NOVERRA SOLUTION

COMPANY PROFILE 2026

FACILITY MANAGEMENT, REIMAGINED

Smarter facilities. Seamless operations.

One connected platform for every property, asset and team.

- Properties & Portfolios
- Assets & Maintenance
- Work Orders & Cases
- Teams & Residents



WHO WE ARE

Technology built around better operations.

Noverra develops connected digital solutions for property and facility management.

OUR PURPOSE

Make facilities easier to operate, maintain and manage.



THE PRINCIPLES BEHIND THE PLATFORM

Simplicity

Clear, easy-to-use workflows that streamline everyday operations.

Connectivity

A connected platform that brings properties, people and assets together.

Accountability

Traceable information and actions for greater control and transparency.

Adaptability

Flexible and scalable to fit different portfolios and operating needs.

VISION

To be the trusted platform for smarter, more efficient and sustainable property operations.



THE PLATFORM

One connected platform for facilities, assets and people.

A unified solution that brings properties, assets, cases, work orders, teams and reports together, so facilities run smoothly, assets perform better and people get things done.



Manage

Keep properties, assets and people organised in one place.

Monitor

Get real-time visibility across operations, performance and service delivery.

Respond

Turn requests and issues into timely, coordinated action across teams.

Maintain

Plan, assign and track maintenance to keep assets reliable and safe.

Improve

Use operational data and insights to drive efficiency, performance and better outcomes.

SHARED FOUNDATION | Location Data | Asset Register | User Access | Activity History

One connected data foundation across properties, assets, cases, work orders, teams and reports, creating a single, trusted source of operational data for the entire organisation.

OPERATIONS CONTROL

Command Center

See what needs attention first, so your team can resolve issues faster and keep operations on track.



KEY CAPABILITIES

Live overview

Real-time status across properties, assets and services.

Alert prioritisation

Focus on what matters with risk-based, actionable alerts.

Case visibility

Track cases from request to resolution in one place.

Supervisor control

Assign, reassign and monitor team workloads with ease.

SLA monitoring

Keep service levels on target with clear, real-time tracking.

Drill-down reporting

Go from overview to detail for faster analysis and decisions.

OPERATIONS WORKFLOW

Issue Reported → Case Created → Work Order Assigned → Action Taken → Verified



PROPERTY, SPACE & ASSET MANAGEMENT

A structured view from portfolio to asset.

Organise properties, spaces and assets in a clear, connected structure for better operations, maintenance and lifecycle management.

Organisation > Property > Building > Floor > Unit > Asset

ASSET HIERARCHY CONCEPT

A clear parent-child structure that shows how assets relate within a property.

Organise and manage assets based on a hierarchical relationship, where a parent (e.g. a Unit) can have multiple related child assets (e.g. equipment and fixtures).





KEY BENEFITS

Structured location records

Keep a clear and consistent record from organisation to unit.

Parent-child asset hierarchy

Understand asset relationships and manage them in context.

Asset profile

Maintain key details such as type, model, serial number, and warranty.

Service history

Track maintenance, repairs and service activities over time.

Replacement tracking

Plan and record asset replacements with lifecycle visibility.

HELPDESK, CASES & WORK ORDERS

From request to closure, one connected service journey.

A unified workflow that turns service requests into cases, work orders, field actions and confirmed closure, across every property.



THE SERVICE JOURNEY

Request › Case › Work Order › Field Work › Closure



OUR PURPOSE

Make service operations faster, clearer and fully traceable.

Connect people, processes and field work in one platform, so every request is handled, tracked and closed with confidence.

KEY CAPABILITIES

Intake and triage

Capture service requests from multiple channels, validate and prioritise automatically.

Assignment

Turn cases into work orders and assign to the right team or technician with clear SLAs.

Technician updates

Keep work on track with real-time field updates (status, notes, photos) from anywhere.

Supervisor verification

Review completed work, check requirements (e.g. photos, checklists) and approve for closure.

Case history

A complete, traceable record from request to closure for audit, reporting and continuous improvement.

MAINTENANCE OPERATIONS

Plan. Execute. Track.

A connected maintenance process that keeps facilities reliable, safe and ready to perform.



MAINTENANCE TYPES

Reactive

Respond quickly to unplanned issues to restore operations.



Corrective

Fix identified faults and return assets to proper condition.



Preventive

Planned, routine service to reduce breakdowns and extend asset life.



Predictive

Use data and condition insights to anticipate issues before they occur.



MAINTENANCE PLANNING

Turn maintenance strategy into a clear, actionable plan across time and assets.

Maintenance Timeline

Jan 1 – Jan 31, 2026

Asset / Work	W1 Jan 1–7	W2 Jan 8–14	W3 Jan 15–21	W4 Jan 22–28	W5 Jan 29–31
HVAC System	■	■			
Generator		■	■		
Elevator			■	■	
Fire System				■	■

Key Maintenance KPIs



Plan Compliance
▲ +4 pp YoY



First-time Fix Rate
▲ +6 pp YoY



Asset Availability
▲ +5 pp YoY



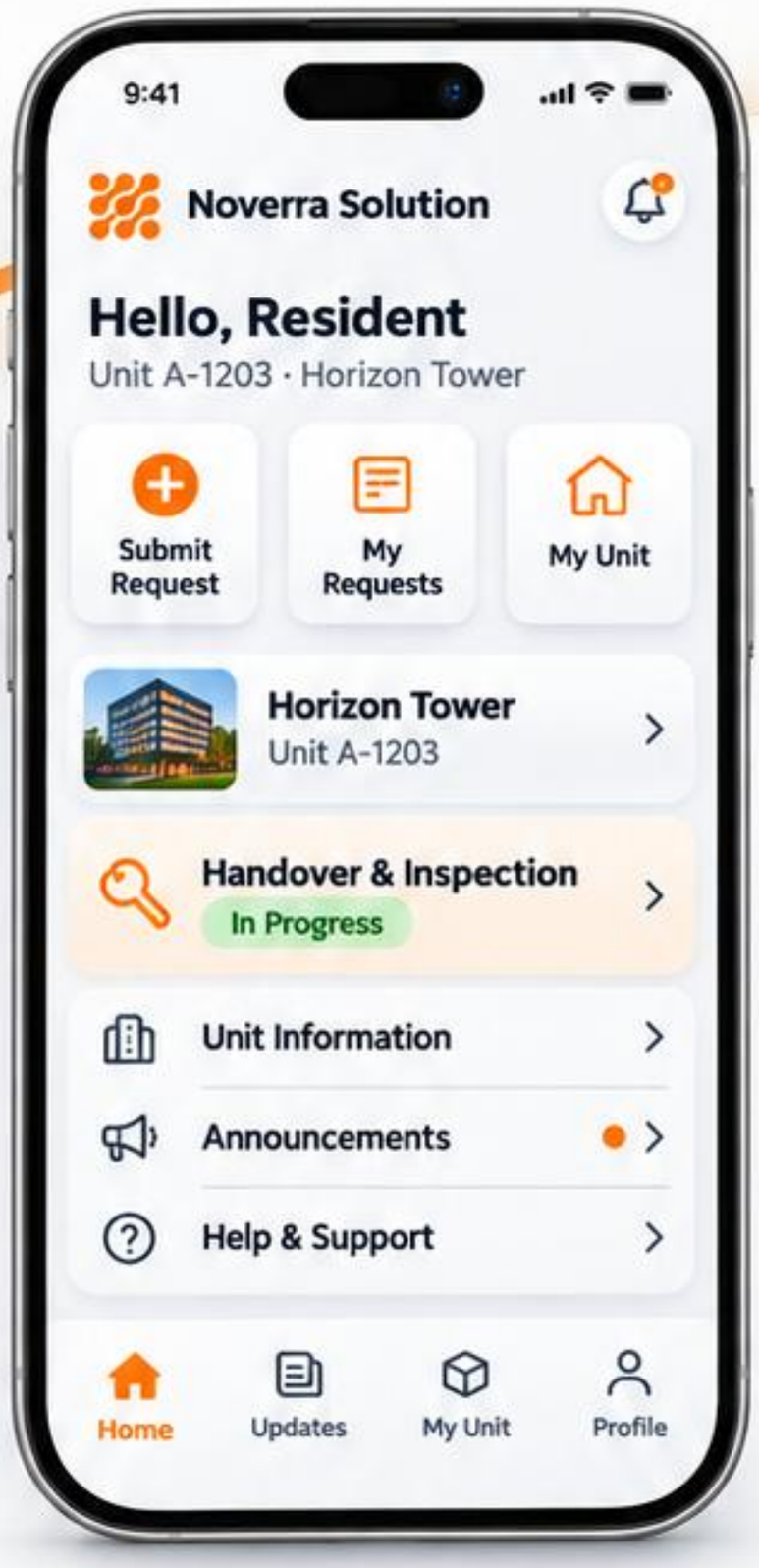
Planned schedules | **Technician coordination** | **Checklists & evidence** | **Repair history** | **Performance tracking**

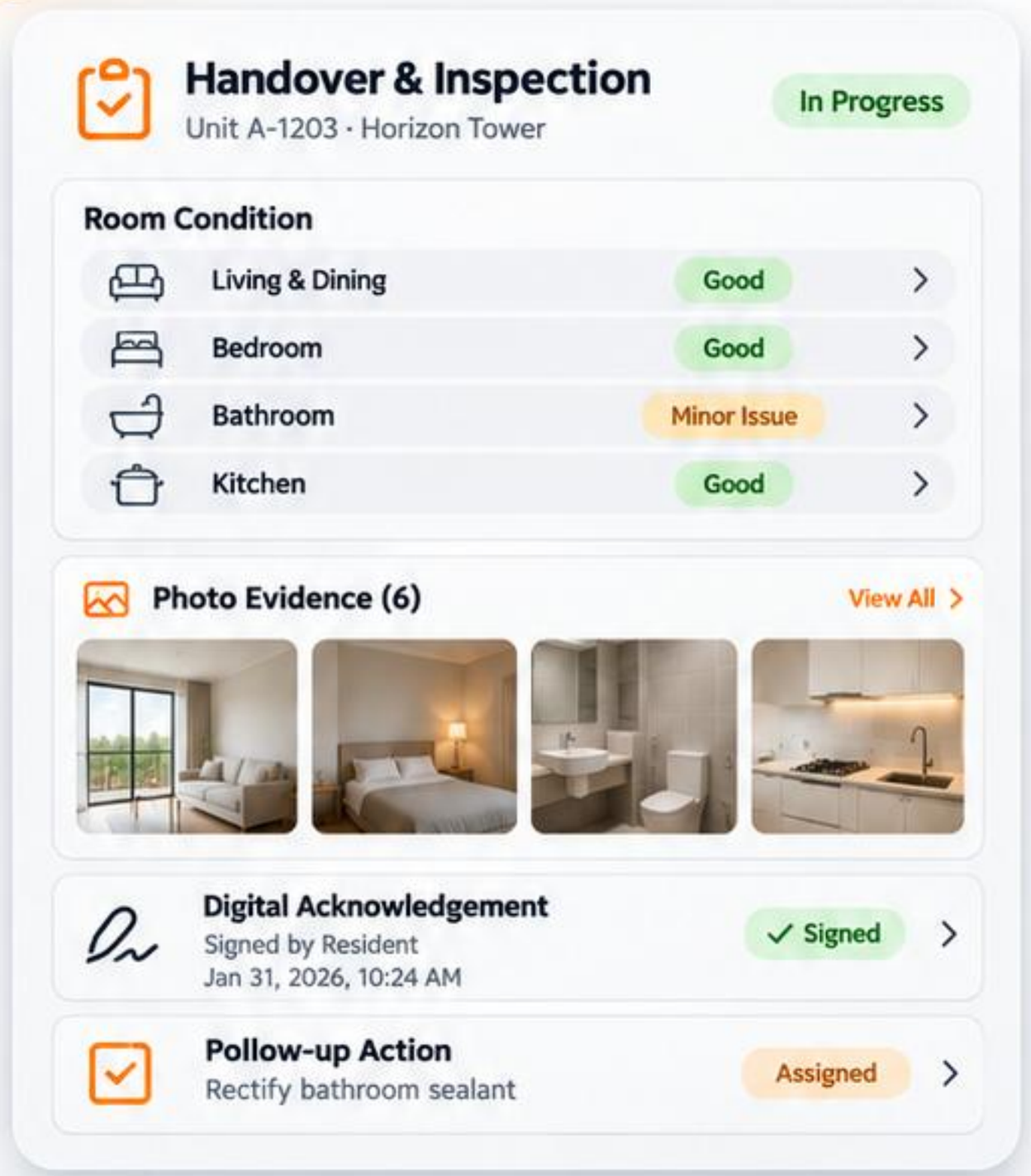
TENANT EXPERIENCE & HANDOVERS

A transparent experience for residents.

A connected, end-to-end resident experience — from requests to unit handovers, with clear updates, records and accountability.







Tenant requests | **Status updates** | **Unit visibility** | **Handover inspections** | **Evidence capture** | **Digital sign-off**

Faster Requests
Submit and track service requests in one place.

Real-time Updates
Stay informed with clear, up-to-date status.

Complete Unit View
Access your unit details, records and key information.

Structured Handovers
Guided inspection and condition checklists.

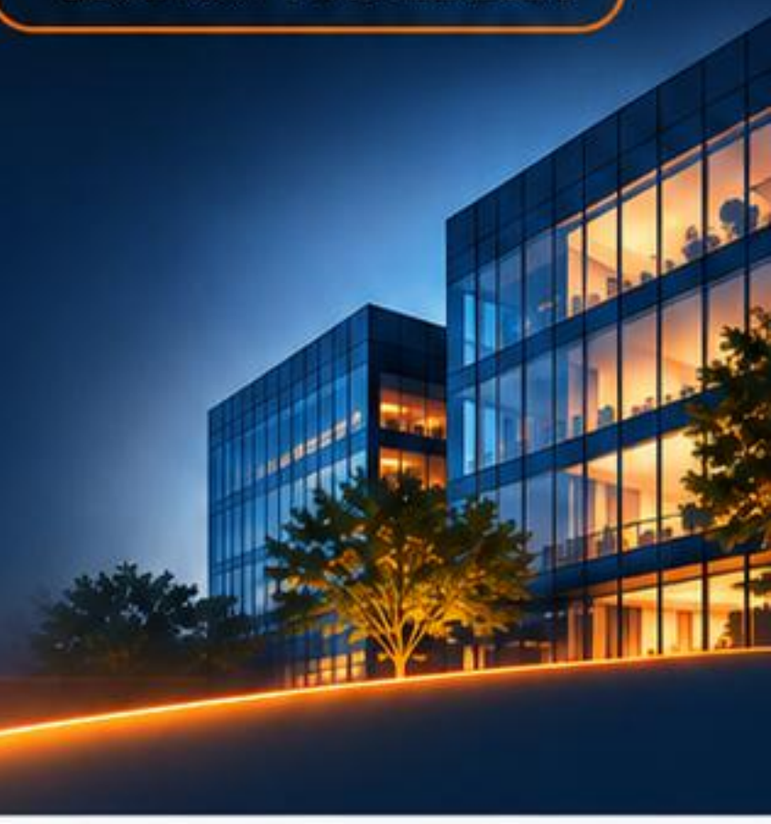
Verified Evidence
Photo records for clarity and accountability.

Digital Sign-off
A simple, secure acknowledgement to complete the handover.

INVENTORY, PROCUREMENT & COST CONTROL

End-to-end material flow and cost visibility.

Manage materials from stock to job, streamline procurement and capture true costs in one connected platform.



MATERIAL-AND-COST FLOW

A connected flow from inventory to cost, ensuring control, traceability and accurate job costing.

Stock Register → Material Request → Review / Issue → Used on Job → Cost Record

Stock Value Trend

Total inventory value over time.



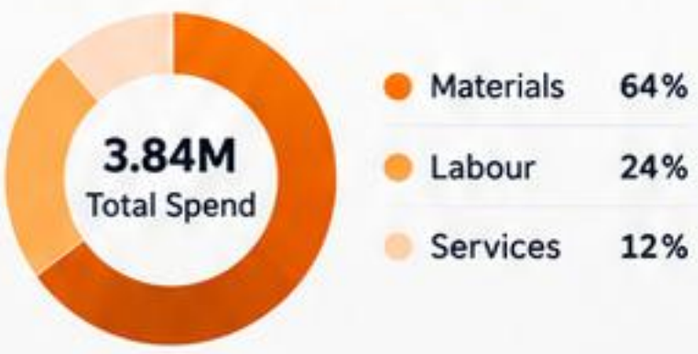
Current Stock Value

1.67M

▲ +12.4% YoY

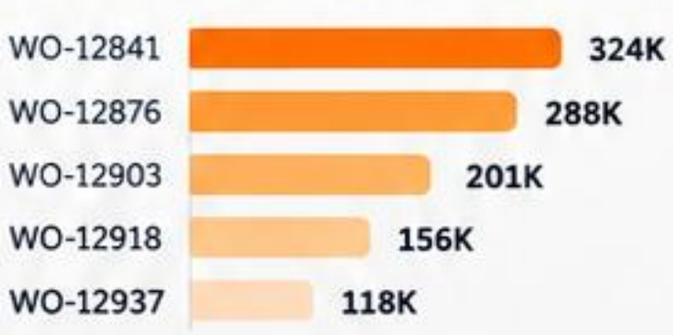
Spend Breakdown

Material, labour and services spend.



Cost by Job (Top 5)

Total cost recorded per work order.



COST COMPONENTS

Key elements that make up the total cost of operations and work orders.

Materials
Items issued from inventory (scheduled or ad-hoc) with quantity and unit cost.

Labour
Labour hours and rates (e.g. internal team or contractor) linked to work.

Services
External services and vendor work (e.g. equipment rental, specialised works).

KEY CAPABILITIES

- **Inventory visibility**
  Real-time stock levels, value and movement across locations.
- **Procurement approvals**
  Structured request, review and purchase approvals with full traceability.
- **Supplier tracking**
  Maintain supplier records, pricing and performance for better sourcing decisions.
- **Cost linkage to work orders**
  Automatically capture materials, labour and services to provide accurate job costs and margin visibility.

MOBILE OPERATIONS, REPORTING & ANALYTICS

Connected mobile tools and actionable reporting.

Equip your teams in the field, at the office and on the go with mobile operations and clear, actionable insights.





KEY CAPABILITIES

Role-based mobile access

Tailored tools for technicians, supervisors and residents.

Report exports

Generate and download operational and maintenance reports with ease.

Real-time updates

Get instant status and progress updates across work orders and requests.

Operational insights

Understand performance, workload and service trends at a glance.

Dashboard visibility

A clear, consolidated view of key operations and service performance.

Connected history

A single, traceable record of requests, work orders, assets and maintenance activities.

Operations Dashboard at a Glance

Open Requests	Work Orders	Completion Rate	Asset History
247	3,842	96%	18,560

PEOPLE AND ACCESS

One platform. Different people. The right information for each role.

From property management to field maintenance, every team works with the information and actions relevant to its responsibilities.

A CONNECTED OPERATING MODEL

One operational record, shared responsibly.



OPERATE WITH CLARITY

Management

Portfolios, approvals, service levels and operational decisions.

Field work

Assigned jobs, asset details, photos and progress updates.

Occupants

Report issues, follow requests and review unit information.

Supervision

Allocate work, resolve escalations and verify completion.

Helpdesk

Capture, classify and coordinate service requests.

Access control

Company- and building-scoped visibility, enforced through roles.

REPORTING AND OPERATIONAL INSIGHTS

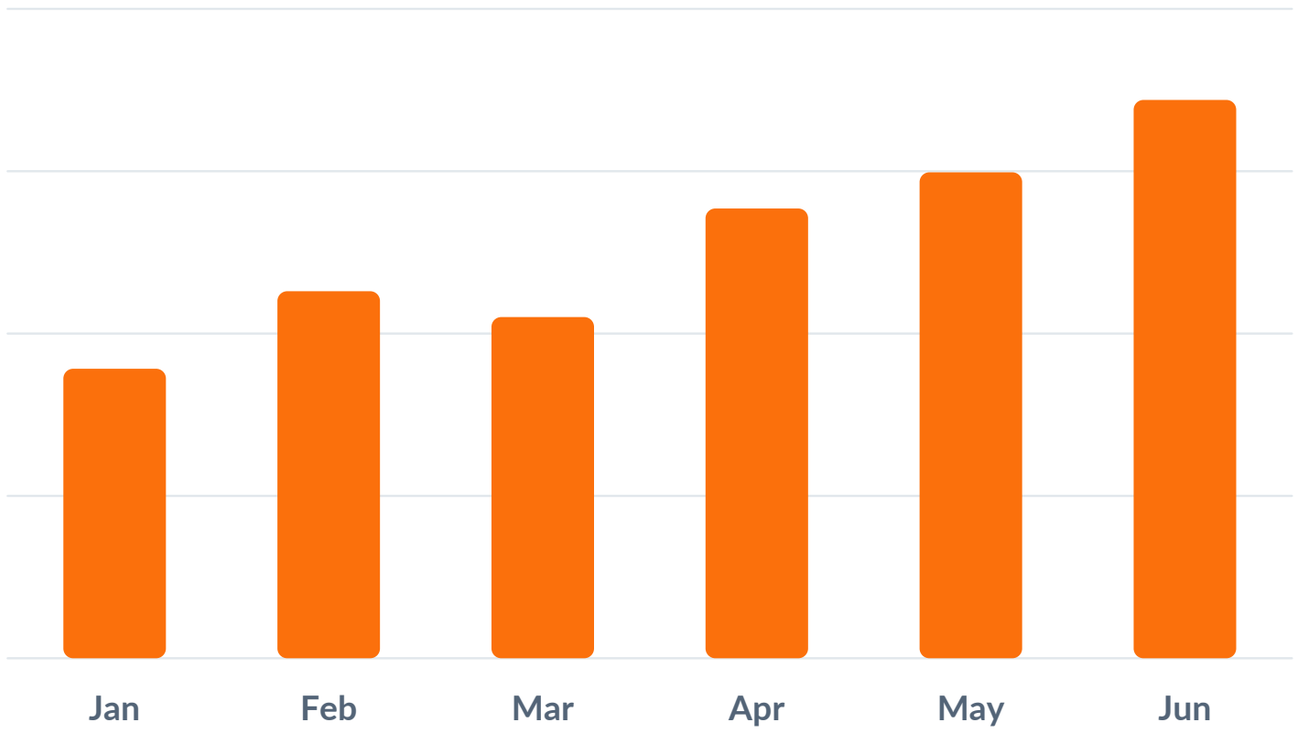
Turn activity into understanding. Turn understanding into action.

Bring maintenance, asset, service and cost information together to identify patterns, highlight priorities and support informed decisions.

ILLUSTRATIVE ANALYTICS - EXAMPLE DATA

Maintenance activity

Example completed work orders over six months



Service request mix

Illustrative category distribution



Repairs	44%
Preventive	28%
Inspections	17%
Other	11%

WHAT EACH RECORD CAN TELL YOU

Requests

What is recurring and where?

Work Orders

What is delayed or overdue?

Assets

Which equipment needs attention?

Costs

Where is maintenance spend concentrated?

Better visibility. Clearer accountability. More confident planning.

Historical records support continuous improvement, not just retrospective reporting.

INDUSTRIES AND APPLICATIONS

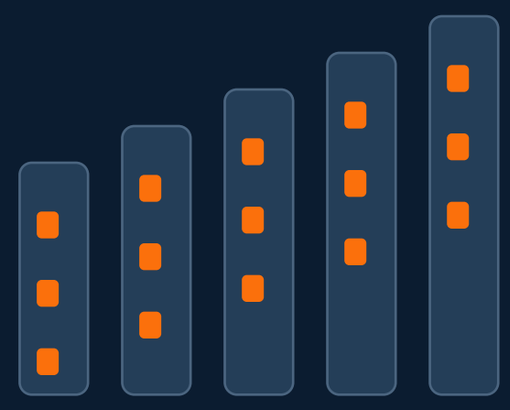
Designed for the spaces people depend on.

Noverra is built for organisations responsible for operating properties, infrastructure, equipment and shared facilities.

ONE ADAPTABLE PLATFORM

From individual buildings to multi-property portfolios.

A structured operational foundation can flex to different teams, property types and service models.



WHERE NOVERRA SUPPORTS OPERATIONS

Residential communities

Apartment buildings, residential towers, gated communities and managed housing.

Commercial properties

Offices, business centres and multi-tenant workplaces.

Retail and mixed-use

Retail spaces, common areas and combined commercial environments.

Hospitality facilities

Hotels and managed facilities with maintenance and service teams.

Industrial operations

Warehouses, equipment-rich sites and technical facilities.

FM service providers

Multiple client properties, workforces and service assignments.

Single property → **Multi-building** → **Portfolio**

LET US CONNECT

Let's build smarter facilities together.

Every facility has its own operational challenges. Noverra offers a connected approach to properties, people, assets, maintenance and service delivery.



THE NEXT CONVERSATION

01
Discover the platform
Explore the proposed CAFM capabilities.

02
Discuss your requirements
Identify sites, workflows and priorities.

03
Plan a demonstration
Review relevant scenarios and next steps.

Product visuals and sample figures are illustrative. Scope and availability are confirmed per project.

COMMERCIAL FRAMEWORK

A clearer scope. A smarter partnership.

A flexible proposal framework for onboarding Noverra CAFM, establishing your operating model and supporting the platform over time.



01 / ABOUT NOVERRA

Technology built around real facility operations.

Noverra Solution develops connected web and mobile software for property and facility management. The platform brings properties, units, parent-child assets, service cases, work orders, maintenance teams, inspections and operating costs into a shared digital environment. Our approach focuses on usable workflows, clear responsibilities and traceable records.

PROPOSAL DETAILS

Prepared for	
Proposal reference	
Issue / version	
Deployment scope	

PLANNING ENVELOPE

USER CAPACITY	ASSET REGISTER	SERVICE MODEL
50	20,000	Web + Mobile
Proposed named users	Proposed maximum assets	Scope by agreement

02 / INVESTMENT OVERVIEW

Transparent pricing. Defined capacity.

A simple one-time implementation charge followed by an annual subscription. The agreed first-year subscription and third-party integration work are provided at no additional charge.

INCLUDED CAPACITY		
50 users	Up to 20,000 assets	Web + Mobile CAFM

01 Investment schedule

	COMPONENT	CHARGE BASIS	AED
01	**Implementation & onboarding** Discovery, configuration, data import, training, pilot, go-live and initial support.	One-time	35,000
02	**Platform subscription - Year 1** Complimentary for the first twelve months after go-live.	First year	FREE
03	**Platform subscription - Year 2** Payable in advance at the start of Year 2.	Annual renewal	15,000
04	**Platform subscription - Year 3** Payable in advance at the start of Year 3.	Annual renewal	15,000
05	**Third-party integration work** First-year integration implementation fee waived; external vendor charges excluded.	Year 1 only	FREE

02 First-year charge summary

CHARGE CATEGORY | EXCLUDING VAT & APPLICABLE TAXES	AMOUNT (AED)
One-time implementation	35,000
Year 1 platform subscription	0 (FREE)
Year 1 third-party integration work	0 (FREE)
TOTAL FIRST-YEAR CHARGE (EXCL. VAT & TAXES)	**35,000**

VAT and any other applicable taxes are additional and are not included in the charges above.

03 / COMMERCIAL AGREEMENT

Clear terms. Confident delivery.

The following commercial terms define the proposed implementation, support, payment milestones, tax treatment and quotation validity for Noverra CAFM.

COMMERCIAL TERMS

TERM	AGREED DETAIL
Delivery	Approximately 5 weeks from the Purchase Order, phased through discovery, data validation, configuration, testing and training, pilot, go-live and hypercare.
Support	Standard support included in the subscription. Priority 1 (system down) target response within 1 hour.
Payment terms	Implementation: 50% on Purchase Order / contract signature and 50% on go-live. Year 1 subscription is free; annual renewals are billed in advance.
Validity of quote	90 days from the date of this proposal.
VAT / taxes	5% UAE VAT where applicable, plus any other applicable taxes, excluded from the quoted charges.
Currency	United Arab Emirates Dirham (AED).
Third-party integration	Integration implementation is free in Year 1. Third-party licences, subscriptions, consumption charges and separately agreed development are excluded.

SCOPE & ASSUMPTIONS

Pricing applies to up to 50 users and a maximum of 20,000 assets. The client supplies asset records and confirms site access. Additional users, assets, integrations or bespoke work require a separate agreement.

CLIENT ACCEPTANCE

Signature below indicates acceptance of the quoted scope and commercial terms.

For the Client

Name / signature / date

For Noverra Solution

Name / signature / date

Enquiries: sales@noverrasolution.com