FacilityOS UAE
INTEGRATED FM ERP

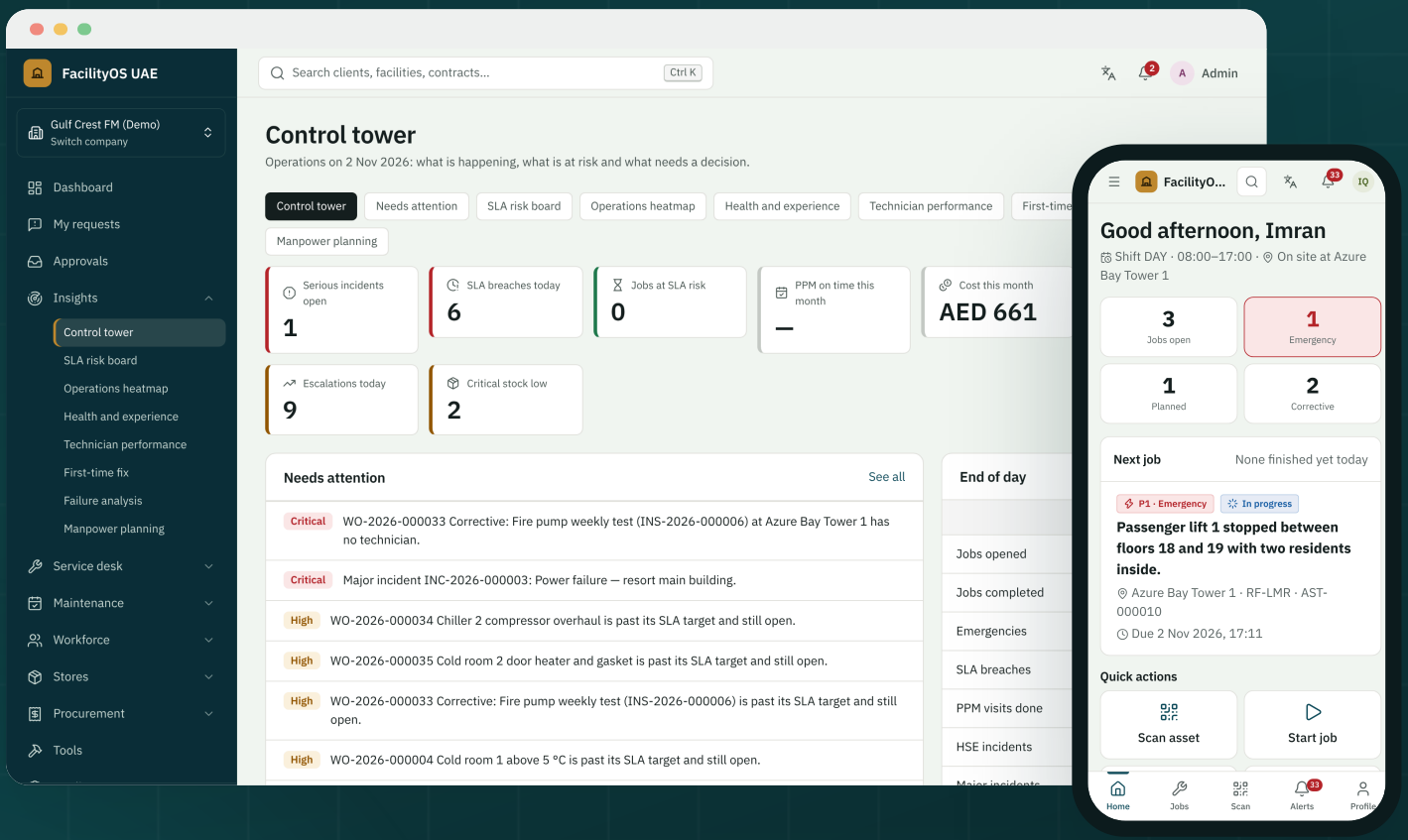
SOFTWARE PROFILE 2026
CRAFTS SOFTWARE

CAFM · CMMS · FIELD SERVICE · FINANCE

Every building. Every job. Every SLA — under control.

The integrated facility management platform built for the UAE: from the first call to the tax invoice, from the plant room to the boardroom — in English and Arabic, on desktop and phone.

نظام متكامل لإدارة المرافق — مصمم لدولة الإمارات



Self-hosted — your data, your server
VAT & PINT AE e-invoice ready
Full Arabic RTL
Offline field app
Tested at 100,000 work orders

WHY FACILITYOS

Stop running buildings on spreadsheets and WhatsApp.

Facility management companies win or lose contracts on response times, planned maintenance and clean billing. FacilityOS puts the help desk, technicians, assets, stores, finance and safety in one system — so every promise you make to a client can be proved.

25+
connected modules from help desk to accounting

17
ready-made FM roles with 115 permissions

100k
work orders tested — lists still open in under 0.1 s

EN | ع
every screen in English and Arabic, right-to-left

Without one system

- × Calls lost between phone, e-mail and WhatsApp
- × SLA breaches discovered when the client complains
- × PPM done on paper — compliance impossible to prove
- × Extra work done but never priced or billed
- × Stock disappears to jobs nobody can name
- × Contract margin known only at year end

With FacilityOS

- ✓ Every request logged, prioritised and tracked to closure
- ✓ SLA clocks running live, escalating before the breach
- ✓ PPM scheduled, evidenced with photos and signatures
- ✓ Variations priced, approved by the client and invoiced
- ✓ Parts issued to the job at cost, with a full ledger
- ✓ Profit and forecast per contract, every day

BUILT FOR EVERY SEAT IN AN FM COMPANY

Directors	Operations	Help desk	Technicians	Finance	Clients
control tower	SLA & dispatch	speed screen	phone app	billing & VAT	portal & reports

THE PLATFORM

One platform.
The whole FM operation.

Six connected pillars sharing one database, one set of permissions and one audit trail. A call becomes a job, the job uses stock, the stock costs money, the money lands on the invoice — automatically.

01
Service delivery

From the first call to the client's rating.

Help desk · Requests · Work orders · SLA engine · Escalations · Client portal · QR reporting

02
Maintenance & assets

Know every asset and keep it running.

Asset register · Spaces · PPM plans · Checklists · Meters & alerts · Warranties · Health index

03
Workforce & field

The right technician, with the right certificate.

Team & skills · Certificates · Roster · Attendance · Offline field app · Photos & signatures

04
Stores & procurement

Parts on time, stock you can account for.

Stores & vans · Stock ledger · Material requests · Purchase orders · Suppliers · Tools & calibration

05
Contracts & finance

Bill everything you deliver, know every margin.

FM contracts · Billing schedules · Tax invoices · PINT AE e-invoice · Variations · Expenses · Budgets · Accounting

06
Quality, safety & insight

Prove quality, keep people safe, see it all.

Inspections · NCR & CAPA · Incidents · Permits to work · Vendor portal · Control tower · Client reports

Approvals engine
Maker-checker with thresholds, delegation and escalation

Automation
Events, rules, reminders and tasks — each fired once

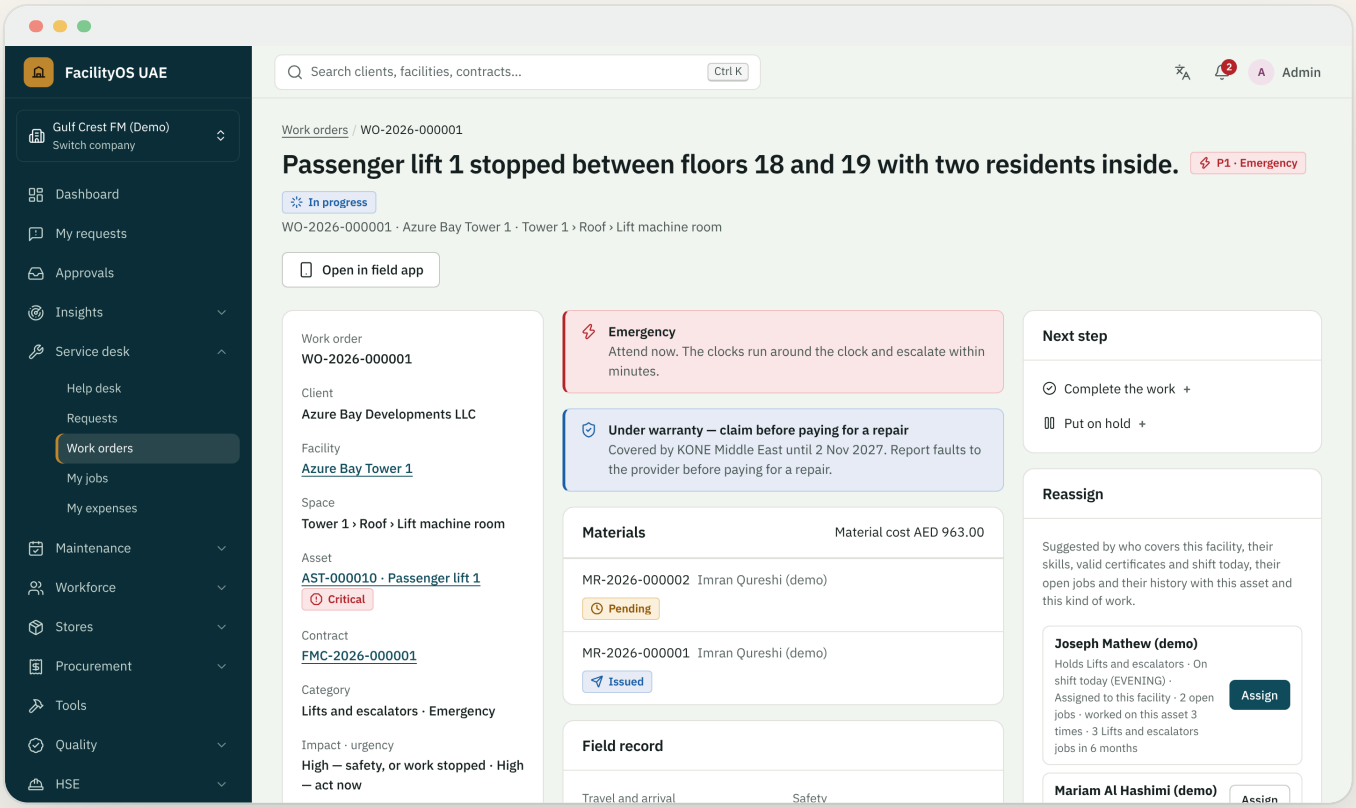
Import & export
Excel-friendly import with preview and undo; CSV everywhere

API & webhooks
Token API and signed webhooks for 26 events

HELP DESK · WORK ORDERS · SLA

From phone call to fixed — in under a minute to log.

The help desk speed screen shows the caller's history, the right priority and why, contract and warranty cover, and any job already open for the same fault — one click logs the work order or links the duplicate.



Live SLA clocks

Acknowledge, response, attendance, temporary fix, resolution and closure — on working calendars with UAE holidays, paused only while the client holds the job.

Escalation before breach

At-risk at 75 %, escalation matrix by priority and milestone, every warning sent exactly once.

Smart dispatch

Suggests technicians by skill, valid certificate, shift, location and history with the asset — with the reason shown.

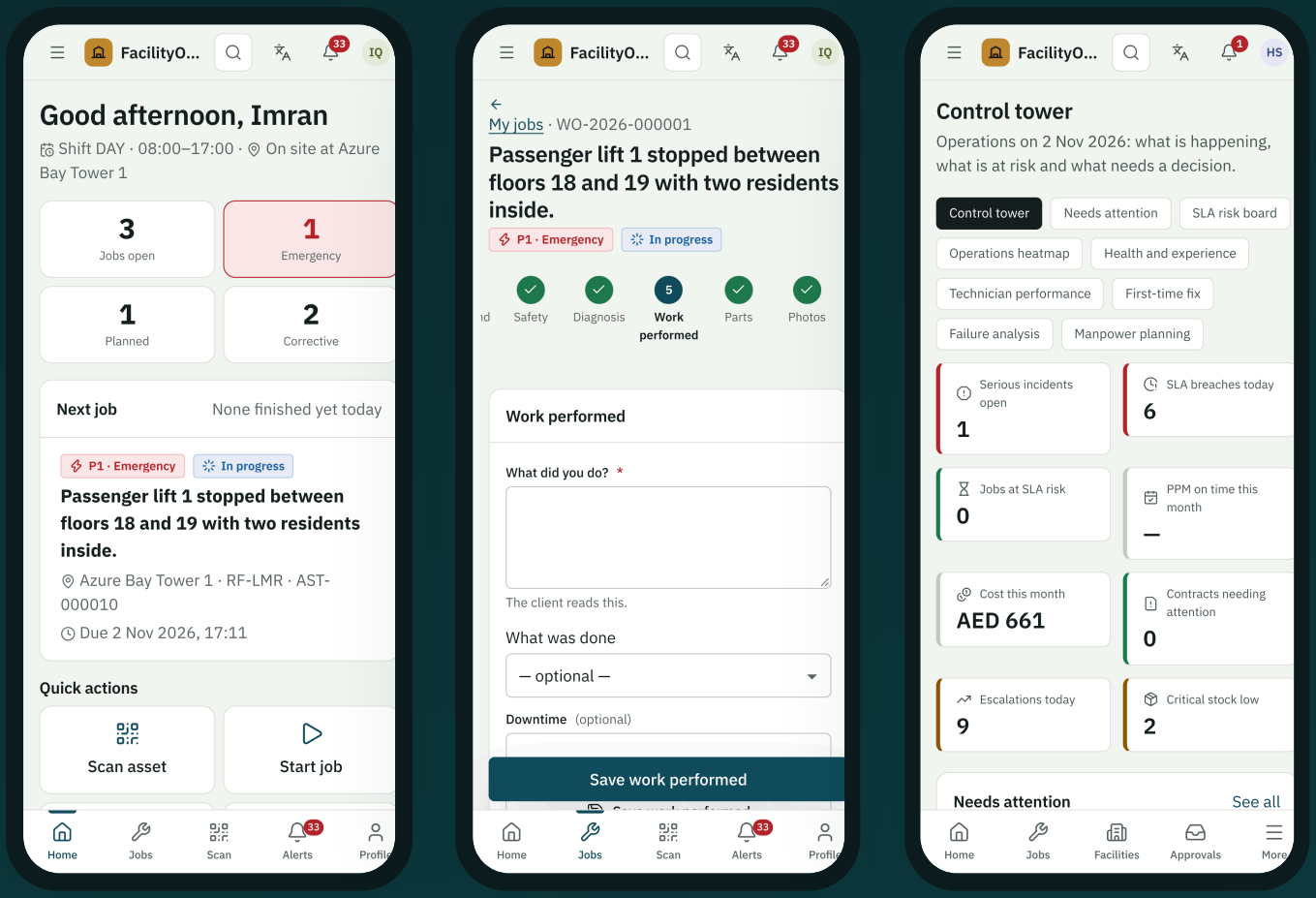
Warranty & contract cover

Out-of-contract and under-warranty work flagged before money is spent — claim the vendor, don't pay twice.

TECHNICIAN FIELD APP

The whole job in a pocket — even without signal.

A phone-first app that installs from the browser. One main button always does the next thing. Work in basements and plant rooms offline; everything syncs exactly once when the signal returns.



1
On my way & arrival with check-in on site

2
Safety checks and permit before any work

3
Diagnosis, work done, parts and checklist

4
Before / during / after photos, cleaned & stamped

5
Customer signature and one-tap completion

Scan any asset

Unguessable QR labels open the asset, its history and open jobs — within the technician's reach only.

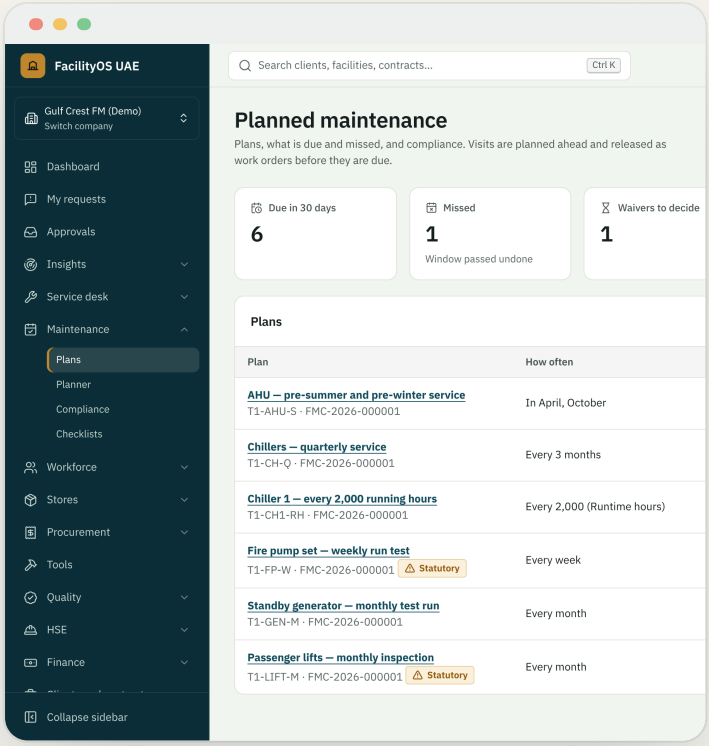
Evidence clients trust

Photos re-checked and stripped of metadata on the server; signatures, times and location kept with the job.

ASSETS · PPM · WORKFORCE · STORES

Maintenance you can prove to any auditor.

A digital passport for every asset, planned maintenance generated on the right day, and stock that always reconciles — the backbone of every hard-services contract.



PPM that runs itself

Calendar, seasonal or meter-based plans; visits released on time with checklists; on-time, late, missed and waived counted honestly.

Asset health & criticality

Seven weighted criticality factors and a 0–100 health index with every factor shown. Meters raise alerts that close themselves.

Statutory compliance

Fire-fighting, lifts and other statutory plans flagged, with compliance reports by client, contract, facility or technician.

Certificates that block

Civil Defence, high-voltage, work-at-height and more — an expired certificate stops the assignment, with reminders at 60/30/7 days.

Stores, vans & purchasing

Moving-average stock ledger that never goes below zero, material requests approved by someone else, purchase orders through approvals.

Roster & capacity

Shifts, leave and attendance feed the planner: hours needed against hours available, with one-click balancing.

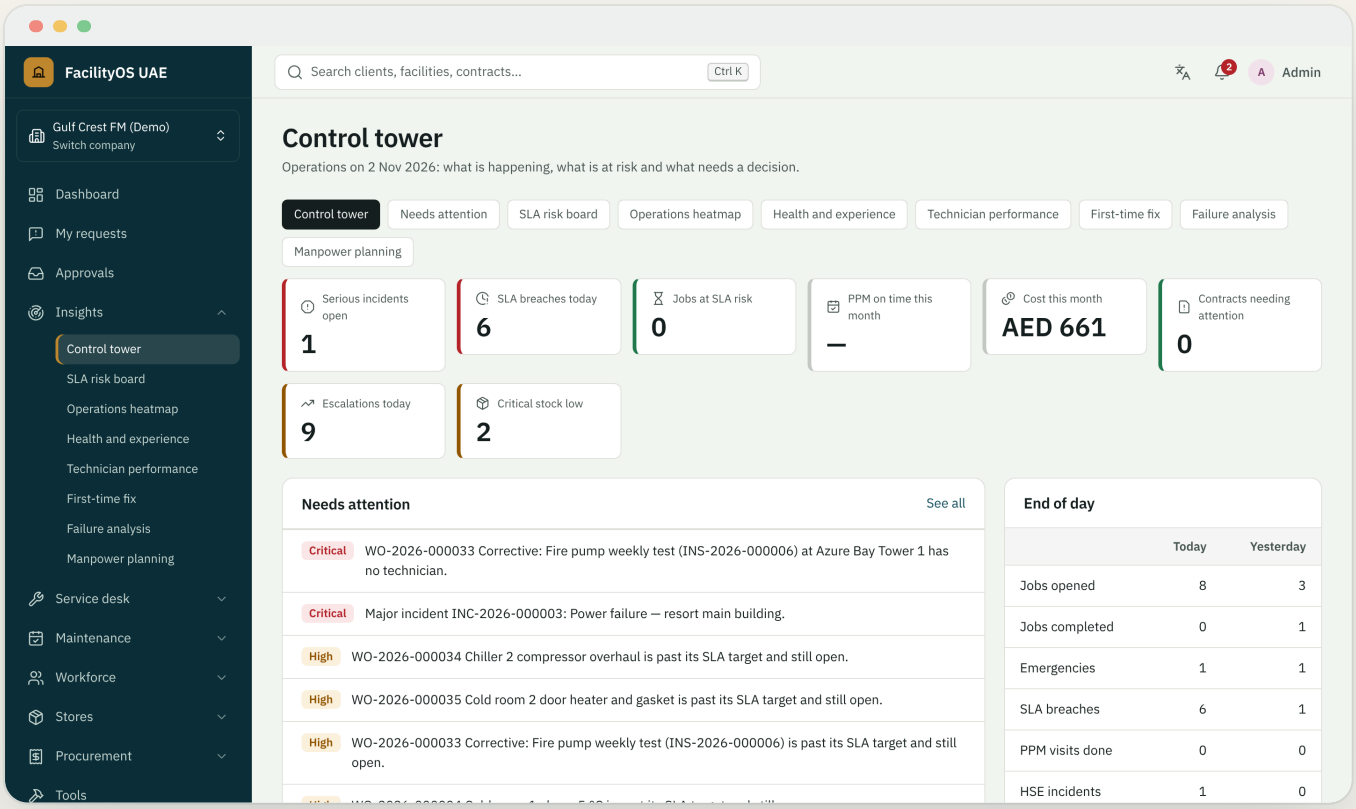
Tools & calibration

Issue and return tools, calibration schedules; an out-of-calibration instrument is never used without a recorded reason.

INSIGHTS & CONTROL TOWER

See tomorrow's problems while they're still today's.

A control tower for directors and operations heads: what needs a decision now, which SLAs are slipping, which sites are struggling and which contracts are losing money — readable on a phone.



SLA risk board & heatmap

Every open job by its worst clock — healthy to breached — and every facility against the measures that need attention.

Health & experience indices

Facility health and customer experience scores with every part and weight visible — tune the weights to your contracts.

First-time fix & technicians

Fair, side-by-side performance — never a league table — with first-time fix by technician, team, site or contract.

Monthly client report pack

SLA, PPM, breakdowns, HSE, open actions and recommendations — printed to PDF for the client meeting in one click.

Intelligence without guesswork.

Every figure is counted from your own records and every score shows its working — no black-box "AI" numbers you can't defend in front of a client. The data layer is clean and structured, ready for AI tools when you choose to add them.

CONTRACTS · BILLING · UAE VAT

Bill everything you deliver. Know every contract's margin.

FM contracts with approvals and renewals, billing schedules that draft invoices every period, variations priced and approved by the client, and true job costing — labour, materials, subcontract and expenses.



UAE tax invoices

Bilingual A4 tax invoices and credit notes with seller and buyer TRNs, VAT by rate, posted automatically to double-entry journals.

PINT AE e-invoice ready

Structured UBL e-invoice built from every issued invoice, checked against the UAE rules, versioned — ready for your accredited service provider.

Receipts & ageing

Receipts allocated to invoices with advances kept, ageing by client and polite overdue reminders sent once.

Variations, start to cash

Request → scope check → priced estimate → client approval with reference → job → invoice. Extra work is never forgotten.

Contract profitability

Billed, collected, cost by type and margin per contract and facility, with a forecast to the end of the term and budget variance.

Field expenses

Parking, tolls and emergency purchases with receipt photos, approved by someone else and charged to the job.

Built-in accounting

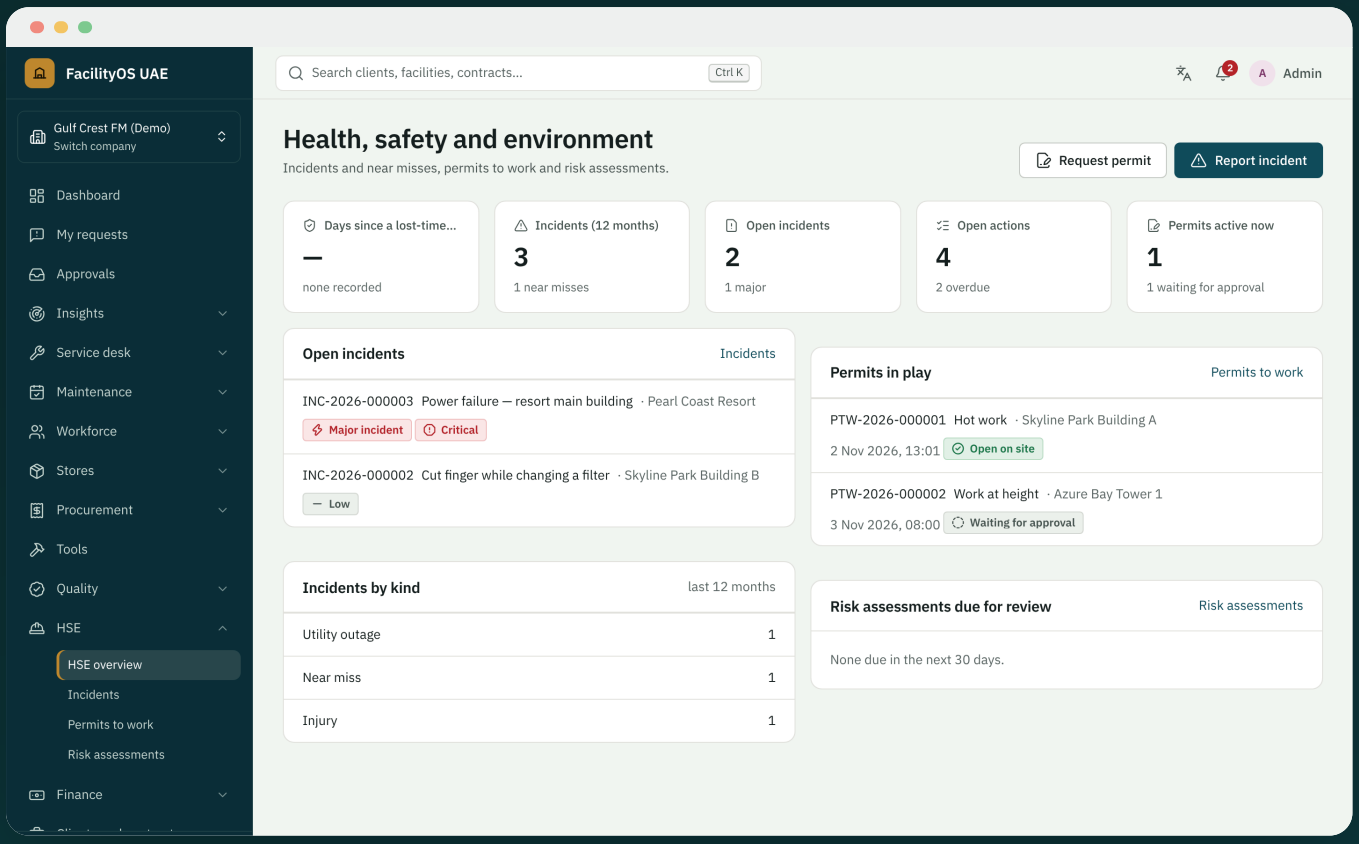
Chart of accounts, immutable journals, periods, trial balance, P&L by facility, balance sheet and reconciliation.

> "If it was done, it gets billed. If it was billed, it's in the books."
>
> Every job, variation and expense flows to the invoice and the ledger automatically.

QUALITY · HSE · VENDORS · CLIENTS

Safe sites. Proven quality. Clients who renew.

Inspections scored on a phone, non-conformances closed only when the fix is verified, permits to work that can't be bypassed — and a client relationship you can show, not just tell.



Inspections & CAPA

Weighted templates with photo evidence; a critical failure opens a corrective job at once. Actions verified by someone other than the owner.

HSE & permits to work

Incidents with 5-whys, major incidents with timeline and review, hot work and isolation permits approved by another person, inside their window only.

Subcontractor portal

Vendors accept jobs, upload evidence and submit completion; you verify or send back. A performance index from eight factors.

Client portal & escalations

Clients report faults and rate finished work; meetings carry action trackers; formal escalations close only when every action is verified.

SECURITY · INTEGRATION · TECHNOLOGY

Enterprise-grade controls. Hosting you own.

Each customer runs their own copy on their own server — shared hosting, a VPS or your data centre. No per-user cloud fees, no data leaving your control.

Access you can trust

17 roles, 115 permissions, scope by company, branch or named client / contract / facility. Anything outside a person's reach simply doesn't exist for them.

Security built in

Two-factor sign-in, hash-chained audit trail, encrypted fields, CSRF and replay protection on every action, hardened headers.

Signed webhooks & API

26 business events pushed to your ERP, BI or client systems with HMAC signatures, retries and a delivery log; token API with reach limits.

Backups & upgrades

Scheduled backups with checksums, an installer that locks itself, in-place upgrades without reinstalling, system health page.

Deployment	Self-hosted: cPanel / shared hosting, VPS or on-premise. One cron line. Installs in under an hour.
Technology	PHP 8.2+, MySQL 8 or MariaDB 10.6+. No framework or build tools on the server.
Languages	English and Arabic throughout, with full right-to-left layout.
Devices	Desktop, tablet and phone; installable field app that works offline.
Scale	Tested with 1,000 facilities, 20,000 assets and 100,000 work orders.
Compliance support	UAE VAT tax invoices, PINT AE e-invoice files, audit trail with reasons, data kept on your server.
Quality gate	Every release passes an automated release gate with 149 integration tests on a real database.

Your server
Data stays where you put it — no per-user cloud fees

Your language
English and Arabic, switch any time per user

Your rules
SLA, approvals, numbering and weights set in screens, not code

Your growth
Several companies and branches in one installation

FacilityOS UAE
INTEGRATED FM ERP

Live on your sites in days, not months.

We install it, load your clients, sites and assets, train your team and stay with you after go-live.

DAY 1

Install

On your hosting or ours — installer, cron and backups set up.

WEEK 1

Import

Clients, facilities, spaces and assets from your spreadsheets, checked row by row.

WEEK 2

Configure

SLA policies, PPM plans, roles, approvals and numbering to your contracts.

WEEK 3

Go live

Help desk and technicians first, then finance, quality and client reporting.

See it running with your own buildings.

Book a live demonstration — a full demo company in English and Arabic, on desktop and phone.

Book a demo
craftssoftware.com

FacilityOS UAE is a product of Crafts Software. Screens shown use the built-in fictional demo company; names and figures are invented. E-invoice transmission is made through your accredited service provider. Features described are those of version 1.0.