



**5 - 8 DECEMBER 2022**  
DUBAI WORLD TRADE CENTRE

# **OUTSOURCING FACILITIES MANAGEMENT**

**ALTAF LORGAT**

**6TH DECEMBER 2022**



# OUTSOURCING FACILITIES MANAGEMENT

## General Overview



- Global level
- Regional level
- Local level

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# OUTSOURCING FACILITIES MANAGEMENT

## Outsourcing Considerations



- What can be outsourced?
- All or nothing?
- What model should be applied?
- Should every company outsource?

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# OUTSOURCING FACILITIES MANAGEMENT

## Pros and Cons of Outsourcing



### PROS

- Savings
- Expertise
- Risk management
- Business continuity
- Certifications/accreditations
- Support with improving service delivery through wider exposure

### CONS

- Loss of control
- Contract document
- Hidden costs
- Understanding and managing KPIs
- Conflict of interest
- Exposing intellectual property
- Low engagement

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# OUTSOURCING FACILITIES MANAGEMENT

## Procurement Process and Scope of Works



- Procurement Process
  - Subject Matter Experts
  - Site visits
  - Drawings with demarcation plans
  - Asset register
  - Historical data
  - Desktop technical evaluation
  - Service Provider Presentation technical evaluation
  - Commercial evaluation
- Scope of Works
  - Defined services
  - SOPs
  - SLAs and KPIs
  - Contract term
  - Payment terms
  - Termination clause



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# OUTSOURCING FACILITIES MANAGEMENT

## Actions

- Determine which model suits your business
- Agree on your organisation structure
- Consider a governance layer within your organisation
- Invest in bringing in short-term consultants to support
- Create a RACI matrix
- Define penalty/reward thresholds
- Promote a partnership approach



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