

United Arab Emirates Facility Management Market Assessment, By Type [Hard Services-Plumbing, Electrical Works, Maintenance and Repair, Others; Soft Services- Security and Safety, Catering, Cleaning, Others], By Service Model [Insourced, Outsourced], By Industry Type [Organised, Unorganised], By Sector [Education, Healthcare, Real Estate, Banking, Hospitality, Housing, Others], By End-user [Commercial, Residential, Industrial, Public], By Region, Opportunities and Forecast, 2016-2030F

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Abstracts

United Arab Emirates Facility Management Market size was valued at USD 16.4 billion in 2022, expected to reach USD 32.44 billion in 2030 with a CAGR of 8.9% for the forecast period between 2023 and 2030. The United Arab Emirates (UAE) facility management market is experiencing robust growth driven by various factors. Rapid urbanization, extensive infrastructure development, and the proliferation of commercial and residential properties are key drivers fueling the demand for facility management services. The UAE's status as a global business hub has led to a surge in corporate offices and commercial spaces, intensifying the need for efficient maintenance, security, and operational services. Additionally, the country's commitment to sustainability and smart city initiatives is propelling the adoption of innovative technologies within facility management, including IoT-driven monitoring, energy-efficient solutions, and data analytics for optimized resource allocation.

UAE facility management market trends reflect a shift towards customer-centricity and

technology integration. Service providers increasingly focus on enhancing customer experiences by offering tailor-made solutions, 24/7 support, and transparent communication channels. Integrating AI and machine learning is gaining traction for predictive maintenance, enabling timely identification and resolution of issues. Moreover, the market is witnessing a surge in outsourced facility management services as businesses seek specialized expertise to streamline operations and cut costs. With the UAE's commitment to hosting global events and exhibitions, the demand for facility management services is projected to remain robust, prompting players to expand service portfolios and invest in advanced technologies to meet evolving client expectations and industry standards.

For example, in 2022, Etihad Rail revealed its plans for a rail freight terminal within Dubai Industrial City, a significant regional manufacturing and logistics hub, and a subsidiary of TECOM Group. The expansive freight terminal, spanning an area of 5.5 million square feet, is a collaborative initiative between Etihad Rail, the entity responsible for developing and managing the UAE's National Rail network, and Dubai Industrial City.

Another collaboration was formed between Norwegian recycling company Tomra and UAE-based facility management firm Imdaad, in February 2023. This partnership aims to implement advanced sensor-based sorting technology at a material recovery facility (MRF) in the UAE.

Growing focus on Sustainability

The United Arab Emirates Facility Management Market is experiencing a significant shift toward sustainability as a pivotal driver. With the UAE's commitment to environmental conservation and adopting green practices, facility management increasingly emphasizes energy-efficient solutions, waste reduction, and sustainable practices. Regulatory requirements and growing awareness among businesses and individuals about the long-term benefits of sustainable facility management drive this transition. As a result, companies operating in the sector are integrating renewable energy technologies, eco-friendly materials, and resource-efficient strategies to comply with regulations and align with the broader societal push for a greener future. For example, in 2022, Farnek, a prominent UAE-based company specializing in intelligent and eco-friendly facilities management (FM), introduced a fresh endeavour named HITEK, focusing on smart FM technology solutions. The leadership of formerly the Senior Director of Technology & Innovations at Farnek, spearheaded this initiative.

Expansion of the Tourism Industry

The expansion of the tourism industry in the United Arab Emirates (UAE) has significantly impacted the Facility Management Market. The country's emergence as a global tourist destination has led to a hospitality and leisure infrastructure surge, including hotels, resorts, and entertainment complexes. This growth has created a robust demand for facility management services to maintain and operate these establishments at high standards. Facility management plays a crucial role in ensuring guest satisfaction, operational efficiency, and adherence to safety regulations in the tourism sector. As the UAE continues to attract tourists from around the world, the Facility Management Market is poised to witness sustained growth, offering a range of services to cater to the evolving needs of the expanding tourism landscape.

For example, The FIFA World Cup 2022 held in Qatar had a positive ripple effect on Dubai's tourism sector, subsequently impacting the United Arab Emirates Facility Management Market. As fans and tourists flocked to the region for the event, it increased hotel occupancy, heightened demand for hospitality services, and boosted utilization of various facilities. This surge in activity necessitated efficient facility management services to ensure seamless operations, maintenance, and enhanced guest experiences, contributing to the market's growth.

Demand for Integrated Facility Management Services in Real Estate

The United Arab Emirates Facility Management Market is witnessing a surging demand for integrated facility management services, driven by the need for streamlined and comprehensive solutions. Businesses are recognizing the advantages of outsourcing their facility management needs to a single provider who can oversee various aspects such as maintenance, security, cleaning, and sustainability. Integrated services simplify operations, enhance efficiency, reduce costs, and ensure consistent quality standards. This trend is further fueled by the UAE's rapid urbanization, growing commercial infrastructure, and the desire for seamless experiences in both residential and corporate settings. As companies seek to optimize resource allocation and focus on their core activities, the preference for integrated facility management services continues to rise as a strategic choice for sustainable growth. For example, in 2022 as mentioned, owners in UAE are increasingly seeking niche offerings like robotics-powered cleaning, known for its enhanced efficiency, decreased labor needs, and cost savings.

For example, in 2023, Aldar Properties, International Holding Company (IHC), and Abu Dhabi National Exhibitions Company (Adnec) joined forces to establish the region's

largest property and facilities management entity. This strategic collaboration aims to leverage the strengths of each entity to offer a comprehensive range of services, including property management, facilities maintenance, and smart solutions, further enhancing operational efficiency and customer satisfaction.

Impact of COVID-19

The pandemic significantly impacted the United Arab Emirates Facility Management Market, introducing unprecedented challenges and opportunities. Lockdowns and restrictions disrupted operations, leading to a heightened demand for specialized cleaning, sanitization, and health-focused facility management services to ensure safe environments. Remote work trends compelled the integration of digital solutions for monitoring and maintenance. While short-term setbacks were evident due to project delays and reduced occupancy, the crisis accelerated the adoption of technology-driven solutions such as contactless access controls and air quality monitoring.

Amid economic uncertainties, cost optimization became paramount, driving a shift towards outsourced facility management services. The pandemic highlighted the industry's adaptability and resilience, spurring innovation and emphasizing the vital role of facility management in safeguarding public health and business continuity.

Key Player Landscape and Outlook

The UAE facility management market presents a dynamic landscape with several key players driving its growth and evolution. Prominent companies like Emrill Services and Farnek Services have established themselves as industry leaders by offering comprehensive facility management solutions encompassing maintenance, cleaning, security, and sustainability services. These players leverage advanced technologies like IoT, AI, and data analytics to enhance operational efficiency and deliver superior client experiences. The outlook for the UAE facility management market remains positive, fueled by increasing urbanization, infrastructure development, and a focus on smart buildings. As sustainability and cost-effectiveness gain prominence, key players are expected to continue expanding their service portfolios and innovating to meet the evolving demands of the market.

For example, in 2022, ServeU, one of the UAE's leading facility managements (FM) solutions providers and a subsidiary of Union Properties, launched two B2B mobile applications for clients with residential and commercial properties. This move aligns with the company's digitalization strategy to enhance customer interaction and satisfaction

during emergencies.

For example, in 2023, Service Seeking, a prominent facility management company based in Abu Dhabi, revealed its recent expansion into Al Ain, the emirate's second-largest city. Known for its diverse service offerings, including plumbing, AC, disinfection, electrical, and handyman services, the company aims to deliver cost-effective, high-quality solutions to residential and commercial clients within the Al Ain area.

Contents

1. RESEARCH METHODOLOGY

2. PROJECT SCOPE & DEFINITIONS

3. IMPACT OF COVID-19 ON UNITED ARAB EMIRATES FACILITY MANAGEMENT MARKET

4. EXECUTIVE SUMMARY

5. VOICE OF CUSTOMER

5.1. Market Intelligence and Service Providers

5.2. Types of Services Available

5.3. Pricing/ Service Costs

5.4. Service Quality

5.5. Experience & Expertise

5.6. Trends and Techniques

5.7. After-Service Maintenance Facilities

5.8. Pain Areas of the Consumer

5.9. Frequency of Availing the Services

5.10. Channel/Purchase Medium

6. UNITED ARAB EMIRATES FACILITY MANAGEMENT MARKET OUTLOOK, 2016-2030F

6.1. Market Size & Forecast

6.1.1. By Value

6.2. By Type

6.2.1. Hard Services

6.2.1.1. Plumbing

6.2.1.2. Electrical Works

6.2.1.3. Maintenance and Repair

6.2.1.4. Others

6.2.2. Soft Services

6.2.2.1. Security and Safety

6.2.2.2. Catering

6.2.2.3. Cleaning

6.2.2.4. Others

6.3. By Service Model

6.3.1. Insourced

6.3.2. Outsourced

6.4. By Industry Type

6.4.1. Organised

6.4.2. Unorganised

6.5. By Sector

6.5.1. Education

6.5.2. Healthcare

6.5.3. Real Estate

6.5.4. Banking

6.5.5. Hospitality

6.5.6. Housing

6.5.7. Others

6.6. By End-user

6.6.1. Commercial

6.6.2. Residential

6.6.3. Industrial

6.6.4. Public

6.7. By Region

6.7.1. Abu Dhabi

6.7.2. Dubai

6.7.3. Sharjah

6.7.4. Ajman

6.7.5. Umm Al-Quwain

6.7.6. Fujairah

6.8. By Company Market Share (%), 2022

7. MARKET MAPPING ,2022

7.1. By Type

7.2. By Service Model

7.3. By Industry Type

7.4. By Sector

7.5. By End-user

7.6. By Region

8. MACRO ENVIRONMENT AND INDUSTRY STRUCTURE

- 8.1. Supply Demand Analysis
- 8.2. Import Export Analysis
- 8.3. Value Chain Analysis
- 8.4. PESTEL Analysis
 - 8.4.1. Political Factors
 - 8.4.2. Economic System
 - 8.4.3. Social Implications
 - 8.4.4. Technological Advancements
 - 8.4.5. Environmental Impacts
 - 8.4.6. Legal Compliances and Regulatory Policies (Statutory Bodies Included)
- 8.5. Porter's Five Forces Analysis
 - 8.5.1. Supplier Power
 - 8.5.2. Buyer Power
 - 8.5.3. Substitution Threat
 - 8.5.4. Threat from New Entrant
 - 8.5.5. Competitive Rivalry

9. MARKET DYNAMICS

- 9.1. Growth Drivers
- 9.2. Growth Inhibitors (Challenges and Restraints)

10. KEY PLAYERS LANDSCAPE

- 10.1. Competition Matrix of Top Five Market Leaders
- 10.2. Market Revenue Analysis of Top Five Market Leaders (in %, 2022)
- 10.3. Mergers and Acquisitions/Joint Ventures (If Applicable)
- 10.4. SWOT Analysis (For Five Market Players)
- 10.5. Patent Analysis (If Applicable)

11. PRICING ANALYSIS

12. CASE STUDIES

13. KEY PLAYERS OUTLOOK

- 13.1. Enova Facilities Management Services LLC
 - 13.1.1. Company Details

- 13.1.2. Key Management Personnel
- 13.1.3. Products & Services
- 13.1.4. Financials (As reported)
- 13.1.5. Key Market Focus & Geographical Presence
- 13.1.6. Recent Developments
- 13.2. Emrill Services LLC
- 13.3. Serveu LLC
- 13.4. EFS Facilities Services Group
- 13.5. Deyaar Facility Management LLC (Deyaar Development PJSC)
- 13.6. Marafeq Facilities Management LLC
- 13.7. Farnek services LLC
- 13.8. Engie Cofely Energy Services LLC (ENGIE SA)
- 13.9. Etisalat Facilities Management LLC
- 13.10. Imdaad LLC

*Companies mentioned above DO NOT hold any order as per market share and can be changed as per information available during research work

14. STRATEGIC RECOMMENDATIONS

15. ABOUT US & DISCLAIMER

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