



# Tenant Experience Solution for a Festival City in UAE

The UAE has embraced smart technologies across various sectors, including transportation, healthcare, education, energy, and infrastructure. These advancements have revolutionised daily life, enabling efficient traffic management, telemedicine, digital education, renewable energy, and sustainable infrastructure. The UAE's commitment to smart technologies has positioned it as a global leader in creating a connected and technologically advanced society.

## PROJECT OVERVIEW

Spanning 60 million square feet, this project redefines urban living within a meticulously planned "city within a city." This endeavour seamlessly integrates commercial, residential, hotel, shopping, educational, and recreational facilities, necessitating precise management and coordination. At its core, the cutting-edge Command and Control Centre (CCC), centred on the iviva platform, serves as the central hub, orchestrating infrastructure, buildings, facilities, and tenant services.

By seamlessly integrating leading Building Management Systems (BMS) and incorporating an innovative district cooling plant, the Festival City achieved a 25% reduction in operating expenses. This transformation also introduced real-time contractor performance management and proactive alarm and incident management, ensuring efficient operations, substantial cost savings, sustainability, seamless contractor collaboration, and heightened safety measures.

## KEY NUMBERS

**60m sq ft**

'city within a city'

**20**

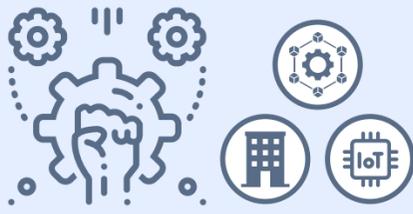
buildings with automation

**25%**

reduction in operating expenses

# SOLUTION

## Centralised Infrastructure and Facility Management



A cutting-edge Command and Control Centre (CCC), manages the development's infrastructure, buildings, facilities, and tenant services.

## Integration of Building Management Systems



Building Management Systems (BMS) enable centralised monitoring, control and automation across 20 buildings.

## District Cooling Plant Integration



The district cooling plant optimises energy consumption and reduces the carbon footprint for enhanced sustainability.

## Efficient Asset and Facility Management



Management of assets and facilities resulted in over **25% reduction in operating expenses** via maintenance planning, energy optimisation and resource allocation.

## End-to-End Contractor Performance Management



Real-time monitoring and performance metrics ensure high-quality service delivery, prompt issue resolution, and effective contractor collaboration.

## Alarm and Incident Management



The alarm and incident management feature, enhances safety and security measures through proactive identification and response to potential emergencies.

## RESULTS & BENEFITS



- Efficient operations
- Significant cost reduction
- Improved sustainability through district cooling
- Seamless contractor collaboration
- Enhanced safety and security