

Unifying Asset Management for Healthcare

Name: Dubai Health Authority (DHA)
Industry: Healthcare



Business Problem

DHA grappled with key healthcare asset management hurdles: decentralized lifecycle oversight, limited asset clarity and reliability, disjointed maintenance and contractor handling, and costly, inefficient inventory and purchasing methods. *They sought a solution to enhance asset visibility, streamline maintenance, and manage contractors effectively.*

How Intertec Helped

Intertec assisted the client in transforming their asset management and operational efficiency by:

- Establishing a centralized platform for holistic management of facility and bio-medical assets
- Improving asset visibility, traceability, and reliability through data-driven insights
- Optimizing maintenance operations, reducing downtime, and extending asset lifespan
- Enabling seamless collaboration with both internal and external contractors for efficient work management
- Streamlining inventory processes and purchasing, leading to cost-effective inventory management

Business Outcomes Delivered

With integrated EAM implementation, DHA witnessed substantial improvements in various aspects of their operations, leading to impressive outcomes:

- Elevated accuracy and transparency of asset data using a centralized, single-source platform
- Achieved a 20% reduction in work turnaround time through optimized processes, seamless integration, and timely alerts
- Ensured transparency and accuracy in inventory and resource data by seamlessly integrating with their ERP application
- Empowered improved decision-making with enhanced analytics and reporting capabilities