



شركة الازمان للخدمات الفنية المساندة  
Al Azman Technical Support Services Co.

# Company Profile

MANPOWER  
SUPPLY  
COMPANY



رؤية  
VISION  
2030  
المملكة العربية السعودية  
KINGDOM OF SAUDI ARABIA



### CEO & GM Message:

While the business environment is changing with unprecedented speed, we are committed to making further strides, both as individuals and as a consolidated group, toward the creation of practical solutions in all our business domains, guided by our highest aspirations and ambitious goals. Our purpose is to make an impact that matters. This, together with our shared values, give us the foundation for who we are and what we do at Al Azman Technical Support Services Company. With these values and purpose at our core, we believe that everything else will follow: our talent, our clients and society will all reach their full potential, together, with us leading the way. While we are not in business just to get bigger, being better at what we do will also make us bigger. Our firm's growth in the past five years convinces us that we are on the right path.

## Introduction



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Al Azman Technical Support Services Co.

### How we do it:

- Management Staff all over KSA
- Operation Team: 8
- HEAD OFFICES : RIYADH, KSA
- Total Solutions under 1 Roof
- Resources – Visa availability
- Logistics – Not outsourced

### Services:

- Facilities
- Management
- Hard FM & MEP
- Landscape
- Recruitment & Staff outsourcing
- Training

### Sectors:

- Healthcare & Pharmaceuticals
- Industrial & Manufacturing
- Airports Educational Malls & Retail
- Corporate & Commercial
- Oil & Gas

### **Our Core Focus:**

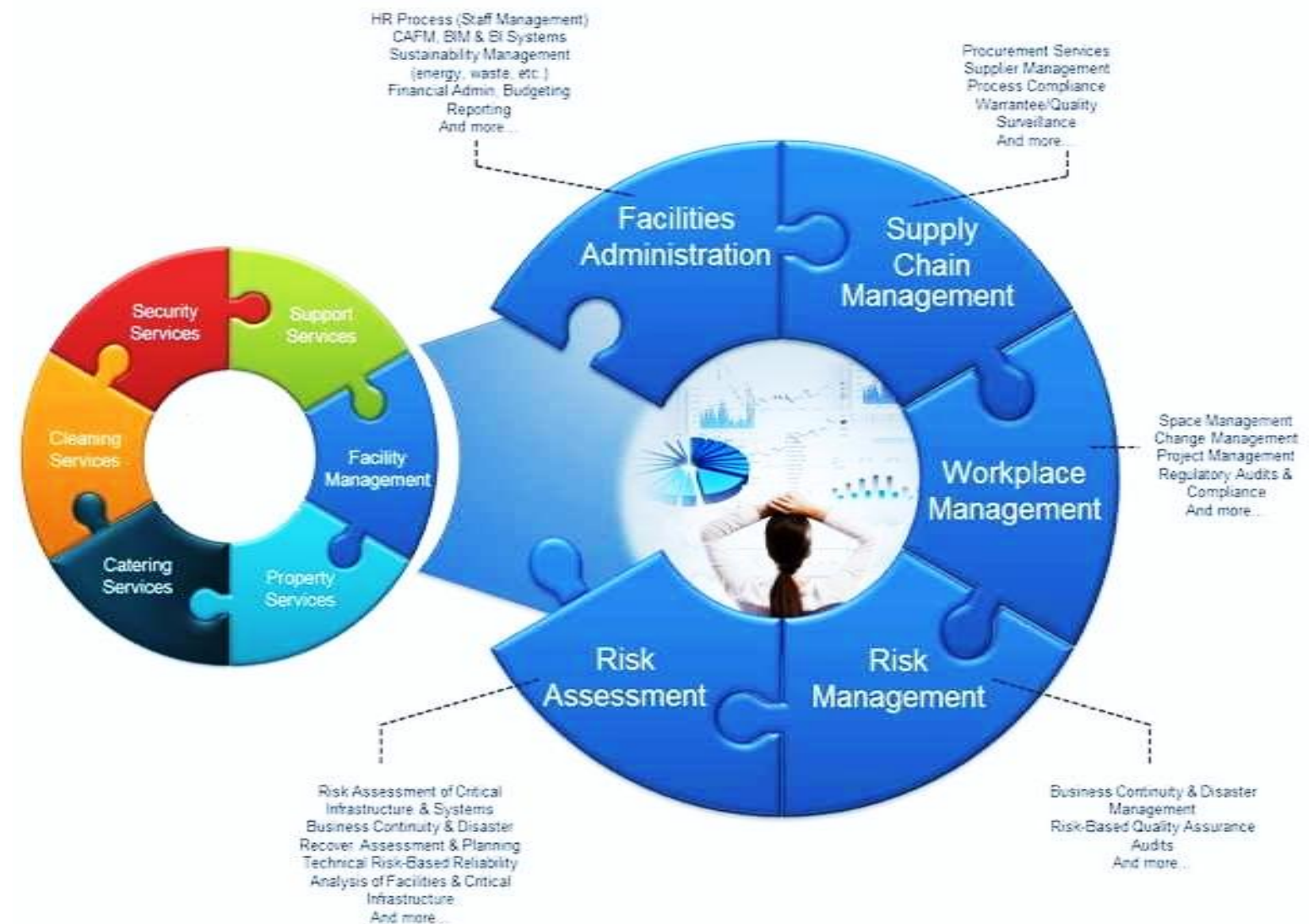
- Partnership – Retention & Growth
- People Skills and Management
- Communication & Coordination
- Assurance in Quality and Safe Service
- Delivery
- Project Ownership

### **A Tradition of High- Quality Service:**

- Established in 2020
- Headquartered in Riyadh with 02 Operational in Jeddah & Dammam.
- Maintaining over 20 facilities daily in all major cities within the Kingdom of Saudi Arabia.
- Ownership Structure built on a tradition of commercial leadership in the Kingdom of Saudi Arabia.

## Our Integrated Service Offering:

- Buildings Management
- Help Desk & CAFM
- Managing Agent
- Janitorial and Cleaning
- Pest Control
- Landscaping
- MEP
- Asset Management
- Risk Management
- Administration support



## Business Model

### **Our Integrated Service Offering:**

In depth understanding of professional service, knowledge, innovation and teamwork. A dedicated and performance driven team with a single point of responsive contact. Ultimate efficiency through consolidation and comprehensive integration of in house services, mitigating multiple contractor risk, money and energy. Advanced FM systems (CAFM) that ensure intelligent workflow management for effective and efficient control and delivering performance expectations. A flexible partnership approach, that create synergies and added value to service and results. Delivering world class standards and ultimate customer satisfaction.



## CAFM System Modules:

- Calendar
- Helpdesk
- Job Cards
- Contacts
- Sites/Buildings
- Personnel
- Inventory
- Warehouse
- PPM
- Quotes
- Invoices



### Type of schedules and maintenance reports:

- Daily Schedule and reports
- Weekly schedule and reports
- Monthly schedule and reports
- Feedback reports indicating the statuses of activities performed
- Inventory reports indicating the level of parts
- Assets movements report

### Equipment & Consumables:

- We will provide equipment and consumables in accordance with the terms of our agreement with the client.

### Service Continuity:

- Manpower deficiencies will be supplemented by internal/external recruitment and alternatively resourced through secondment of existing business units.
- Planned maintenance activities will be allocated to the reactive team or undertaken by immediate line management.
- Reactive maintenance absences risk (short and long term) will be mitigated through a resourcing of technical staff being temporarily seconded from within our workforce or via approved subcontractors where most effective.



## Operations Control

- All Projects Lead, Shift Supervisors will be trained with SOPs and SOWs for each location/type of work.
- Periodic in-house and on-site refresher training will be provided for each shift on Monthly/Quarterly basis.
- QA checklists, Daily/Weekly self-audit scorecards system will be implemented through Shift Supervisors and Project Leads for internal reporting.
- Al Azman Technical Support Services MEP & Renovation Services: is a well-established Maintenance
- Division of Al Azman Technical Support Services that has provided Turnkey Building Solutions to
- Industrial and Commercial sector clients across the Kingdom.

We provide an extensive range of services to suit each client accordingly backed by Al Azman Technical Support Services company to cover:

- Mechanical
- Electrical
- Operation's
- HVAC
- Maintenance
- Renovations

Our professional team of management engineers, architects and support staff provide commercial and personalized services to a wide range of clients.

## MEP

### MEP maintenance:

- Site staff will adopt to the O&M manuals.
- Develop a PPM regime for each facility under our management.

### PPM regimes will be considering the following:

- legislative and mandatory requirements
- Manufacturer's recommendations
- International standards, codes of practice and industry best practice.

We will implement the maintenance plan to ensure integration of all activities.

### MEP maintenance services:

- Single point of contact
- Condition survey
- Asset verification (testing and commissioning and documentation)
- KPI's and SLA's.
- Interface of Maximo with our CAFM system
- Use of service areas support rapid response capabilities across the portfolio.
- Our rapid response strategy will be complimented by strategically located multi-skilled technicians.
- Use of IT solutions will drive service efficiency.
- Service delivery will be further supported by our CAFM helpdesk facility using both leading and lagging KPI's.

## Cleaning Service Methodology:

In order to optimize cost and Client satisfaction, our principles are embedded in our methodology, These are:

Prestige | Hygiene | Standard | Basics

<u>Prestige:</u> -	Higher presence of staff at key areas &	Follow safety cleaning Methods –
<p>Areas which are exposed to members of the public</p> <p>Example: Comm. Retail Areas during Weekends</p>	<p>Toilets, ensuring all areas are kept clean &amp; dry with increased frequency of cleaning.</p> <p>Reactive Response Time as per agreed. PRESTIGE/VVIP areas</p> <p>Staff supervision is emphasized.</p>	<p>Implement Safety Signage for wet floors.</p>

# Professional Cleaning





## QSB – Quality Score Board Quality Management:

Quality score boards, allows the client to review our services on weekly and monthly basis. We have set benchmarks for each category in these reports which includes:

The areas of concerns picked up from QSBs are then rectified on time-to-time basis and reported to client as per client satisfactory level.

Spot checks by management through regular visits to ensure that these concerns are resolved, and not reoccurred and high quality of services is maintained.

ACTIVITY	RISK : HIGH/ MODERATE/ LOW	MEASURES TO CONTROL	RISKS AFTER CONTROL
MOBILIZATION OF MANPOWER , VISAS, TRAINING & REQUIRED SKILLS	<b>HIGH</b>	WE HAVE POOL OF 500 VISAS WITH DIFFERENT NATIONALITIES & CATEGORIES F.S.C GROUP MAINTAINS A COMPREHENSIVE DATABASE OF QUALIFIED & CERTIFIED CANDIDATES FOR ALL REQUIRED ADDITIONAL POSITIONS , BOTH LOCALLY AND INTERNATIONALLY , THESE CANDIDATES ARE TESTED AND PASSED THE REQUIREMENT AND READY TO JOIN UPON REQUEST	<b>LOW</b>
QUALITY OF SERVICE PROVIDED DURING MOBILIZATION	<b>HIGH</b>	SOME TECHNICAL STAFF ARE GOING TO BE FROM OUR CURRENT OPERATIONS PRESENTED AT THE SITE DURING THE MOBILIZATION TO ENSURE THE QUALITY IS PROVIDED AND SOP'S ARE IMPLEMENTED	<b>LOW</b>
MOBILIZATION OF TOOLS & EQUIPMENTS	<b>HIGH</b>	F.S.C GROUP HAS RICH EXPERIENCE IN SOURCING AND SUPPLYING VARIOUS ITEMS , EQUIPMENTS AND CONSUMABLES AS WELL WE HAVE LIST OF APPROVED SUPPLIERS DISTRIBUTED IN THE KINGDOM	<b>LOW</b>
CONDITION SURVEY & ASSET MANAGEMENT	<b>HIGH</b>	BY DEPLOYING DURING THE MOBILIZATION PHASE FROM OUR CURRENT OPERATIONS TO IMPLEMENT AND CONDUCT CONDITION SURVEY.	<b>LOW</b>

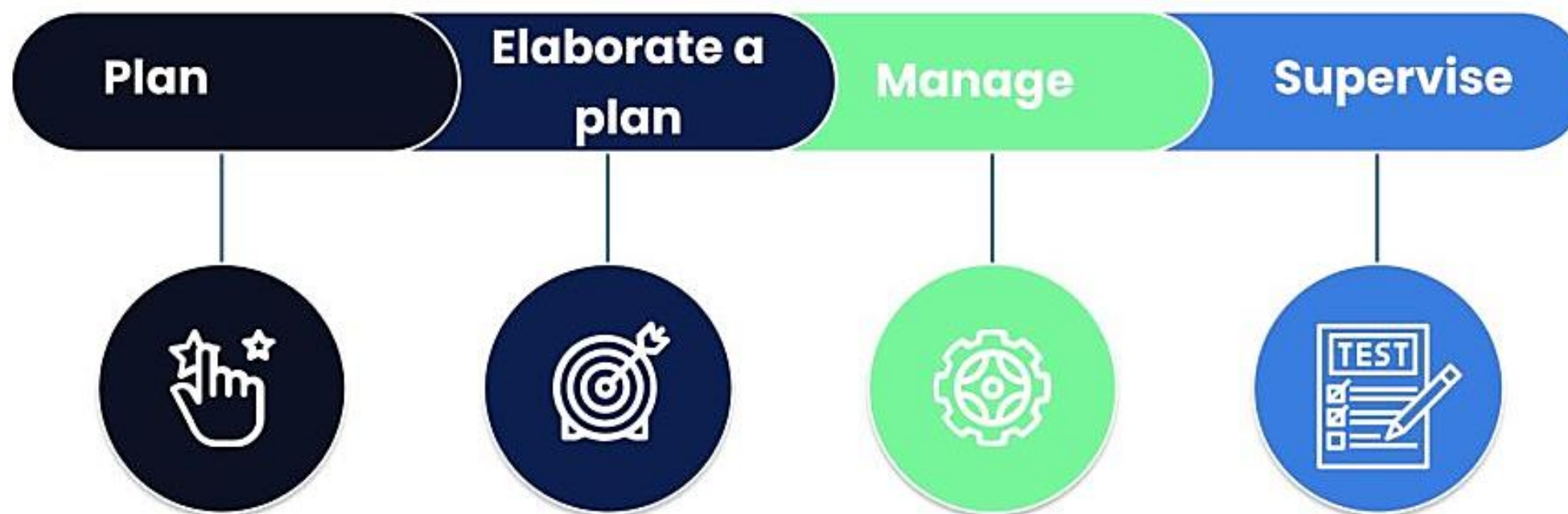
## Step Approach:

- Evaluating the SOW requirements
- Analyzing projected workload estimates
- Reviewing scheduled and unscheduled requirements
- Determining a thorough project risk assessment
- Applying cross-utilization of technical and support positions
- Using our ability and knowledge to hire trained and qualified personnel
- Determining productivity times using industry standards, innovations, and experience
- Establishing the level of corporate support drawing on established quality and efficiency processes.
- Incorporating current and previous corporate experience in operation.



## Communication Management:

- Value Culture of AL AZMAN allows our valuable partners to communicate up to the Chairman.
- For every Project Communication Escalation Matrix is agreed and established for all transparency and efficiency.





## Clientele And Collaborators



# Commercial Registration & VAT Certificate

٧٠٢٣٨٥٩٦٨٤ : الرقم الموحد  
١٠١٠٧٢٥٧٤٩ : رقم المنشأة  
١٤٤٢/١١/٢٠ هـ : التاريخ

شهادة تسجيل فرع شركة  
Branch Of Company Registration Certificate

وزارة التجارة  
Ministry of Commerce

الاسم التجاري للشركة : شركة الأزمان الحديثة للمقاولات العامة  
نوعها : ذات مسؤولية محدودة  
مركزها الرئيسي : 2319 الرياض 22 7674-12851  
هاتف : : الرمز البريدي : ١٢٨٥١ : ص. ب :  
رقم سجل المركز الرئيسي : ١٠١١١٣٨٩١٤ : تاريخه : ١٤٤٠/٠١/٠٨ هـ : مصدره : الخرج  
الاسم التجاري : شركة الأزمان للخدمات الفنية المساندة  
العنوان : ٣٤٣٢، ابي حفص الدار قطن، حي الملز، ٧١٣٨  
هاتف : : الرمز البريدي : ١٢٨٣٦ : ص. ب :  
النشاط : للاطلاع على بيانات الأنشطة الرجاء مسح الرمز التجاري  
اسم المدير (رباعيا) : سمير خان  
الجنسية : هندي  
رقم السجل المدني : ٢١٨٨٥٨٢٣٠٤ : تاريخه : : مكان الميلاد : الهند  
سلطات المدير : حسب ما نص عليه عقد الشركة : تاريخه : : مصدره : جوازات الرياض  
يشهد مكتب السجل التجاري بمدينة : الرياض : بأنه تم تسجيل فرع الشركة المذكورة أعلاه بمدينة : الرياض  
وتنتهي صلاحية الشهادات في : ١٤٤٧/١١/٢٠ هـ : بموجب الإيصال رقم : ٣١١٦٦١٠٣ : وتاريخ : ١٤٤٤/٠٤/٠٦ هـ

يمكنكم التحقق من صحة هذه الشهادة بالدخول على <http://qr.mc.gov.sa>  
+966 11 294 4444 | Riyadh 11162 | Kingdom of Saudi Arabia | المملكة العربية السعودية | www.mc.gov.sa | MCgovSA @ f t y

100201022643927

تاريخ الإصدار: 2020/10/12  
الرقم المميز: 3107337663

الهيئة العامة للزكاة والدخل  
General Authority of Zakat & Tax

ضريبة القيمة المضافة  
VAT

شهادة تسجيل في ضريبة القيمة المضافة  
VAT Registration Certificate

تشهد الهيئة العامة للزكاة والدخل بأن المكلف أدناه مسجل في ضريبة القيمة المضافة بتاريخ 2020/10/12

Hereby, The General Authority of Zakat & Tax (GAZT) certifies that the taxpayer below is VAT registered on 12/10/2020

اسم المكلف:	شركة الأزمان الحديثة للمقاولات العامة شركة شخص واحد
رقم التسجيل الضريبي:	310733766300003
تاريخ نفاذ التسجيل:	2020/11/01
عنوان المكلف:	الخرج حي السلام العام، 16278

اسم المكلف: شركة الأزمان الحديثة للمقاولات العامة شركة شخص واحد  
رقم التسجيل الضريبي: 310733766300003  
تاريخ نفاذ التسجيل: 2020/11/01  
عنوان المكلف: الخرج حي السلام العام، 16278

كمكلف مسجل في ضريبة القيمة المضافة، لا يجوز لك تحصيل ضريبة القيمة المضافة من عملائك قبل تاريخ نفاذ التسجيل بالضريبة. في حال تبين غير ذلك، ستقوم الهيئة العامة للزكاة والدخل بتنفيذ الغرامات المستحقة

هذه الوثيقة مرسلة من النظام التالي ولا تحتاج إلى توقيع  
- الهيئة العامة للزكاة والدخل -

# Company Details

## Company General Information

Business Name	Al Azman Technical Support Services Co.
Commercial Registration	C.R. 1010725749
Chamber Of Commerce Registration	649528
VAT Registration No.	310733766300003
Business Address	Riyadh PO Box 12851 Tel: +96611 2920234 Fax: +96611 2920234
CEO	Mr. Dafi Al Masareer
General Manager	Mr. Sameer Khan
HR Manager	Mr. Mohammed Al Masareer
Administration Department	Mr. Muhammad Rizwan
Finance Department	Mr. Rami Ibrahim
Operations & Development Manager	Mr. Mir Mohammed Ali Khan
Customer Relationship Manager	Mr. Faisal Al Swaileh

## Location



# Company Profile

# رؤية VISION 2030 المملكة العربية السعودية KINGDOM OF SAUDI ARABIA

Hayat Complex- Salah Ad Al Ayyubi Rd, Al Malaz

Riyadh 12851, KSA

CC. 242582

Telefax: 0112920234, Mob: 0540780786

[info@alazmanss.com.sa](mailto:info@alazmanss.com.sa)

[www.alazmanss.com.sa](http://www.alazmanss.com.sa)



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