SUPPORT POWER

شركة قوة الدعم للخدمات المساندة

POWER SUPPORT **FACILITIES SERVICES COMPANY**

Facility Management
Operational Solutions
Support Services

Company Profile

Where Strength Meets Support

A Strategic Operational Partner for Facilities

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POWER SUPPORT
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Facility management is no longer simply a support function; it has become an essential component of business continuity, facility readiness, and asset efficiency.

At Power Support, we manage this responsibility through an operating model that brings together field expertise, structured procedures, continuous supervision, and technology that supports operational follow-up, performance measurement, and decision-making.

More visibility. Clearer responsibilities. Measurable performance. Continuous improvement.

”

About Power Support

Power Support Facilities Services Company is a Saudi company specialized in facility management, operational solutions, and support services. Established in 2009, the company serves government, semi-government, and private-sector organizations.

Our business model has evolved to integrate facility management, operations and maintenance, and support services within a unified operational framework, managed through clearly defined scopes, responsibilities, and measurable performance standards.

Power Support relies on operational teams, field supervision, and structured procedures, supported by an in-house technology system that connects operations, requests, work orders, reports, and performance data.

Our operations cover five geographical regions across the Kingdom: Central, Eastern, Western, Southern, and Northern, enabling us to support multi-site facilities and the evolving operational requirements of our clients.

Our Vision

To be a trusted operational partner for facilities across Saudi Arabia, through an integrated facility management model that enhances readiness, service efficiency, and operational sustainability.

Our Mission

To manage and operate facilities and support services with efficiency and reliability through qualified teams, clear procedures, continuous supervision, and technology that supports quality execution and performance measurement—creating tangible operational value for our clients.

Our Values

- **Excellence:** Performance driven by measurement and continuous improvement.
- **Integrity:** Transparency in commitment, execution, and reporting.
- **Partnership:** Operational success is a shared responsibility.
- **Innovation:** Technology and data that support better decisions.
- **Sustainability:** Efficient resource utilization and responsible asset management.

Operational Pillars

Power Support's operating model is built around six interconnected pillars that govern service delivery from planning through performance measurement:

01 Operational Governance

A clear structure of responsibilities and authorities, documented operating procedures, and communication and escalation mechanisms that support effective issue resolution and service continuity.

02 Quality & Compliance

Field supervision and periodic reviews to verify service quality and compliance with regulatory, health, and safety requirements, with corrective actions tracked through to closure.

03 Readiness & Response

Organizing operational teams and resources according to each contract's requirements, while linking service requests to defined priorities and response times in accordance with the Service Level Agreement (SLA).

04 Performance Monitoring & Measurement

Tracking Key Performance Indicators (KPIs) and collecting service, asset, and work-order data to generate reports that support performance visibility and decision-making.

05 Operational Sustainability

Managing assets and resources through practices that support preventive maintenance, reduce waste, and improve equipment efficiency and operational life.

06 Operational Capability Development

Continuously developing our teams through training and professional development aligned with service, safety, and quality requirements.

Our Services

We provide a comprehensive portfolio of operational solutions that can be delivered as standalone services or as part of an integrated model, depending on the facility's requirements and contractual scope.

01 | Integrated Facilities Management (IFM)

Overview

Integrated Facilities Management is at the core of Power Support's operating model. We manage services, assets, resources, and performance levels under one integrated operational responsibility.

Our service begins with an assessment of the facility, its assets, and operational requirements, followed by the development of an operating plan covering resources, schedules, responsibilities, service levels, and performance monitoring mechanisms.

Scope of Work

- Asset inventory and structured asset register development.
- Preventive maintenance planning.
- Management of technical services associated with assets.
- Management of support services according to contractual scope.
- Inventory and spare-parts management based on project requirements.
- Performance and service-level monitoring.
- Operational reports and performance dashboards.
- Coordination between service teams and suppliers.

Operational Value
A unified operational responsibility that connects services, assets, and performance levels while providing clients with greater visibility into their facilities.

Overview

Our maintenance approach is based on the principle of preventing failures before they occur, responding systematically when they happen, and analyzing their causes to reduce recurrence.

Maintenance Levels

Predictive Maintenance

Where appropriate, and based on project scope and asset requirements, we utilize specialized inspection and measurement techniques to identify early signs of deterioration before failure occurs.

Emergency Maintenance

Response to incidents that affect facility safety or critical service continuity according to established response and escalation procedures.

Corrective Maintenance

Resolution of reported failures according to priority and agreed response times, with the corrective action documented.

Preventive Maintenance

Scheduled inspection and maintenance activities based on each asset's requirements.

Scope of Work

01 Operation and maintenance of electrical, mechanical, and plumbing systems.

02 Operation and maintenance of control rooms, generators, and distribution panels.

03 Maintenance of safety-related systems.

04 Coordination of specialized services through qualified providers when required.

05 Work-order management from reporting through closure.

06 Failure analysis and improvement recommendations.

Operational Value
Greater asset reliability, reduced impact of failures, and fewer unplanned operational interruptions.

Overview

We manage electrical operation and maintenance activities to support system safety, power stability, and efficient energy utilization, according to site requirements and service scope.

Scope of Work

- Maintenance of main and sub-distribution panels and protection breakers.
- Inspection of grounding and protection systems.
- Thermal inspection of electrical panels when required.
- Power-quality and power-factor measurements.
- Electrical installations and modifications.
- Maintenance of internal and external lighting systems.
- Monitoring electrical irregularities and recommending corrective actions.

Operational Value
Improved electrical system safety and reliability, while supporting more efficient energy use.

Overview

HVAC systems have a direct impact on occupant comfort, energy consumption, and operational continuity. We therefore manage them through structured maintenance and performance-monitoring programs.

Scope of Work

- Operation and maintenance of centralized HVAC systems.
- Maintenance of split, concealed, and packaged units.
- Air-duct cleaning and filter replacement according to schedules.
- Maintenance of pumps, cooling towers, and chilled-water systems.
- Cooling-water treatment to reduce corrosion and scaling.
- Air and water balancing.
- Flow-rate measurements.
- Identification of opportunities to improve operational and energy efficiency.

Operational Value
More reliable HVAC performance, improved indoor environments, and fewer maintenance-related system failures.

Overview

Our water and drainage management services focus on reducing leaks, maintaining network integrity, and ensuring service continuity throughout the facility.

Scope of Work

- Maintenance of water networks and tanks.
- Stormwater drainage system maintenance.
- Maintenance of pumps and pressure systems.
- Leak detection and repair.
- Maintenance of sanitary fixtures and faucets.
- Drainage network maintenance and blockage clearance.
- ank cleaning and disinfection in accordance with applicable requirements.

Operational Value
Reduced water loss and leakage risks, with improved reliability of water and drainage systems.

Overview

We manage cleaning as a structured operational service, rather than simply providing manpower, through defined schedules, field supervision, inspection checklists, and service-level monitoring.

Scope of Work

- Daily cleaning of offices, corridors, washrooms, and common areas.
- Deep cleaning of floors, carpets, and upholstery.
- Façade and external-area cleaning.
- Care and maintenance of marble and stone flooring.
- Cleaning and disinfection of high-touch and high-traffic areas.
- Waste management according to project scope.
- Supervisory inspections and checklists.
- Management of cleaning materials, equipment, and consumables.

Operational Value
Consistent and measurable cleaning standards supported by structured schedules, supervision, and clear inspection criteria.

Overview

We adopt the Integrated Pest Management (IPM) approach, focusing on identifying the causes of infestation, entry points, and breeding areas rather than relying solely on periodic treatment.

Scope of Work

- Initial inspection and assessment.
- Identification of entry and breeding points.
- Preventive programs and treatments as required.
- Insect and rodent control.
- Termite treatment where applicable.
- Numbered monitoring stations and baiting systems.
- Use of registered and approved materials.
- Technical reporting and service documentation.

Operational Value
Stronger preventive control and reduced recurrence through root-cause treatment and continuous monitoring.

Overview

We provide hospitality and institutional food-service solutions that prioritize service quality, operational discipline, hygiene, and food-safety requirements.

Scope of Work

- Operation of restaurants, cafeterias, and institutional food outlets.
- Hospitality services for offices, meetings, and events.
- Menu planning, Food-supply-chain management within project scope.
- Kitchen operations, storage, and temperature control.
- raining service teams in hygiene and food-safety procedures.
- Monitoring employee health and hygiene requirements.

Operational Value
Organized hospitality services that support employee and visitor experience while maintaining operational consistency.

Overview

Laboratory environments require precision in setup, maintenance, and safety. We provide specialized solutions that support laboratory readiness, workplace safety, and equipment reliability.

Scope of Work

- Laboratory needs assessment, design, and setup.
- Supply and installation of laboratory furniture and safety equipment.
- upply of equipment, materials, and consumables according to project scope.
- Preventive and corrective maintenance of laboratory equipment.
- Calibration services according to project requirements and applicable authorities.
- Safety requirements and waste-handling solutions within project scope.
- User training for safe operation and equipment use.

Operational Value
Supporting laboratory readiness, equipment reliability, and a safe operating environment.

Overview

We support clients' operational workforce requirements through staffing and recruitment models aligned with project needs, applicable regulations, and relevant licensing requirements.

Scope of Work

- Provision of technical, operational, and support personnel.
- Provision of administrative and supervisory personnel according to project requirements.
- Recruitment, screening, and interviews.
- Technical assessments based on job requirements.
- Pre-deployment training and orientation.
- Management of administrative and regulatory obligations according to the contractual model.
- Replacement and contingency workforce management in accordance with contract requirements.

Operational Value
Providing the right operational resources while managing the associated workforce requirements within the agreed contractual model.

Overview

Uniforms are an important element of corporate identity and employee experience. We manage uniform projects from requirements assessment through delivery and post-delivery support, while considering functionality, comfort, and brand identity.

Project Delivery Journey

01

Requirements Assessment

Understanding the nature of work, employee categories, and usage requirements.

02

Consultation & Design

Developing designs that reflect brand identity, functionality, and ease of movement.

03

Fabric & Material Selection

Selecting materials suitable for the intended environment and use.

04

Sample Approval

Producing and reviewing samples before mass production.

05

Measurement

Organizing employee measurements according to the project process.

06

Manufacturing

Production according to approved specifications.

07

Quality Inspection

Reviewing products before packaging and delivery.

08

Packaging & Delivery

Organizing and delivering uniforms according to the approved plan.

09

After-Sales Support

Managing alterations and replenishment according to project scope.

Operational Value
One-point project management that supports brand consistency and simplifies execution and follow-up.

Overview

We support organizations seeking to restructure their operations or improve operational efficiency through consulting services based on practical field experience and translated into actionable recommendations.

Scope of Work

01 Assessment of the current operating environment.

02 Gap and challenge analysis.

03 Review of operational structures and responsibilities.

04 Development and improvement of Standard Operating Procedures (SOPs).

05 Development of Key Performance Indicators (KPIs).

06 Cost review and efficiency opportunities.

07 Development of monitoring and reporting models.

08 Improvement planning and implementation support.

Operational Value
Clear visibility of the current operating environment, with priorities that can be translated into an actionable improvement plan.

Overview

In industrial environments, production stability is directly linked to equipment readiness and maintenance effectiveness. Our approach focuses on structured operations, planned maintenance, and reducing unplanned downtime.

Scope of Work

- Operation of production lines with qualified personnel.
- Preventive and corrective maintenance according to contract scope.
- Spare-parts and critical-inventory management.
- Implementation of industrial safety requirements.
- Downtime analysis.
- Support for operational efficiency improvement programs.

Operational Value
Supporting production stability, equipment readiness, and reduced impact of operational downtime.

Overview

We support investors seeking to establish and operate businesses in Saudi Arabia through coordination, operational guidance, and local support, connecting market-entry requirements with the practical needs of ongoing operations.

Scope of Work

- Preliminary market-entry studies.
- Guidance on licensing and registration requirements in coordination with relevant authorities.
- Support for entity-establishment procedures within the agreed scope.
- Connecting investors with local suppliers and partners.
- Support in preparing and operating investor facilities after establishment.
- Facility management, workforce, and support-service solutions.
- Operational risk assessment and mitigation recommendations.

Operational Value
Connecting market entry with establishment and operational requirements through structured local support.

Technology Supporting Our Operations

Power Support manages its operations through an in-house technology system that connects workflows, requests, work orders, follow-up activities, and performance data.

The system organizes the request journey from registration through closure, assigns execution responsibilities, documents actions and attachments, and monitors progress—giving operational teams and management greater visibility into the status of activities.

Technology is an integral part of Power Support's operating model, supporting execution, supervision, measurement, and decision-making.

The System Supports

Operational Value
Clear visibility of each request from registration to closure, connecting field execution with management follow-up and performance data.

Our Operating Methodology

01 **Assessment & Evaluation**
We visit the facility and understand the scope of work, assets, operational requirements, and existing challenges.

02 **Design & Planning**
We develop the appropriate operating model and define the scope, resources, schedules, responsibilities, and performance levels.

03 **Contracting & Service Levels**
We define obligations, KPIs, response times, and measurement and escalation mechanisms within the applicable contractual documents.

04 **Mobilization & Transition**
We prepare resources, teams, equipment, mobilization plans, and technology systems to support an organized transition into operations.

05 **Daily Operations**
We execute the agreed scope, manage requests and work orders, conduct field supervision, and document service delivery through approved operating procedures.

06 **Measurement & Reporting**
We monitor KPIs and service levels, prepare periodic reports, and review performance with the client's management team.

07 **Continuous Improvement**
We analyze performance data and recurring operational challenges to identify opportunities for greater efficiency and process improvement throughout the contract lifecycle.

We begin with understanding, move into execution,
and continue through measurement and improvement.

Sectors We Serve

We work with facilities that have diverse operational requirements, adapting our service model to the specific needs of each sector.

Government & Semi-Government
Ministries, authorities, and public-sector organizations.

Corporates & Enterprises
Corporate offices, business complexes, and multi-site facilities.

Education
Schools, universities, laboratories, and educational facilities.

Healthcare
Environments requiring high standards of cleanliness, safety, and readiness.

Hospitality & Hotels
Facilities where service continuity and user experience are critical.

Restaurants & Cafés
Chains and branches requiring consistent operations, cleanliness, and readiness.

Retail & Shopping Centers
High-traffic facilities and spaces with intensive daily usage.

Industrial & Service Sector
Factories, production lines, warehouses, and operational facilities.

Why Power Support?

Operational Experience Since 2009
Accumulated field experience in facility management and support services across diverse sectors.

Integrated Operating Model
Multiple services managed through clearly defined responsibilities and scopes.

Governance & Performance Measurement
Structured procedures, service levels, and performance indicators that provide visibility and accountability.

In-House Technology System
Connecting operations, requests, work orders, and performance data to support execution and management visibility.

Geographic Coverage
Five geographical regions covering Central, Eastern, Western, Southern, and Northern Saudi Arabia.

Continuous Improvement
Using operational data and field insights to identify opportunities for process improvement and greater efficiency.

Certifications & Accreditations

Power Support strengthens its operating framework through the implementation of recognized management systems supporting quality, occupational health and safety, and environmental management.

ISO 9001:2015
Quality Management System

ISO 45001:2018
Occupational Health &
Safety Management System

ISO 14001:2015
Environmental Management System

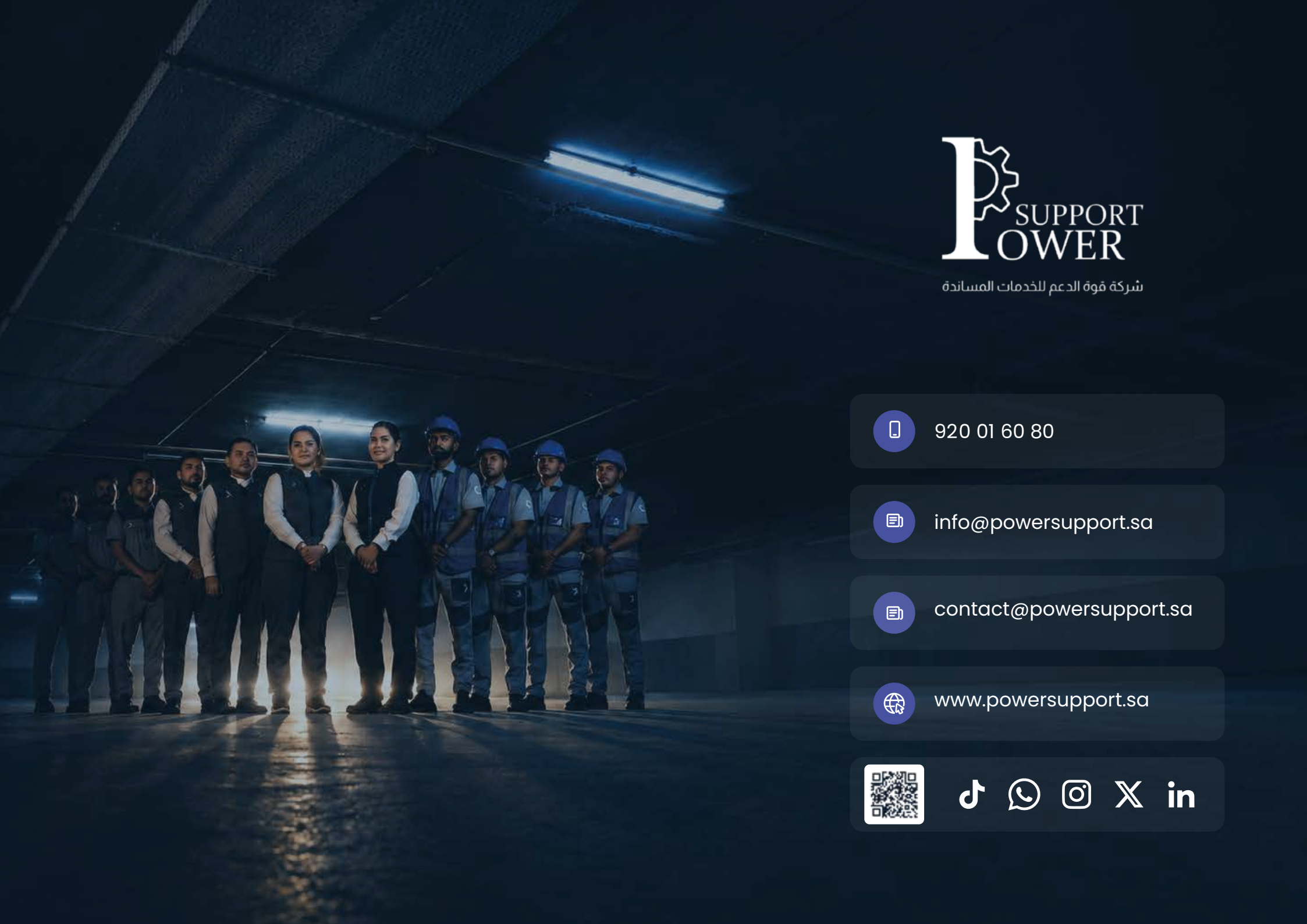
Wooden Bakery
SWARM Technologies
وزارة الدفاع
MINISTRY OF DEFENSE
وزارة النقل
TRANSPORT MINISTRY
ACTEL communications
KIKO MILANO
SEIZE
PUNT ROMA
RESERVED
Roche
SALSA JEANS
stc
sunglass hut
CALZEDONIA
DEICHMANN
AMERICANA QUALITY
The Butcher Shop & GRILL
Zakoto
مرفي
We are proud of the trust placed in us by a select group of government agencies, national entities, and leading brands.
intimissimi
MoMo
EATALY
KUDU كودو
زين zain
PAUL depuis 1889
كون KOON
NEW SHANGHAI
Shabakkat KSA
SACOOR brothers
سأف SAAF
جامعة المجمعة Majmaah University
SCE
ZADEA
Applebee's GRILL + BAR

Let's Understand Your Facility's Needs

Every successful operational partnership begins with a clear understanding of the facility's requirements, challenges, and priorities.

The Power Support team assesses the requirements and identifies the appropriate service model, ensuring clarity of scope, responsibilities, and performance expectations from the outset.

Contact us to arrange a site visit and discuss your facility's operational requirements.



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