



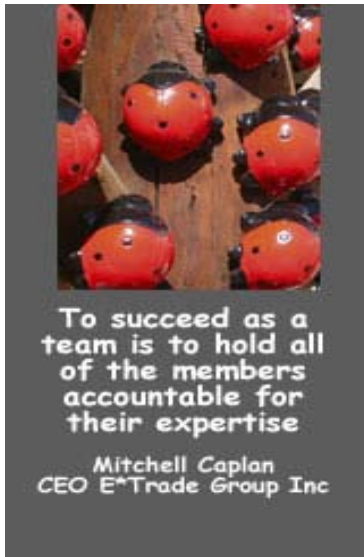
Lighting up the world of

**Facilities Management  
Project Management  
Property Strategy**





## Overview



Lynx has been offering property advisory services in the MENA region since two decades 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 offer our clients a superior value-for-money quality service.



## LYNX's VISION

Our vision for **LYNX** is to become the trusted partner in Facilities Management , Project Management and Property Strategy Guidance by being a dynamic, flexible and forward-thinking organisation backed up by a solid team, resources, and international standards to produce **INNOVATIVE SOLUTIONS** for our clients.



With LYNX's “**Consider it Done**” philosophy our Customers can focus on their core business





## Facilities Maintenance & Property Management

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 sane environment with minimal disruption.

## Energy and Utility Management

The final objective in improving the clients' bottom line is achieved by providing adequate management and control strategies. Once the energy usage is properly measured and analysed, we implement the optimal sustainability drivers that produce the maximum savings for a minimal cost.





## **Project Management- Design Fit Out & Renovate**

**Superior strategic planning, contracting of tested & approved subcontractors, savvy procurement, meticulous project coordination & supervision, strict resource management, & comprehensive & timely reporting**

With a dedicated team of specialists, Lynx carries out a variety of civil works embracing everything from large-scale projects such as building expansion or total electrical rewiring and complete building fabric repair to renovations, relocations, refurbishments, fit-outs, and redecoration, always managing the transition with minimum interference to Your business.

### ***Where Lynx makes a difference:***

**Seamless transitions** - realistic project planning strategy to ensure objectives are met whilst costs are properly managed & disruption kept to a bare minimum.

**Process support** in securing project viability study, appointing specialized consultants, assisting in obtaining permits, procurement, testing & commissioning of equipment, snagging, final sign-off & project handover

**Tight control** of budget & project coordination between architects, special fit-out contractors, HV/LV consultants, equipment suppliers, & IT specialists to ensure “right place at right time & right tasks” carried out to best standards.



## Facilities Management Advisory

Whether the project is on the drafting board or an operating entity, Lynx reviews the integration of processes and scope from an FM perspective and offers meaningful advice to business owners by providing relevant trends and accurate cost analyses.

- ✓ Architectural design review for Facilities Maintenance
- ✓ Budgeting for Maintenance, Optimisation & Strategic Planning
- ✓ Implementation for IT infrastructure including CMMS
- ✓ Total Facilities Management Systems and Procedures
- ✓ Set-up of FM department for in-house operations
- ✓ Existing operations are improved through organisational or space restructuring, optimised business processes, in-sourcing versus outsourcing strategy, streamlining of energy & utility use, IT automation, and FM strategy design and deployment.



## Strategic Property Guidance

Invariably enlisted as the Owners' Representative, Lynx assumes the key role of coordinator between the various stakeholders including legal counsel, auditors, lead designers & planners, branding marketing & client experience consultants, engineers & construction management companies, banks, market and financial consultants etc. in order to ensure that all members of the project team are working in sync towards a common goal.

- ✓ Introducing flexibility & process improvement into Your concept to ensure success
- ✓ Strategic planning with unique value-creating solutions
- ✓ Seasoned analytics with emphasis on Return on Investment (ROI)
- ✓ Urban planning - smart & sustainable city innovators & value-creating solutions

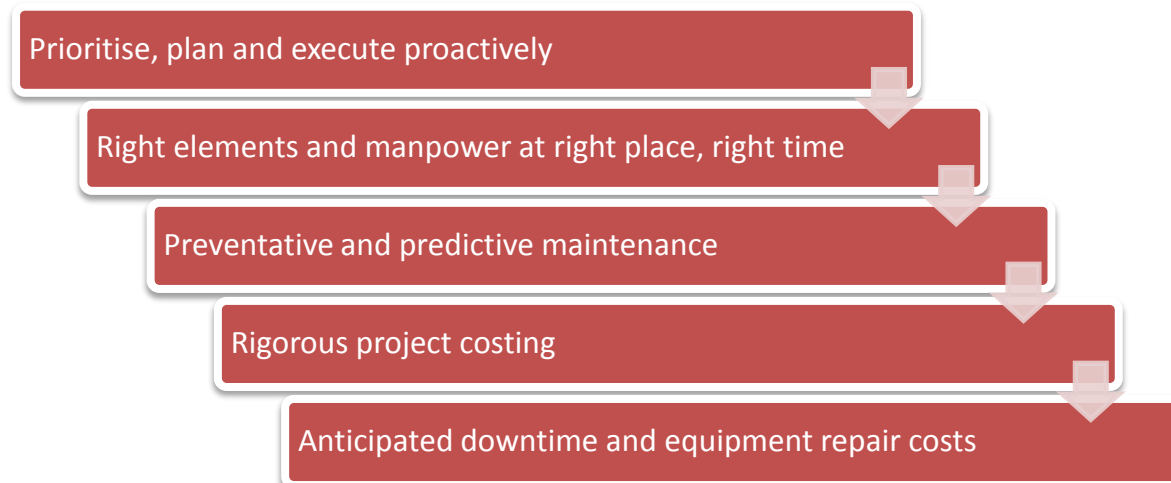


## RESOURCES: IT SYSTEMS

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:





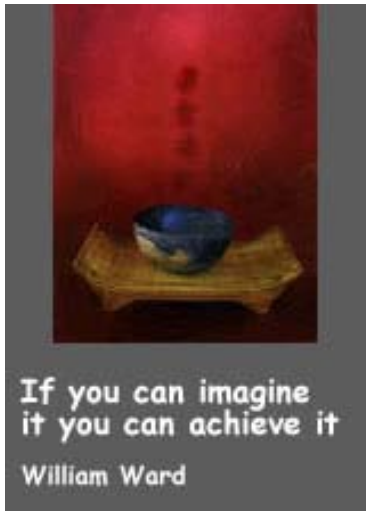
## **FACILITIES MANAGEMENT OPERATIONS**

### 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
- Establishing Help Desk ticketing system, Hot Line, PR & Client Management Strategies
- Designing Systems, Procedures & Documentation Control
- Designing FM IT platform (CMMS, BMS, Accounts Software , CRM & automated 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**

***First National Bank SAL***

**PROJECT:** FNB bank branches, FNB ATM locations, other bank assets, Lebanon

[www.fnb.com.lb](http://www.fnb.com.lb)

**CLIENT:** First National Bank

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



**FIRST NATIONAL BANK**

- Scope for **26 bank branches + Headquarters + 12 ATM locations+ 4 warehouses**
- 24X7 helpline, one point contact for all hard maintenance
- Facility condition assessments
- Asset capturing, bar coding and CMMS management
- Capital Planning & budgeting
- **Scheduled and Preventative Maintenance (MEP + Civil works)**
- Workflow & Maintenance Management
- Facility Asset Lifecycle management & Strategic planning
- Capital needs assessment & execution of all MEP works
- **Special Project intervention**
- Monthly reporting & yearly budgeting



## **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:



- Scope for **11 Showrooms + Headquarters + RADEC logistics**
- 24X7 helpline, one point contact for all hard and soft maintenance
- Facility condition assessments
- Asset capturing, bar coding and CMMS management
- Capital Planning & budgeting
- **Scheduled and Preventative Maintenance (MEP + Civil works)**
- Energy Management solutions and implementation
- Workflow & Maintenance Management
- Management of **20+ specialized subcontractors**
- Facility Asset Lifecycle management & Strategic planning
- Capital needs assessment & execution of all MEP works
- **Project management & ADHOC refurbishments**
- Monthly reporting & yearly budgeting



## **CASE STUDY: PROPERTY MANAGEMENT**

**PROJECT:** Kempinski Summerland, Beirut, Lebanon  
[www.kempinski.com/en/beirut/kempinski-summerland-hotel-resort/](http://www.kempinski.com/en/beirut/kempinski-summerland-hotel-resort/)

**CLIENT:** SGET

**LYNX** has been awarded a Property Management contract for the Summerland Residential Village with a scope covering managerial, legal and financial matters.



- Administration of the Homeowner's Association
- Monthly reporting & yearly budgeting
- Facilities Management best approach
- Shared services billing audit
- Capital Planning & Facilities & Property Management budgeting



## **CASE STUDY: PROPERTY & FACILITIES MANAGEMENT OPERATIONS**

**PROJECT: Strassco Tower, Lebanon**

[www.rise-properties.com](http://www.rise-properties.com)

**CLIENT: Strassco Homeowner Association**



**LYNX** has been awarded a Property Management and Facility Management contract for STRASSCO tower with a scope that includes full administration of the Homeowner's Association covering technical, managerial, legal and financial matters. In addition a comprehensive MEP preventative and corrective scope is conducted to improve the efficiency of the building and provide a safe and comfortable environment.

- 24X7 helpline, one point contact for all hard and soft maintenance
- Facility condition assessments
- Asset capturing, bar coding and CMMS management
- Capital Planning & budgeting
- **Scheduled and Preventative Maintenance (MEP + Civil works)**
- Energy Management solutions and implementation
- Workflow & Maintenance Management
- Management of **specialized subcontractors**
- Facility Asset Lifecycle management & Strategic planning
- Capital needs assessment & execution of all MEP works
- **Project management & ADHOC refurbishments**
- Monthly reporting & yearly budgeting





## **CASE STUDY: FACILITIES MANAGEMENT CONSULTING**



**PROJECT: WADI HILLS, Solidere, Beirut, Lebanon**

[www.wadihills.com](http://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:



**wadihills**  
RESIDENCES

- Design Review Consulting
- Homeowner's association Management
- Capital Planning & Facilities Management budgeting
- Scheduled and Preventative Maintenance philosophy
- IT Strategy & Implementation
- Integration of BMS within the IT platform
- Development of Workflow & Maintenance Management procedures
- Facility Asset Lifecycle management
- Facility condition assessments pre-delivery
- Capital needs assessment
- Budgeting, Accounting and Financial Controlling procedures
- Auditing the FM operations at post delivery



## **CASE STUDY: FACILITIES MANAGEMENT CONSULTING**



**PROJECT: Kempinski Summerland, Beirut, Lebanon**  
[www.kempinski.com/en/beirut/kempinski-summerland-hotel-resort/](http://www.kempinski.com/en/beirut/kempinski-summerland-hotel-resort/)

**CLIENT: SGET**

**LYNX** was commissioned by SGET for a Facilities Management Advisory scope to for the Kempinski Summerland Village that will drive the operations & maintenance strategy in keeping with SGET, the developer's philosophy.



- Review the infrastructure capacity
- Establishing a shared services strategy between the Kempinski Hotel and the Summerland residential district
- Ascertain a scientific distribution of billed services to the different components of the resort
- Design a Scheduled and Preventative Maintenance philosophy
- Develop Capital Planning & Facilities & Property Management budgeting
- Develop Workflow & Maintenance Management procedures



## **CASE STUDY: FACILITIES MANAGEMENT CONSULTING**

**PROJECT: ADMIR 1 , ADMIR 2, Lebanon**

[www.admirlebanon.com](http://www.admirlebanon.com)

**CLIENT: Sakr Development- SMART VALLEY**



**LYNX** was awarded the tender to implement a total Facilities Management strategy for Smart Valley in Lebanon. This entailed determining the FM scope of works and service level, estimating FM costs, developing and implementing procedures for operations, the following Services were provided:

- Homeowner's association procedure set up
- Capital Planning & Facilities Management budgeting
- Scheduled and Preventative Maintenance philosophy
- Development of Workflow & Maintenance Management procedures
- Facility condition assessments pre-delivery & snagging procedures
- Witnessing testing and commissioning and handing over as per the buildings delivery schedule
- Setting up the project FM methodology (Infrastructure maintenance costs, FM soft and hard services approach)
- Capital needs assessment



## **CASE STUDY: PROJECT MANAGEMENT- MEP RENOVATION**



**PROJECT: MSI Offices, Beirut Lebanon**

[www.msiworldwide.com](http://www.msiworldwide.com)

**CLIENT: USAID**

**LYNX** conducted all works for the refurbishment of MSI headquarters covering MEP and including the following:

- Total Mechanical upgrade and installation of all equipment
- Total Electric supply installation (3 Phase cabling)
- Installation of backup generator & supply
- Installation of external electric boards
- Rewiring of all premises with loading for equipment
- Installation of Ethernet points and Cat 6 throughout premises
- Labeling of all points and equipment
- Total repartitioning and civil works





## **CASE STUDY: PROJECT MANAGEMENT - MEP FITOUT**

***Group One Holding SAL***

**PROJECT: Khoury Home Zahle, Lebanon**

**www.khouryhome .com**

**CLIENT: Khoury Home**

**LYNX** provided a one stop solution for the fit out of Khoury Home's new Zahle branch covering:



- MEP Design & execution
- Tender documentation
- Full execution of Mechanical works
- Full execution of Civil works
- Total Project Management
- Facilities Management
- Subcontractors management



## **CASE STUDY: PROPERTY STRATEGY GUIDANCE**

**PROJECT: PORT GHALIB Development, Red Sea, Egypt**

[www.portghalib.com](http://www.portghalib.com)

**CLIENT: THE KHARAFI GROUP, KUWAIT**

### **OBJECTIVE: Project positioning, Investment & Development strategy, and Facilities Management planning**

- 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 charrettes for project conceptualization
- Structuring investment memorandums for strategic sites
- Providing all requirements for establishing an in-house Property & Facilities Management division

### **SUCCESSSES**

- 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:



THE TANMIA GROUP





## CONCLUSION

With **LYNX**'s team, track record, innovation and know-how, **LYNX** brings value at all stages of a project lifecycle and ensures that it delivers what it promises.

Our motto says it all:

***“Consider it Done”***

**Anthony Sakkal**

**CEO, Lynx**

**[www.lynxco.com](http://www.lynxco.com)**