



Insta Facilities Management LLC

A complete maintenance and fit out service provider
for commercial and resident premises



INSTA FACILITIES MANAGEMENT L.L.C

📍 Electra Street, Behind City Seasons Hotel
ADCP tower C, 4th floor, 404
☎ 02 6432330 | 971501298799



*“An instant
response
with ultimate
perfection”*

VISION

To be recognized as a leading Facility Management service provider in residential, commercial, retail and hotels.

MISSION

To be an innovative, responsible, committed and safe facility provider of choice to our clients by offering efficient services at a sustainable cost and exceeding customer expectations by a high level of professionalism.

VALUE

We adapt our services to our client's needs through a flexible approach.

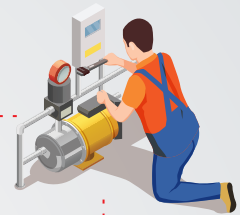




Insta's Services

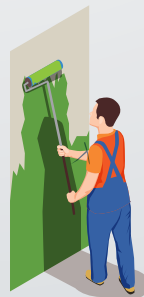
Hard Services

- Mechanical and HVAC system services
- Electrical services
- ELV system services
- Plumbing Services
- Civil services (Carpentry, Masonry, Painting (Int & Ext etc)
- Building renovation works
- Unit refurbishments (residential and commercial)
- Water tank cleaning
- Escalator
- Lifts
- Fire safety systems



Soft Services

- Deep cleaning service
- Pest control





Our specialized services

- ▶ Steam room
- ▶ Swimming pool
- ▶ Asset management services
- ▶ DLP management services
- ▶ Accident damage and disaster recovery services

Rope access cleaning services

- ▶ Pressure washing
- ▶ Glass cleaning
- ▶ Window cleaning
- ▶ Facade cleaning

Rope access mechanical works

Electrical works like lights replacement and mechanical works

Rope access civil works

- ▶ Painting works
- ▶ Steel fixing
- ▶ Cladding fixing
- ▶ OTS works





INSTA'S ESCALATION MATRIX

Severity Level	Category	Description	Resolution Goal	Hours of operation	Entry Level	Escalation Level		
						1 st	2 nd	3 rd
1	Emergency	Life, health, safety risk-mission criticality	30 Minutes	24x7x365 Phone or web	Call Centre	0 Min Project FM Coordinator	15 Min FM Supervisor	30 FM Manager
2	Urgent	Continuous operation of facility at risk	60 Minutes			0 Min Project FM Coordinator	2 Hrs FM Supervisor	60 Min FM Manager
3	Priority	Mission Support / Project deadlines	8 Hours	0800-1800 Hrs from Sat-wed & 0500-1400 Thursdays		0 Min Project FM Coordinator	3 Hrs FM Supervisor	8 Hrs FM Manager
4	Routine Prioritized	First come/First served	24 Hours			0 Min Project FM Coordinator	12 Hrs FM Supervisor	24 Hrs FM Manager
5	Discretionary	Desired but not essential	48 Hours			0 Min Project FM Coordinator	24 Hrs FM Supervisor	48 Hrs FM Manager
6	Deferred	Accomplished only when resources allow	72 Hours			24 Hours FM Coordinator	48 Hrs FM Supervisor	NA



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