

Portfolio case study

ferrovial

QATAR
AIRWAYS القطرية

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SystemRapid successfully rose to the occasion and fulfilled FMM's technical requirements of support and consultancy in a very short space of time.



The Client

FMM (Facilitates Management and Maintenance) company is a joint venture between Qatar Airlines and Ferrovial in Spain. Together they have created this entity to deliver facility management and maintenance services to the award winning Hamad International Airport. Although a new player to the facility market in the Qatar, FMM have made significant advances in the delivery of quality solutions that enhance their customer's reputation as being the best airline in the Middle East. When fully operational, Hamad International Airport will become one of the largest airports in the world, a main gateway to the Middle East and the operational base for Qatar Airways. FMM employ directly over 4,000 staff working at the Airport.

Their Problem

Whilst mobilising their staff across the airports many sites, organising their own 'in-house' IT team was going to take some time. They needed an IT team to hit the ground running to not only provide daily IT support to their various users but also upper tier IT services and consultancy to identify their connectivity needs and liaise with their suppliers accordingly.

Our Solution

SystemRapid deployed a team of uniformed, onsite support technicians who swiftly received additional training on customer specific technology and were able to provide user support across multiple sites whilst exceeding SLA's. Knowledge sharing sessions were facilitated between technical staff at Ferrovial (Spain) and our SystemRapid technical staff in Doha to ensure all procedures, settings and configuration were in line with the roll-out and network policy. Parallel consultancy services were provided in order to ascertain security, firewall and connectivity requirements for FMM and liaise with various stakeholders accordingly in order to get requests implemented. This included attending IT management meetings, negotiating with potential connectivity providers (Vodafone, Ooredoo, etc.). We had to be the 'de-facto' IT department for FMM at

the time and an extension of the Ferrovial's technical hands whilst they were in Spain. Service delivery and quality was carefully monitored via logsheets, onsite inspections by SystemRapid senior staff and also providing timely feedback to the FMM CEO.

“Professionalism and diligence applied to the effectiveness of solutions. Great team and reliable service”

Irene Vidal
CEO FMM, Qatar Airways & Ferrovial
Servicios JV, Qatar

Where they are now?

SystemRapid successfully rose to the occasion and fulfilled FMM's technical requirements of support and consultancy in a very short space of time. During hand-over to their in-house team we ensure our staff provided assistance and knowledge transfer required to their team to ensure a seamless transition. FMM continues to provide excellent services to the award winning Hamad International Airport and home to Qatar airlines. SystemRapid stays in touch with FMM on a regular basis to assist with any queries and assure them we are at their disposal should the need arise.