

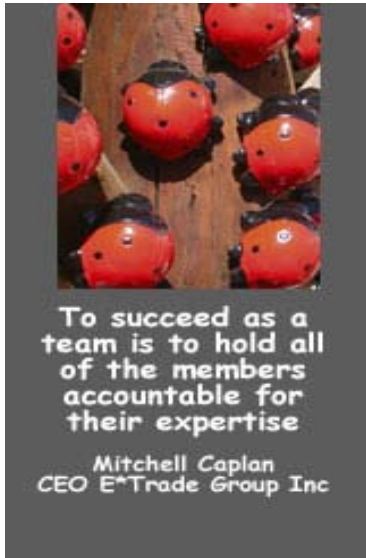


Lighting up the world of

Facilities Management



Overview



Lynx has been offering property advisory services in the MENA region since 1997 working alongside property developers, investors, and government agencies to provide sound and bankable solutions to their projects. It is within this framework that Lynx developed their Asset and Facilities Management services in Beirut Lebanon, specializing in niche technical services and advanced schemes for managing energy life cycles.

Lynx is proud to be known for high quality outcomes, respected and trusted as advisors, and trusted for our integrity.

Operating with sophisticated Softwares including CAFM / CMMS and asset capturing, and within an ISO Quality System with Health and Safety at the forefront of our activities, we are responsive to our clients' needs, transparent in our operations, efficient in our business and therefore able to offer our clients a superior value-for-money quality service.



LYNX's VISION



Our vision for **LYNX** is to become the undeniable market-leader in facilities management and property services in Lebanon by being a dynamic, flexible and forward-thinking organisation backed up by a solid team, resources, and following international standards to produce **INNOVATIVE SOLUTIONS** for our clients. With LYNX's "**Consider it Done**" philosophy our Customers can focus on their core business.



LYNX's mission is to become indispensable to our Clients through our prompt response and action time, our value for money quality service, and our business acumen which enables our Clients to cut costs through our energy saving and efficient maintenance and subcontractor management techniques.



Facilities Maintenance & Management Operations

With a partnership philosophy, Lynx's FM team builds credible relations with clients by delivering efficient, cost-effective property and facility management with timely information on planned or preventive maintenance activities to provide a safe, secure and sane environment with minimal disruption for the occupants of the building.

Energy and Utility Management

With the many techniques, technologies and tools available, the final objective of improving the clients' bottom line is always achieved provided adequate management and control strategies are in place. Once the energy usage is properly measured and analysed, the challenge lies in identifying the optimal sustainability drivers that produce the maximum savings for a minimal cost and associated risk.



Facilities Management Consulting

Design Review

Lynx's input at the design review stage of a project is of vital significance to the stakeholders for producing realistic budgets for FM operations and to minimize the whole project life cost. With our extensive knowledge of Project Development combined with our business acumen of Total Facility Management for residential towers, commercial office space, leisure facilities, and retail projects, enables us to define the FM requirements at an early stage to avoid costly design omissions. We ensure all the technical, functional, operational, economic, security, health and safety priorities, and user demands are satisfied whilst optimizing energy efficiency and minimizing the environmental impact.

Turnkey Solutions

Lynx provides facilities management options for companies looking to set up in-house FM & Maintenance operations. At Lynx we advise on the selection and implementation of the CMMS/ CAFM and set up all the systems and procedures required for optimal management of resources.

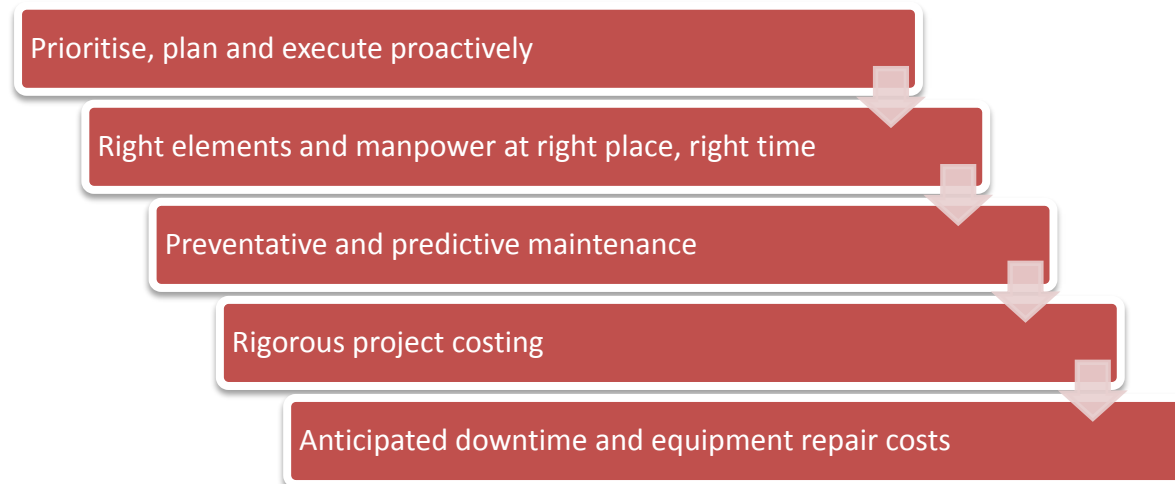


RESOURCES: IT SYSTEMS

The **KEY** indicators for successful Facilities Management operations and Property Services:

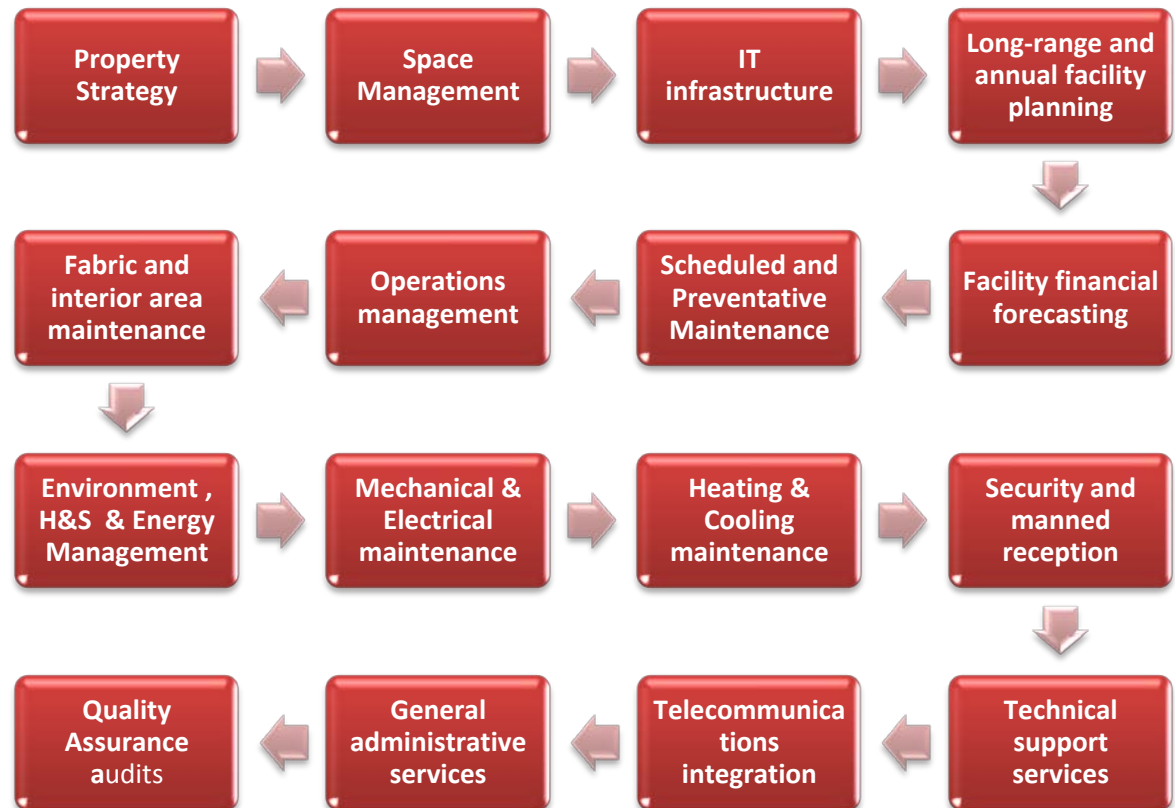


LYNX, achieves these **KEY** indicators by using the latest in integrated Computerised Maintenance Management System (**CMMS**), **Project Costing** and Customer Relationship Management (**CRM**) Facilities Management Systems, to:



FACILITIES MANAGEMENT OPERATIONS

LYNX FM handles the needs of residential, commercial and Special projects and oversees the management of projects from their inception, providing a complete range of **Total Facilities Management Operations**:



FACILITIES MANAGEMENT OPERATIONS

Requirements for Designing the Facilities Management Concept



FACILITIES MANAGEMENT CONSULTING

For larger projects with a critical mass, LYNX assists clients in establishing their **in-house FM operations** in answer to their customized requests by implementing the following:

Establishing FM team requirements and job descriptions

Recruiting, Training & Monitoring the FM team & Designing HR Procedures

Designing Policies & Strategies for Maintenance, Health & Safety, CCTV, Energy, & Feedback etc

Establishing Help Desk ticketing system, Hot Line, PR & Client Management Strategies

Designing Systems, Procedures & Documentation Control

Designing FM IT platform (CMMS, BMS, Accounting Software & CRM, & electronic templates)

Selecting and monitoring sub-contractors and setting up contract management procedures

Establishing procurement procedures, & spare parts & equipment inventory & management

Ensuring International Quality, Environment, & Health & Safety guidelines are followed

Energy & Utilities Management, water efficiency & waste management

Project Management procedures

Measuring, Assessing & Analyzing Performance, KPI's & Improvements





CASE STUDY: FACILITIES MANAGEMENT OPERATIONS

Group One Holding SAL

PROJECT: Khoury Home showrooms & offices , Lebanon
[www.khouryhome .com](http://www.khouryhome.com)

CLIENT: Khoury Home

LYNX provides all maintenance operations and back office support including the following:



- Facility condition assessments
- Asset capturing
- Capital Planning & budgeting
- Scheduled and Preventative Maintenance
- Energy Management
- Workflow & Maintenance Management
- Facility Asset Lifecycle management
- Capital needs assessment
- Project management
- Strategic planning
- Real time visibility to investment



CASE STUDY: FACILITIES MANAGEMENT CONSULTING



PROJECT: WADI HILLS, Solidere, Beirut

www.wadihills.com

CLIENT: Benchmark Development



LYNX provides FM consulting advice for projects that can sustain in-house Facilities Management structures where the following Services are provided:

- Design Review Consulting
- Homeowner's association Management
- Capital Planning & budgeting
- Scheduled and Preventative Maintenance
- IT Implementation
- Workflow & Maintenance Management
- Facility Asset Lifecycle management
- Facility condition assessments
- Capital needs assessment
- Project management
- Budgeting, Accounting and Financial Controlling
- Auditing the FM operations



CASE STUDY: PROPERTY ADVISORY SERVICES

PROJECT: PORT GHALIB DEVELOPMENT, RED SEA , EGYPT

www.portghalib.com

CLIENT: THE KHARAFI GROUP, KUWAIT

OBJECTIVE: Project positioning and Development

- Refining the Master Developer's Vision
- Product positioning including marketing & sales strategy
- Providing strategic advice for integrated master plan
- Heading a team with KMPG for due diligence
- Providing guidance on viable product concepts
- Taking part of design charettes for project conceptualization
- Structuring investment memorandums for strategic sites
- Providing the road map for establishing an in-house Property & Facilities Management division

SUCSESSES

- Bringing on board Sun International HOTEL & RESORTS
- Concluding development contracts



BUSINESS PARTNERSHIPS

LYNX is a dynamic, flexible and forward-thinking organization, which has amassed solid credentials throughout the region through an extensive network of local associations:





CONCLUSION

With **LYNX**'s team, track record and professional knowledge, which is constantly updated through monitoring the markets and changing trends, **LYNX** brings value at all stages of a project and ensures that it delivers what it promises.

Anthony Sakkal
CEO, Lynx
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