



egypt facility management forum. 7th



UCO
INNOVATIVE SOLUTIONS



12th & 13th MAY 2026
KEMPINSKI HOTEL
NEW CAIRO

1

Presentation Title Here: Building Smarter FM Contracts
The Strategic Role of Asset Condition Surveys

Presenter Name: Motaz Hassan

Title: Facilities Director

Company: UCO

DISCOVER UCO

**UCO: Where Precision Meets Passionate Service Forged in Hospitality.
Engineered to Redefine Excellence.**

Founded in 2020, UCO emerged with a bold mission: to revolutionize the facility management landscape through a hospitality driven ethos one that champions meticulous care, unparalleled service, proactive innovation, and razor-sharp operational insight.

At UCO, we envision facility management as far more than routine operations and upkeep. It is a transformative force that amplifies asset value, enriches user experiences, and

UCO - WHO WE ARE

The Entire Asset Lifecycle From Idea to Execution.

We Support It All

Managing facilities is just the beginning... Together, we are shaping experiences and safeguarding asset value.

Throughout the asset's lifetime, we are here to help you.

Various asset categories have different operational and user experience requirements, and UCO supports them all.

- Retail Environment
- Work Spaces
- Production and Industrial Spaces
- And all that lies between

Our DNA: Hospitality-Level Service

**Buildings Crave More Than Maintenance They Thrive
on Care**

**Our hospitality heritage infuses every FM service with
heartfelt precision and guest like devotion.**

High-End Service Mindset

**Obsessive attention to every
detail. Proactive mastery,
outpacing problems.
User experience: The beating heart
of it all.**

Your Invisible Stage Director

**Ever-present, eyes on every cue.
Orchestrating seamless magic
from the shadows. Spotting
disruptions before the curtain
falls.**

Our DNA: Hospitality-Level Service

Buildings Crave More Than Maintenance.

They Thrive on Care

Our hospitality heritage infuses every FM service with heartfelt precision and guest like devotion.

The Client Edge You Feel

Every Day

Premium service that exceeds expectations. Operations flowing like clockwork.

User experiences transformed, undeniably elevated

Our Team: Your Ultimate Differentiator

Elite, client-ready pros on the front lines. On-site "service ambassadors" embodying excellence.

Beyond technicians they're the living face of your brand within your walls.

Our Innovative Approach

Experience Driven Innovation Solutions

Not only is technology an innovation at UCO, but so are our ways of thinking, delivering, and operating.

Operations + Data = FM

Supercharged

Asset surveys: Your crystal ball for smart decisions.

Data-fueled maintenance: Precision over guesswork.

CAFM mastery: Total visibility, ironclad control.

Tailored Precision, Ditching the Templates

No one-size-fits-all contracts every asset gets its bespoke roadmap. KPIs & SLAs sculpted to match real asset conditions. Solutions engineered from your building's true performance story.

Bridging the Gap

Where visionary designs meet gritty builds and seamless operations. Where bold client dreams ignite into tangible triumphs.



Let's Cut to the Chase...

How many RFPs run on real data, not guesses? How many KPIs mirror true asset health?

How many contracts actually fit your building?

Truth bomb: Barely any.

And that's where chaos creeps in.

The \$1M Question:

How do you master performance, costs, and experiences... Without really knowing your assets?!

Understanding Your Assets

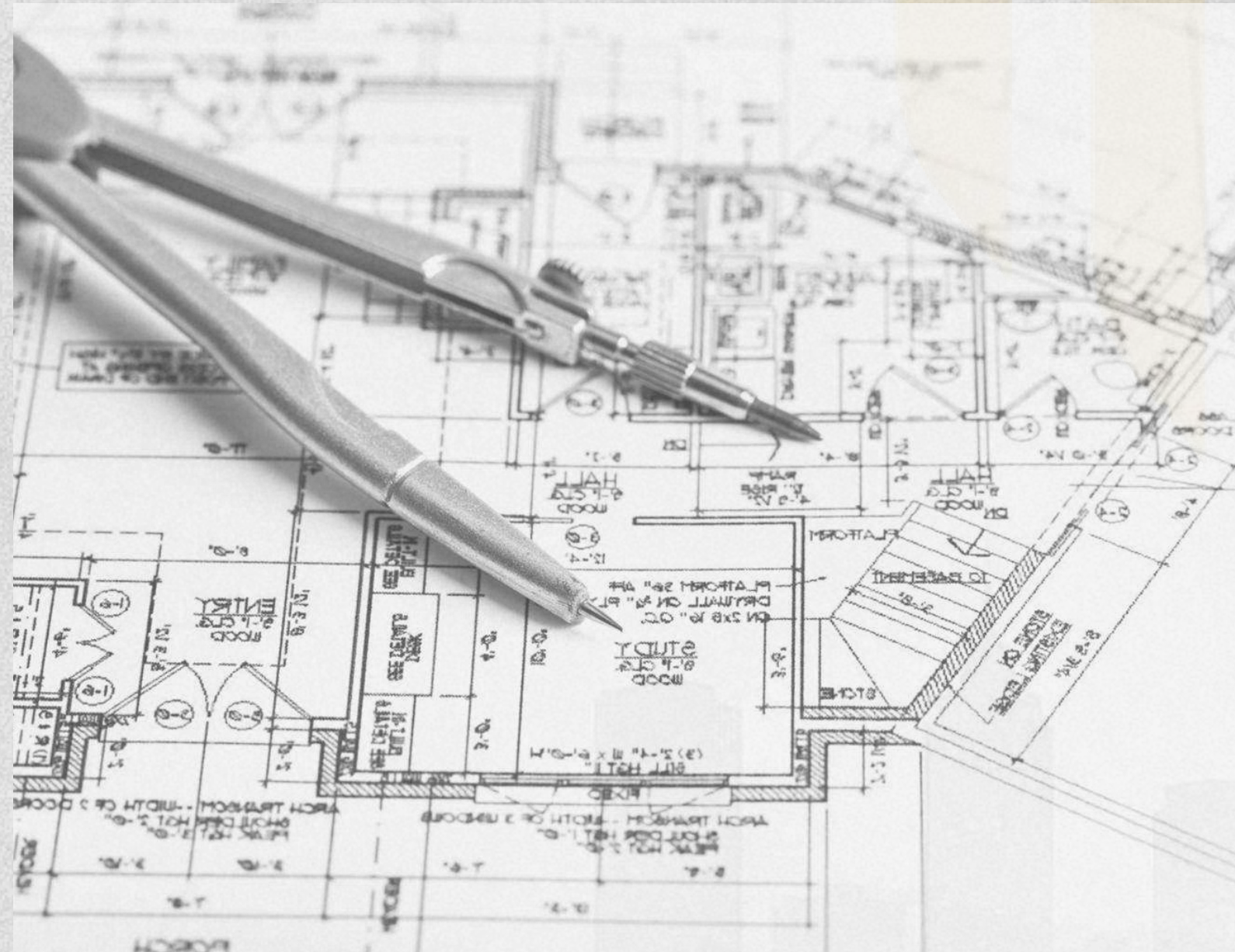
FM Contracts: Built Blind?

They launch before truly knowing the asset.

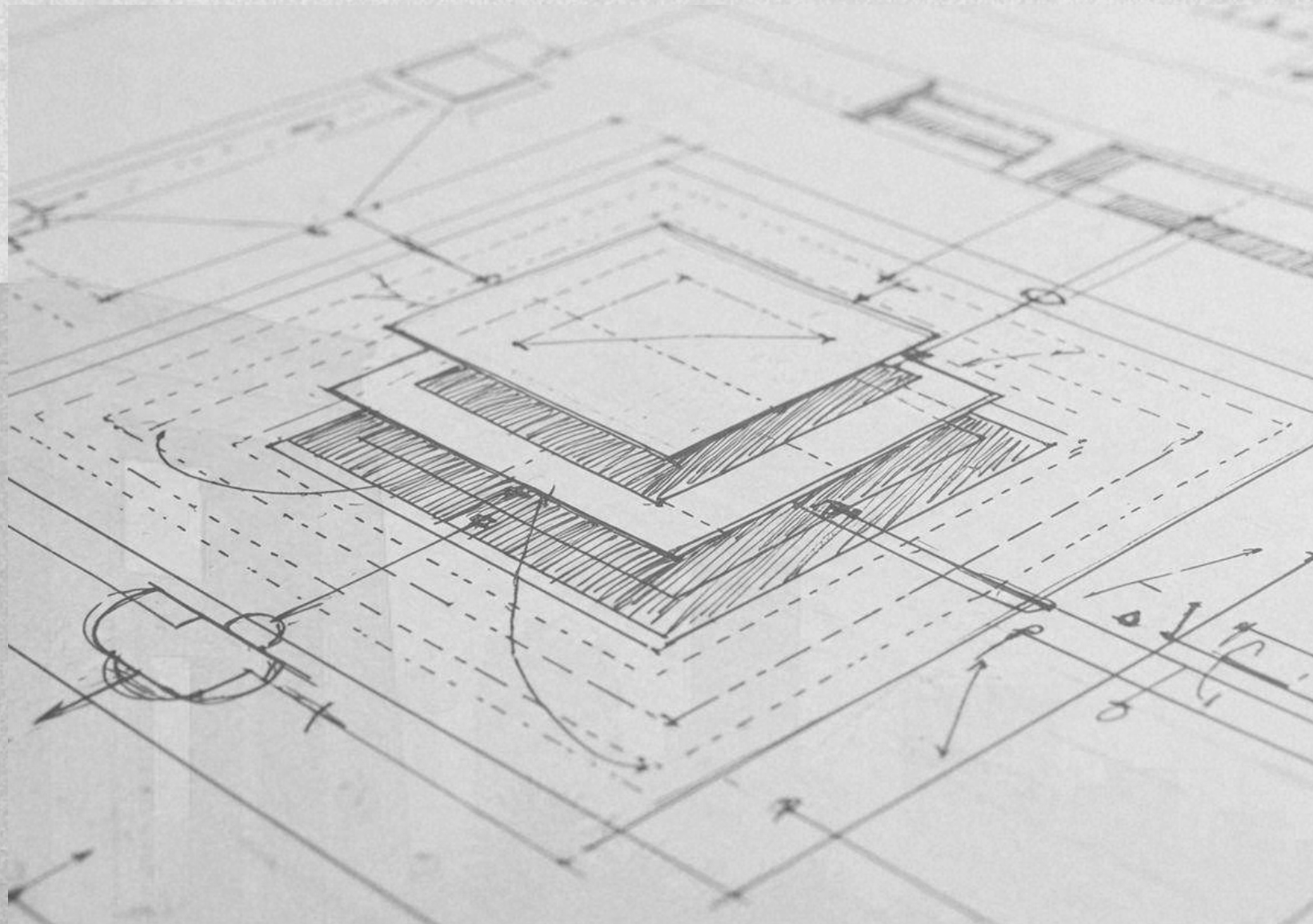
Fueled by:

- Shaky assumptions
- Patchy data gaps
- One-size-fits-all benchmarks

Boom: Misalignment from minute one.



RFP Reality Check:



Where the Cracks Form

Fuzzy, outdated asset inventories.

Zero insight into true condition.

Mystery maintenance backlogs.

Scopes riding on "educated guesses." Providers pad prices for risk—not reality.

The KPI & SLA Problem When Metrics & Contract Mode Is Don't Match Reality

Why One Approach Doesn't Fit All

Same KPIs applied across different buildings Ignoring:

- Asset condition
- Asset age
- Design & installation quality

Contract Model Misalignment

Manpower-Based Contracts:

- Focus on headcount, not outcomes.
- Efficiency is not rewarded.
- Performance is unclear.

Performance-Based Contracts:

Strong on outcomes.. But often unrealistic without asset data

Mixed Models:

Common in the market

But still misaligned if based on

• The Core Issue:

Even the best contract models underperform when not grounded in real asset data

• Examples:

Performance KPIs on failing assets

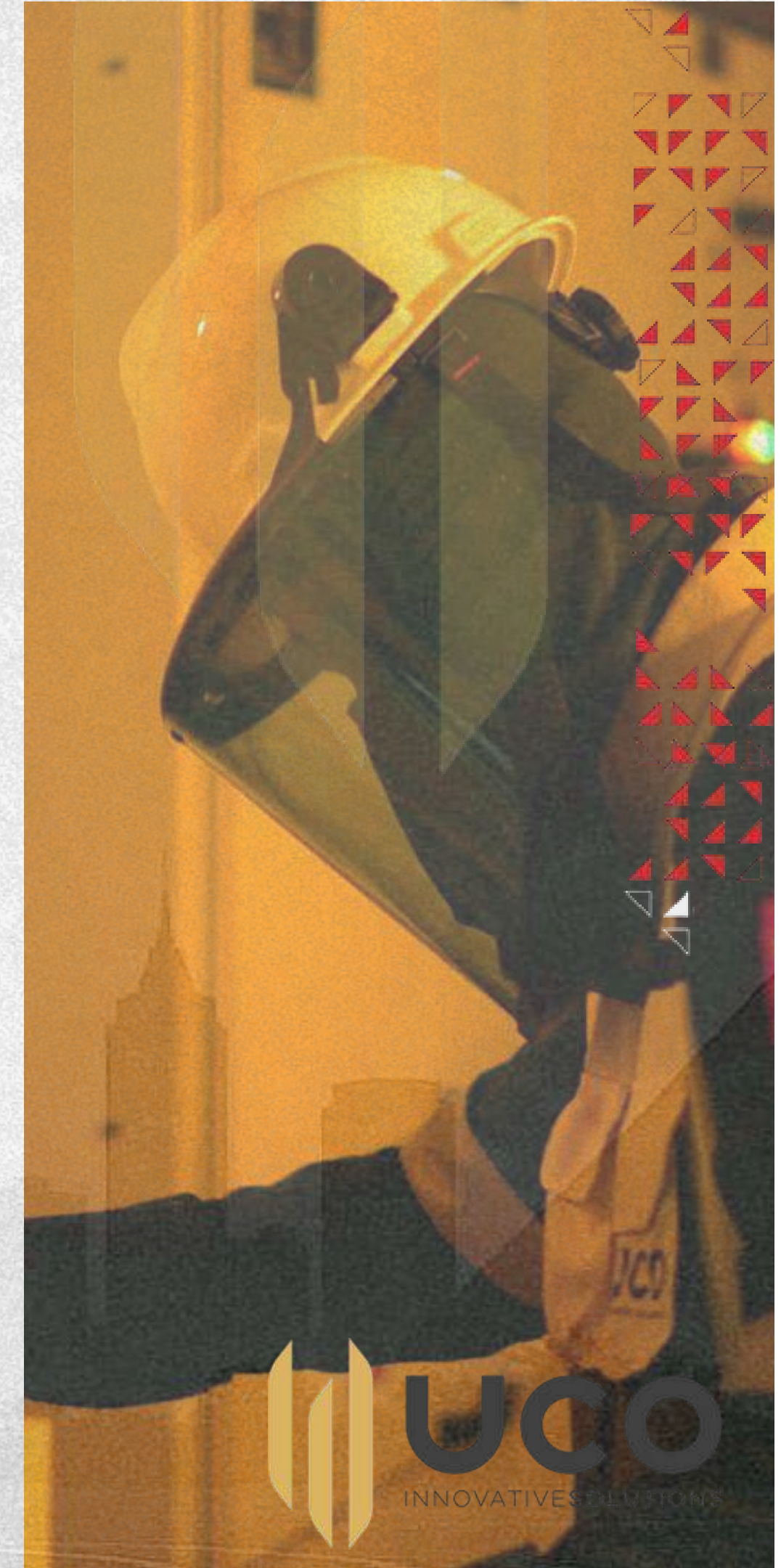
Fixed manpower for unknown workload

SLAs disconnected from actual system capability

• Result:

Overloaded teams or underperformance

Continuous disputes



Asset Condition Survey: Your Building's Deep-Dive Diagnosis

Beyond a quick glance a data-powered blueprint for brilliance.

What It Uncovers:

Asset Vital Signs: Physical condition, performance punch, reliability radar.

Maintenance Reality Check:

Does your strategy deliver? (For live buildings.) Aligned with OEM specs & on-site needs?

A Structured, Data-Driven Assessment

Not Just an Inspection It combines:

1. On-site inspections
2. Off-site technical analysis

The Outcome:

Clear understanding of asset health

Identification of risks & gaps

Actionable recommendations

A detailed report that guides optimization and decision-making

**“It doesn’t just tell you what you have...
It tells you what to do next.”**

Smarter Contracts: Nail the Model with Asset Intelligence

*Without the Survey? Guesswork
Gambles*

Manpower: Over/under staffing .

Performance: Pie-in-sky targets.

**Hybrids: Tangled, off kilter
messes.**

All riding assumptions' shaky rails.

VS

*With Survey Superpowers?
Precision Wins*

**Manpower Contracts: Teams scaled to
real workloads costs justified, crystal-
clear.**

**Performance Contracts: KPIs grounded
in truth, SLAs synced to system
strengths.**

**Mixed Magic: Balanced brilliance fixed
resources + spot-on targets.**

Bottom Line: The model doesn't change... The foundation does

ACS: RFP Revolution Unleashed

Without ACS:

- Wild guesses
- Risk-inflated prices
- Scope scatter

With ACS:

- Rock-solid asset intel
- Pinpoint scope clarity
- Costs that fit reality
- RFPs evolved: Smarter. Fairer. For all

Tailored KPIs & SLAs: Generic Traps to Condition-Crafted Wins

Old-School Pitfalls

KPIs across every
asset. Rigid manpower,
need be damned. SLAs
floating in fantasy land.

Fallout: Breached
SLAs, burnt-out teams,
results in ruins.

Asset Survey Magic: Precision Unlocked

Manpower Models:
KPIs synced to actual
workloads.

Productivity metrics that
motivate. Performance
Powerhouses:

KPIs calibrated to asset
reality. SLAs risk-tuned
for success.

Hybrid Heroes:
Layered KPIs nailed:
Operational(manpower
mastery)
Outcomes(performance
peaks)

Win-Win Value: Symphony for Success

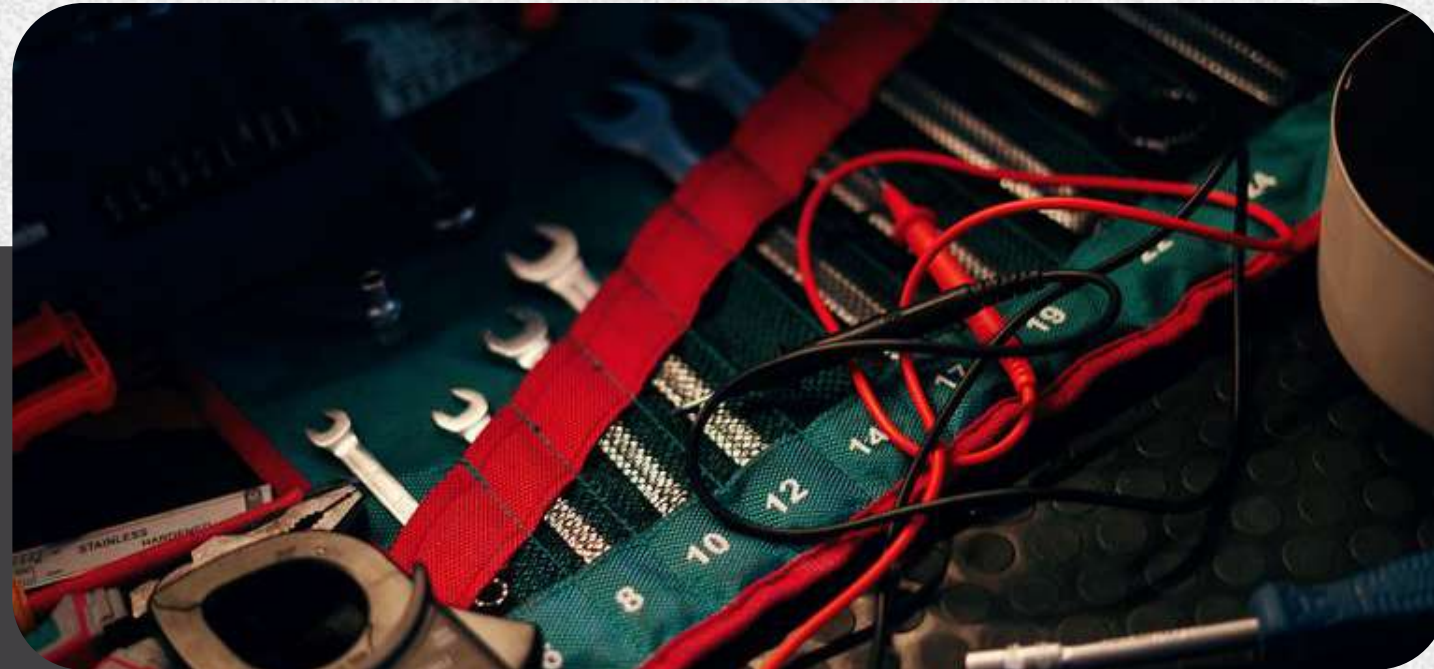
Why It Resonates?

Clients Reap:

- **ironclad cost control**
- **Crystal transparency**
- **Service excellence amplified**

Providers Thrive:

- **Pricing that's fair & square**
- **Risks razed to zero**
- **Delivery dialed to peak**
- **Balanced brilliance a partnership pulsing with shared value.**



Key Takeaways: Crystal Clear

Boiled Down Boldly:

Contracts crumble ignoring asset truth.

KPIs flop blind to condition.

FM falters chasing fires reactively.

Asset Surveys: Smart FM's Rock-Solid Bedrock.

Move from assumption-based management... to insight-driven decision making. Start managing assets.

Thank you

For your attention

Let's connect.

info@ucofm.com

www.ucofm.com





THANK YOU

**12th & 13th MAY 2026
KEMPINSKI HOTEL
NEW CAIRO**

17

4/28/202
6

17

