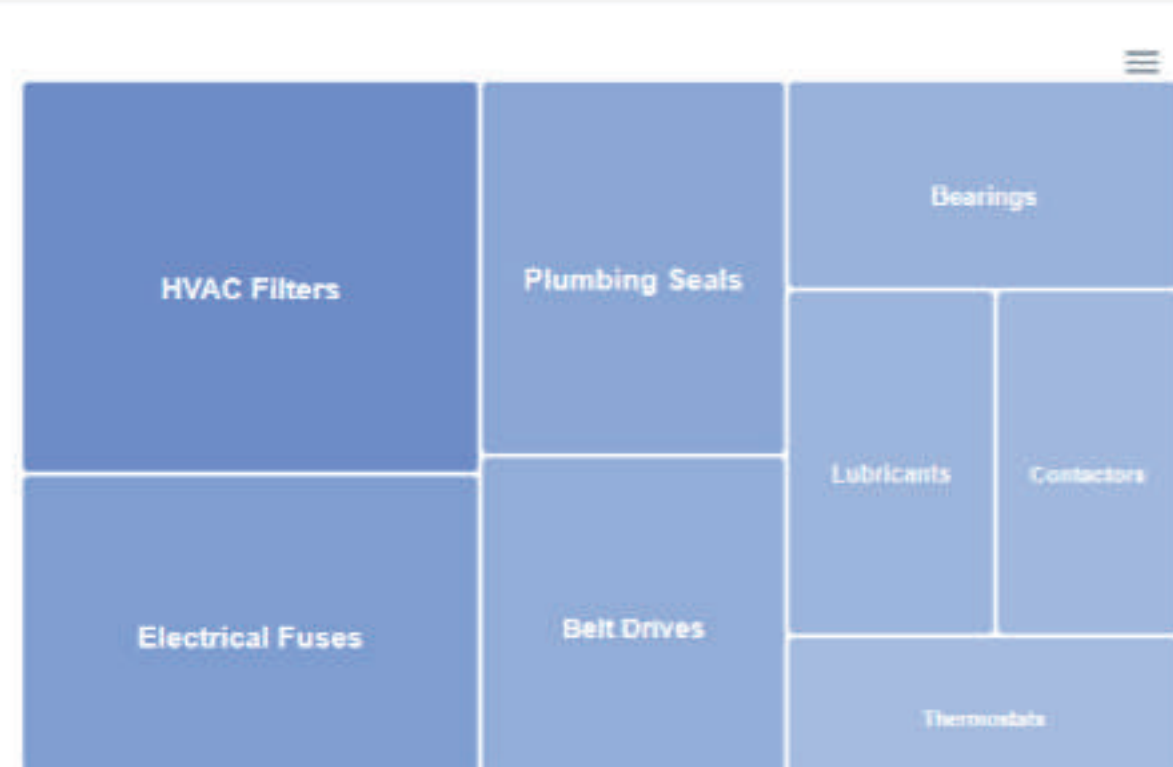
## Spare Parts & Inventory Management

- Spare parts tracking (issued / used / returned)
- Stock visibility
- Material consumption tracking
- Storekeeper workflow control
- Low stock alerts

Stock Health



Top Consumed Parts



Stockout Items

2

Critical Low Stock

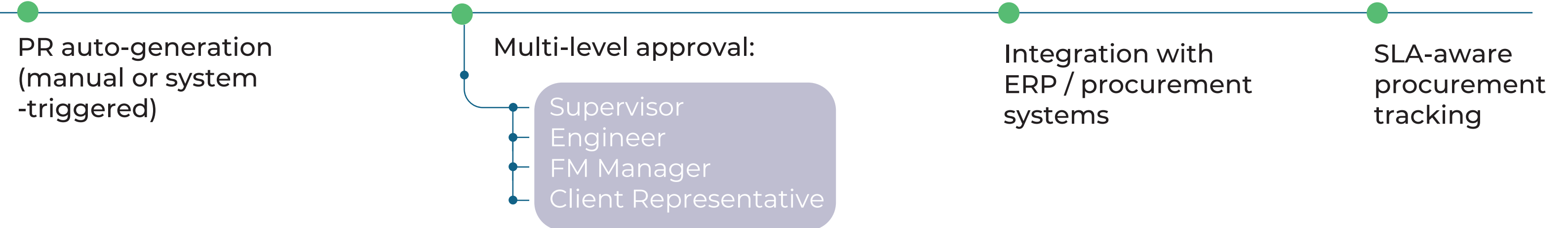
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Avg Fulfillment

1.4 days

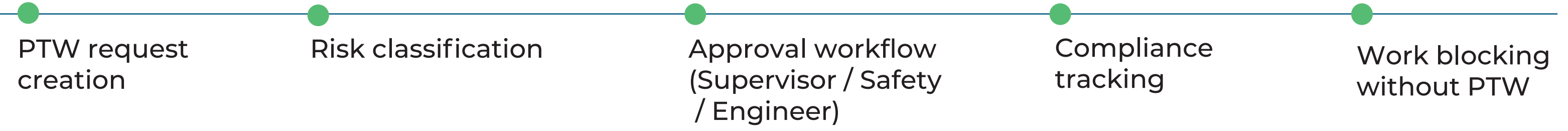
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## Purchase Request (PR) Workflow



11

## Permit to Work (PTW) Management



12

## Real-Time Dashboards & Analytics



Live Work Order Activity

WO #	Type	Priority	Assigned To	Service Provider	Location	SLA Status	Age
WO-2026-4521	Reactive	P1	Tech-01	SP-1	Building A - Floor 3	At Risk	4 hrs
WO-2026-4518	PPM	P3	Tech-02	SP-2	Building C - Roof	On Track	1 day
WO-2026-4515	Incident	P1	Tech-04	SP-3	Building B - Basement	Breached	6 hrs
WO-2026-4510	Reactive	P2	Tech-03	SP-4	Building D - Floor 1	On Track	12 hrs
WO-2026-4507	PPM	P4	Tech-05	SP-5	Building E - Floor 5	On Track	2 days
WO-2026-4503	Reactive	P2	Tech-07	SP-1	Building A - Floor 7	At Risk	18 hrs
WO-2026-4499	Incident	P3	Tech-06	SP-2	Building F - Floor 2	On Track	1 day
WO-2026-4495	Reactive	P1	Tech-08	SP-3	Building C - Floor 4	Breached	8 hrs

13

## Workforce Performance Management

● Technician productivity tracking

● SLA compliance per technician

● Quality performance

● Workload distribution

● Underperformance identification

### Workforce & Demand Intelligence

Category	Insight	Impact	AI Recommendation
Peak Hours	Work order volume peaks between 8am–11am and 2pm–5pm (68% of all WOs)	High	Shift 3 technicians to morning start (7:30am) to reduce P1/P2 response time by ~22%
Technician Shortage	HVAC team handling 2.8x capacity — 14 WOs per technician vs 10 target	Critical	Request 2 additional HVAC technicians from SP-1 or engage subcontractor for peak coverage
Over-staffing	Soft services team has 40% idle time on Tuesdays and Thursdays	Medium	Redistribute soft service technicians to support reactive maintenance on low-demand days
Seasonal Demand	HVAC reactive WOs increase 45% in summer months (Jun–Sep)	High	Pre-position 2 temporary HVAC technicians from May through September to manage seasonal surge
Peak Hours	Emergency WOs (P1) occur 73% of the time between 11pm–6am on weekends	Critical	Establish dedicated on-call rotation for weekends — minimum 1 HVAC and 1 electrical technician

14

## Asset Management & Intelligence

● Asset register and hierarchy

● Maintenance history

● Failure tracking

● Lifecycle insights

● Replacement recommendations (AI-driven)

15

## Communication & Collaboration

WhatsApp interaction with tenants

Notifications and alerts

Full communication audit trail

16

## Audit & Compliance Tracking

Full action logging (who did what, when)

SLA audit trail

Approval tracking

Incident documentation

Compliance reporting

17

## Facility Booking & Amenity Management

Booking for shared facilities (pool, gym, meeting rooms)

Conflict detection and scheduling control

18

## Service Marketplace (On-Demand Services)

Paid services catalog

Scheduling and request handling

Payment integration

19

## Executive Control & Decision Support

Real-time performance visibility

Financial impact tracking

Service provider evaluation

AI recommendations:

Improve  
Penalize  
Replace

## Significant Increase in Tenant Satisfaction

Driven by faster response times and improved service quality

## Up to 30% Reduction in Operational Costs

Through intelligent optimization and resource efficiency

## 100% SLA Control

Enabled by predictive alerts

## Full Operational Visibility in Real Time

Across assets, workforce, and service delivery

## Up to 30% Extension in Asset Lifecycle

Through predictive maintenance strategies

# Business Impact

Lean Ai-CaFM delivers tangible, high-impact results:

## Zero Training Deployment

WhatsApp-first means tenants need no training to interact with the system

## Days-Not-Months Implementation

13 bulk importers enable rapid data migration and system enrollment

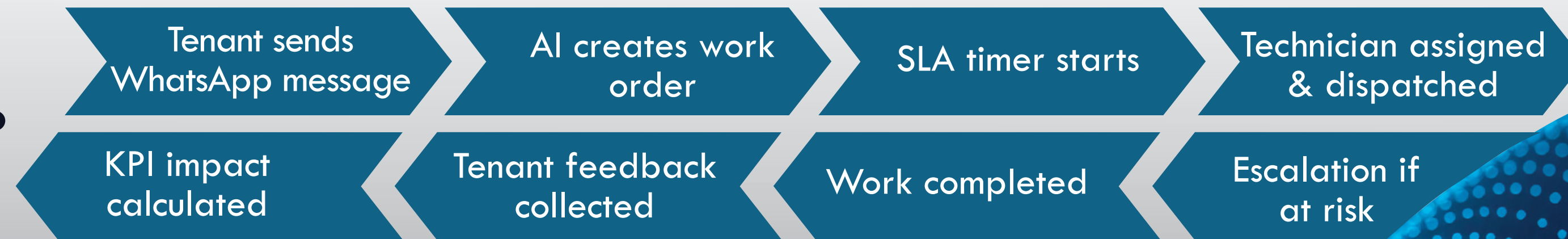
# How It Works

Zero-Download.  
Zero-Training.  
Instant Access.

At Lean Ai-CaFM, we believe that performance is not driven by systems alone, but by all stakeholders involved in the operational ecosystem. That is why the platform is designed with a simple and intuitive user experience that enables full participation from every

Lean Ai-CaFM will manage your entire operation end-to-end, from helpdesk request intake through execution, monitoring, and all the way to final KPI calculation and performance evaluation

Not every stakeholder needs a dashboard. **Lean Ai-CaFM** extends its reach through WhatsApp, the world's most widely used messaging platform, ensuring that every user can interact with the system from their existing phone.



This single flow touches 7+ modules and demonstrates how the platform operates as a unified ecosystem, not a collection of disconnected features.

# Key Capabilities:



01

- AI-powered conversational interface

02

- Interactive buttons and menus for guided workflows

03

- Work order submission with photo, document, and GPS location

04

- Facility booking and service on demand requests

05

- Real-time status inquiries and updates

06

- Incident reporting

07

- History log

# Operational Transformation

## From traditional FM to Intelligent Operations

### Traditional CAFM

Reactive maintenance model

Manual SLA tracking

Limited operational visibility

High operational costs

Tenant complaints driven

Requires system login and training

Weeks to months for enrollment

Single or limited admin interface

Manual escalation processes

Basic static reporting

High per-user license cost

Requires cloud access panel for all users

Limited KPI tracking

No real-time performance alerts

Weak audit trail

No predictive maintenance

Manual PPM planning and scheduling

No control over technician behavior

Limited client visibility

### Lean AI-CAFM

Predictive, AI-driven maintenance and decision-making

Autonomous SLA governance with real-time monitoring and multi-level escalation

12+ real-time, executive-level customizable dashboards

Optimized cost structure through automation and efficiency

Proactive, data-driven tenant/End-user satisfaction with AI insights

User-friendly chat-based interaction (minor training needed for end users)

Enrollment within days using 13+ bulk data importers

17+ role-based interfaces (technician to executive level)

Automated multi-level intelligent SLA escalation

65+ AI-powered dynamic dashboard widgets

Cost-efficient model enabling full team participation

Can operate fully via WhatsApp without logging into system

Advanced KPI engine with automated deduction logic

Live alerts for SLA risk, recurring faults, and performance gaps

Full auditability (who did what, when, and why)

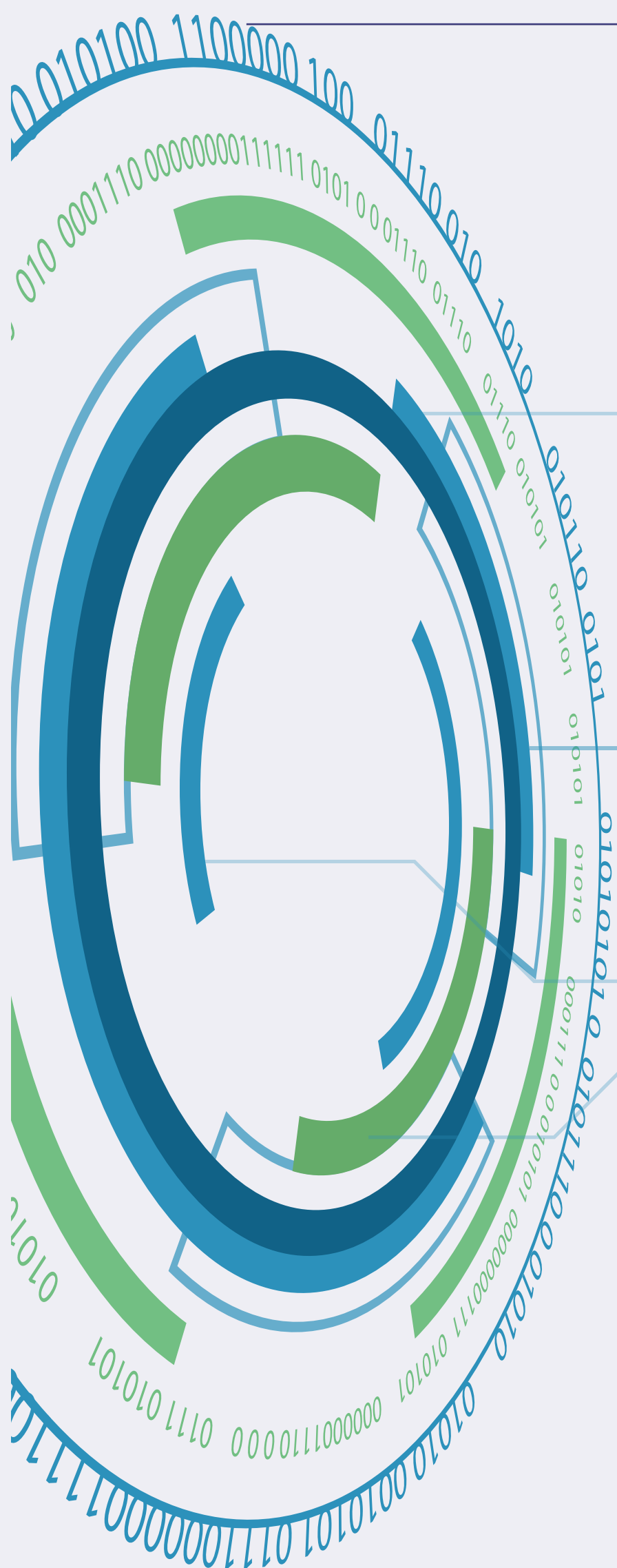
AI learning engine predicts failures and recommends actions

AI-assisted PPM optimization and automated dispatching and scheduling

Full behavioral tracking and performance measurement per technician

Full transparency with client dashboards and performance insights

# Industry Applications



**Lean Ai-CaFM** is designed to operate across diverse sectors:

- Residential & Mixed-Use Developments
- Commercial Towers & Business Districts
- Retail & Shopping Destinations
- Government & Public Infrastructure
- Smart Cities & Mega Developments
- Healthcare & Critical Facilities
- Education Campuses & Universities
- Hospitality & Hotels

Experience **Lean Ai-CaFM** in Action

- Scan to unlock an interactive demonstration of Lean Ai-CaFM and experience the future of Facilities Management, powered by intelligence, control, and performance governance.



**SCAN FOR A DEMO**

# Lead the Future of Facilities Management

TRANSITION FROM REACTIVE OPERATIONS TO PREDICTIVE, INTELLIGENT CONTROL WITH Lean Ai-CaFM.

This is not an upgrade.  
This is a transformation.

**Contact Us**



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