



Anti-Doping Laboratory, Qatar (ADLQ), the top Dope Testing Laboratory streamlines its facility management operations with eFACiLiTY®

CLIENT BACKGROUND

Anti-Doping Laboratory, Qatar (ADLQ) is an internationally accredited Anti-Doping laboratory based in Qatar that conducts human doping control sample analyses to help eliminate drug use in all sports and uphold the Olympic ideal of fair play.

It is an independent entity that reports directly to The Emir of the State of Qatar and a separate governing structure from Qatar's sporting agencies.

ADLQ received the accreditation of the World Anti-Doping Agency (WADA), a foundation that promotes, coordinates, and monitors the fight against drugs/doping in sports internationally. There are only 35 labs around the world that are currently accredited. In addition to human doping tests, it is one of the few labs fully equipped for animal doping testing.

Source: <http://adlqatar.net/>

BUSINESS CHALLENGE

Anti-Doping Laboratory, Qatar (ADLQ) located within Aspire Zone (also known as Doha Sports City) is a remarkably designed three-story lab situated on a 10,000 square meter land, equipped with cutting-edge technology, advanced equipment, standard operating procedures, etc. The team had to ensure the equipment was properly maintained right from calibration records to standard operating procedures while guaranteeing up-to-date safety processes.

Despite the extensive portfolio, the laboratory's maintenance management was done manually through a standalone windows application which limited the team's ability that led to production downtime occurrences, hours of unplanned work, etc. And with the team relying on email correspondence for internal communications among technicians, ticket management, service requests handling, and managing escalations was inefficient. So, ADLQ required a software application to move forward and become more organised.

To address all these challenges, the team wanted a system that could address requests on time, report on critical events and escalations, record its assets, contracts, etc., and seamlessly integrate with their building management system (BMS) to provide complete automation for monitoring the energy consumption & performance of the facility.

SOLUTION

Being an anti-doping and research facility, ADLQ started looking for a consistent solution that could automate and streamline its facility operations while enhancing its productivity. Qtec Electric WLL being SIERRA's implementation partner and ADLQ's facility services provider suggested eFACiLiTY® was the right choice for ADLQ's requirements. ADLQ also felt reassured after knowing about SIERRA's expertise in successful implementations for government organizations, multi-tenanted facilities, etc., across the globe.

eFACiLiTY® was implemented for ADLQ's research facility in Qatar in 2021 to streamline their maintenance & helpdesk operations and efficiently monitor the energy consumption of the laboratory.

We are also privileged that eFACiLiTY® Enterprise Asset Management System (EAM/CMMS) and eFACiLiTY® Helpdesk and Knowledgebase System will be powering the facility management operations of Anti-Doping Laboratory, Qatar (the 1st World Anti-Doping Agency-WADA accredited lab in the Middle East) who will be playing an important role in anti-doping analysis during the FIFA World Cup 2022.

eFACiLiTY® Enterprise Asset Management System (EAM/CMMS) enabled ADLQ to set up a centralized system, track & manage all their assets including their laboratory equipment/assets through regular inspections & audits. eFACiLiTY® helped to manage contracts & procurement activities and allowed them to track optimum inventory levels of all items to ensure that all the maintenance processes are performed efficiently without any errors or delays.

eFACiLiTY® enabled them to manage work orders, maintain detailed information of every asset and schedule preventive maintenance for all equipment/assets, and integrate with Honeywell building management system (BMS) to capture alarms triggered & generate work orders automatically, and email alerts to maintenance technicians/contractors for quicker resolution. With the smart mobile application, technicians can scan the assets, take pictures of repairs, and create work orders on the move.

Implementing eFACiLiTY® Helpdesk and Knowledgebase System enabled ADLQ's FM team to set up a flexible, centralized helpdesk system to streamline helpdesk operations & workflows that help them to keep track of issues, assign respective teams to resolve requests within defined SLAs. Dashboards and reporting capabilities make it easy for ADLQ to track their team's productivity and the mobile application allowed administrators to swiftly assign technicians to resolve priority helpdesk tickets.

CLIENT BENEFITS

eFACiLiTY® enabled ADLQ to manage 2000+ assets/equipment, automate all major maintenance activities and significantly increase their productivity. eFACiLiTY® provided ADLQ with an effective asset management solution that extends asset life enabling them to operate efficiently.

With eFACiLiTY® ADLQ now has automated helpdesk software that streamlines all support tickets/requests and helps them to actively manage service issues and resolve priority tickets.

Other substantial benefits include:

- Ensures proper calibration and maintenance schedules are carried out
- Improved communication between maintenance teams and users
- Warranty and purchase records tracking
- Complete life cycle management of spare parts