



WE HAVE MASTERED AUTOMATION







INTRODUCTION TO IMDAAD GROUP

The Imdaad group of companies is owned by the Investment Corporation of Dubai (ICD). The Imdaad group provides integrated, sustainable facilities management services that enhance the operational efficiency of any physical asset.

As well as managing and supporting your physical facilities, we can also provide you with expert, highly trained manpower services and soft skills. We offer you a complete solution.

Established in 2007, Imdaad is headquartered in Dubai with site offices and branches across the UAE. Imdaad's suite of complete turnkey solutions includes:













Integrated Facilities Management



The core values of Imdaad are defined as:

'People, Service and Making a Difference'

The business model adopted by Imdaad facilitates a more personalized touch in its provision of services – a feature that has attracted the loyalty of its many customers and clients.

The services currently offered by Imdaad are:



To address the diverse needs of its clients across various industry verticals, Imdaad provides a wide range of services in general, electrical and plumbing maintenance (MEP), infrastructure maintenance, mechanical maintenance, HVAC systems maintenance and fire protection and detection systems maintenance. Imdaad also manages specialized services such as elevator maintenance, automated barrier and security systems maintenance as well as providing a range of other specialist facilities management services.



Soft Facilities Management: Isnaad, the internationally qualified soft facilities management service provider by Imdaad, is responsible for approximately four million square meters of facilities. It is a specialist service provider in housekeeping and cleaning, water tank cleaning and disinfection, façade cleaning and manpower supply.



The environmental services offered by Imdaad include waste management and recycling services, pest control services, waste water treatment and management, infrastructure cleaning and maintenance and lake cleaning as well as a wide range of additional environmental services



A unique and ground breaking 24/7 home maintenance service providing customized and personalized services to homeowners through a network of skilled and highly capable workers.



Imtedaad is the technology division of Imdaad. It is responsible for enhancing operations, facilitating service delivery and increasing customer experience in the context of leading trends in information technology.



Our specialist lift and automation business, NIGMA, has an experienced team of automation and specialist building and construction equipment experts. NIGMA can provide installation and maintenance services across a range of technologies from lifts and escalators to vehicle blockers and access control systems. All automated facilities technologies fall within the remit of NIGMA and as new technologies evolve, NIGMA will be there as the first provider of support for such services in the UAE market.



Acquired by Imdaad in 2016, Vision Safety is a leading fire detection and protection services company, able to reliably install and maintain a range of systems to combat the risk of fire and to mitigate its impact for both complete building installations and to meet the needs of individual offices, villas or apartments.



FARZ is Imdaad's state-of-the-art materials recovery and recycling centre. Located in National Industries Park, the facility has the most efficient recovery rate of any Materials Recovery Facility in the UAE and has two separate lines, one to deal with household waste and the other focusing on commercial and industrial waste. The FARZ mission is closely aligned with Dubai's Vision 2021 objective to recycle and reuse 75% of waste currently going to landfills.



Imdaad Al-Batinah provides municipal waste collection for Be'ah (Government of Oman). Working with local partners, Imdaad provides as door to door waste collection for over 800,000 people in North Al-Batinah and for 10 states in the Governate of Musandam.

NIGMA has been involved in the sale, design, supply, installation, maintenance, modernization, and repair of automated products for more than 30 years

OUR PRODUCTS & SERVICES



Elevators, Escalators and Dumbwaiter



Car park barriers and paid parking systems



Access control systems



Motorized gates



Garage doors and roller shutters



Road blockers



Sliding and swing doors



Bollards



Car space blockers



Electronic data display boards



Safety Elevator Requirements & Materials



Custom-made decorative metal for lift cabins and lift doors



Lift push buttons, signalizations and computer-based controllers

Since 1988, NIGMA has provided sales, design, supply, installation, maintenance, modernization and repair of automated products such as traffic barriers, elevators, escalators, sliding doors, rollers shutters, access control and security products. We provide comprehensive tailormade solutions for homes, landlords, residential and commercial buildings and shopping malls.

As well as dealing directly with landlords and developers, NIGMA, which was acquired by Imdaad in 2015, also operates independently from Imdaad

by selling, installing and maintaining automation solutions to other facilities management companies.

A long-term relationship with our clients is of extreme importance to us. Our dedicated employees consisting of graduate Engineers, factory-trained technicians, installers and office staff have enough experience in the market to understand your different needs ensuring a trouble-free operation of your core business.

We offer both our commercial and our private clients a full range of services, which include preventive maintenance and routine inspections as well as installation and troubleshooting, whenever necessary. Our turn-key solution for all specialist building equipment, either offered in conjunction with our Imdaad colleagues or even as an independent service to Imdaad's competitors, represents the optimum automation and building equipment solution.













OUR KEY CLIENTS

OUR MAJOR/KEY CLIENTS AS FOLLOWS:

- Al Kawakeb Property
- Cofely Besix
- Operon
- Jone Lang La Salle
- KONF
- H.H. Rulers Court
- IDAMA/EJADAH
- AL TAYER
- DREC
- DEIRA Tower Estate
- National Bank of Umm Al Qwain
- St. George Hotel
- Sheraton Beach Resort
- Full Circle
- Abu Dhabi Police
- Dubai Municipality
- Lal' Group
- Sun City Properties
- Fitness First

NEW CLIENTS AS STATED:

- Techniques & Middle East FZE
- Little Melbourne Café
- Electro Cooling Center
- Queen Elizabeth
- Clarion School
- GECO Land Packing LLC
- Rixos Hotel Apartments
- Al Habtoor Group
- 916 Lebanese Café
- Anchor Allied Factory LTD.
- Al Arooba Facilities Management Services
- Thumbay Ltd
- CBRE Global Workplace Solutions
- Ray White Dubai
- Al Ain Coop Society
- Nakheel Souq Palm FZCO





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