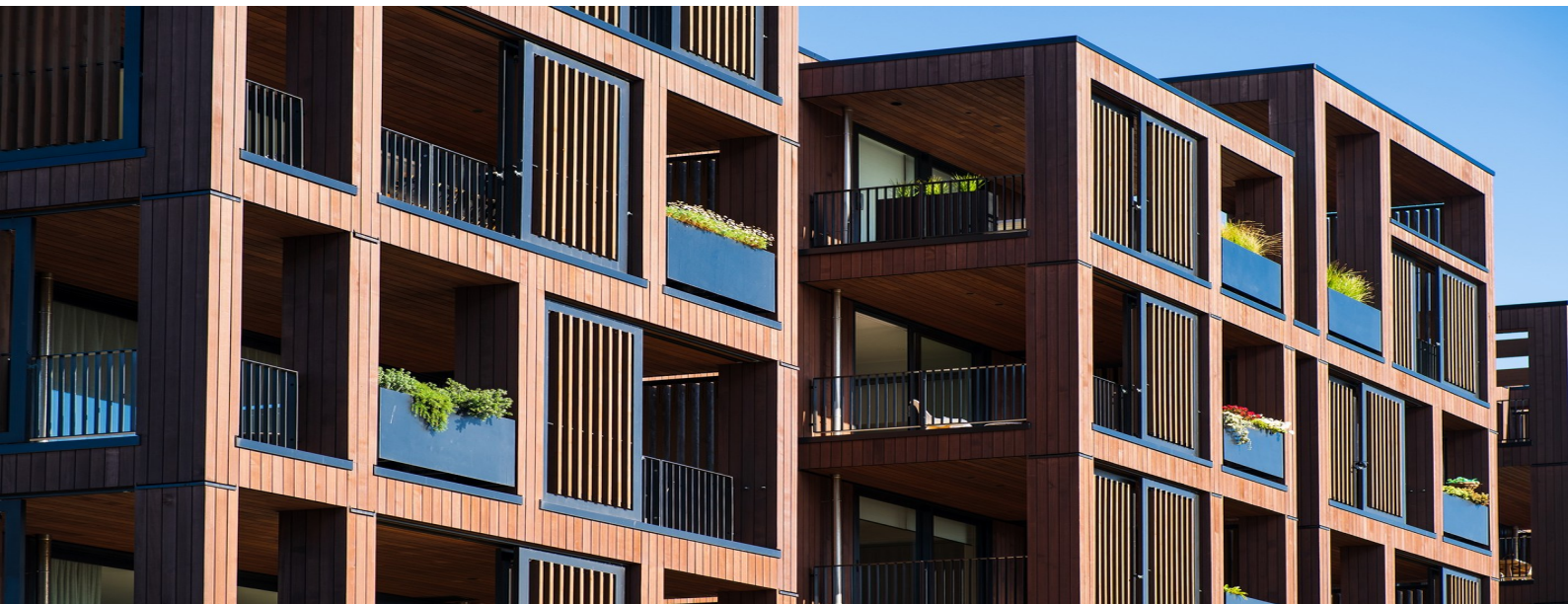


# Proof of Service: digitising the job cycle for **Facility Management** on Dynamics 365 Finance & Operations

How Gulf facility management providers can turn every job, from first call to signed completion report, into evidence their clients will pay against.



## Paid on proof

Gulf clients pay against signed completion reports with before-and-after images. The evidence is the product.

## One system of record

Requests, field work, escalation and reporting run in Dynamics 365 Finance & Operations, with an Android tablet app for field staff.

Planned Maintenance

Reactive Tasks

Evidence & Sign-off

Escalation

## THE CHAIN OF EVIDENCE BEHIND EVERY JOB



Request



Checklist



Before photos



Fix & after



Sign-off



Completion report

## In Gulf facility management, you are paid for what you can prove.

Across the UAE, facility management comes with property ownership. Owners pay recurring service charges, and communities are serviced by management and facility companies under contract. In Dubai the framework is set in law, with service-charge budgets approved by the regulator before owners are billed. One analyst estimate puts the UAE market at US\$23.6 billion in 2026, rising to US\$43.5 billion by 2031.

That creates a specific operating problem. Clients with portfolios of thousands of buildings cannot inspect the work, so they pay against evidence: signed completion reports with before-and-after images and a record of each preventive step. Meanwhile a small head office coordinates a very large field workforce whose status it cannot see.

This paper sets out how Brightpoint Infotech addresses that problem with a facility management vertical on Microsoft Dynamics 365 Finance & Operations and an Android tablet app for field staff.

## Key takeaways

### Evidence is the product

Every task leaves a checklist, photos, a rating and two signatures behind.

### One system of record

Field work, escalation and reporting land where the invoicing happens.

### Configure, don't code

Checklists per problem type are maintained as setup, not development.

### Escalate by rule

Time-based escalation and task history replace status-chasing calls.



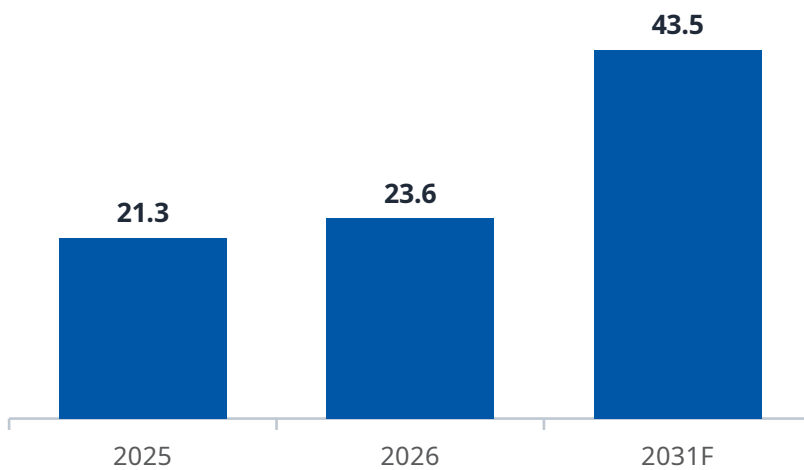
### Who this paper is for

Operations directors, FM contract managers and finance leaders at Gulf facility management providers, especially those running or evaluating Microsoft Dynamics 365.

## A regulated, outsourced and growing market

Facility management in the UAE is not a discretionary purchase. In Dubai, Law No. 6 of 2019 on jointly owned property requires owners to contribute to the upkeep of shared areas. The owners' association manager prepares an annual service-charge budget, which the regulator approves on its Mollak system before owners are billed.<sup>2</sup> Abu Dhabi has a comparable regime: Law No. 3 of 2015, with 2025 administrative decisions that make service fees unenforceable without regulator approval.<sup>3</sup>

UAE facility management market, US\$ billion<sup>1</sup>



**13%**

Projected annual growth, 2026–2031

**65%**

Delivered by outsourced providers, 2025

**61%**

Hard services share of market value, 2025

## What Dubai service charges pay for<sup>2</sup>



### General Fund

Cleaning, security, landscaping, pest control and upkeep of shared areas.



### Utilities Fund

Electricity, water and cooling for common spaces.



### Management Fee

Paid to the company that runs day-to-day operations.

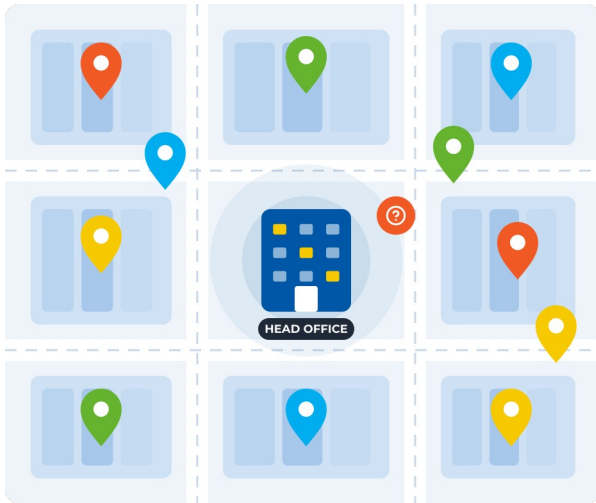


### Sinking Fund

A reserve for major repairs such as lifts and roofs.

**Each of these items is delivered by people in the field, under contract, and has to be accounted for. That is where the operating challenge begins.**

1. Mordor Intelligence, UAE Facility Management Market (2025: US\$21.28bn; 2026: US\$23.59bn; 2031F: US\$43.45bn; CAGR 12.99% 2026–2031; outsourced 64.88%; hard services 60.92%). 2. Betterhomes, "What should buyers know about service charges before purchasing." 3. A&O Shearman, "Abu Dhabi jointly owned property: governance, service charges and asset quality."



## Gulf scale, invisible work

Running facility management at Gulf scale concentrates three pressures on the provider. None of them is solved by working harder in the field. Each is solved by better records.

### Services in scope

- Security guarding and cleaning
- Fire-alarm, HVAC and lift maintenance
- Duct and facade cleaning

## Three pressures on every provider



### 1. An invisible workforce

A head office of a few dozen coordinators can be responsible for thousands of technicians, cleaners and security guards across many sites. In one scenario discussed in Brightpoint's solution walkthrough, around 40 head-office staff supported more than 10,000 field resources.



### 2. Clients who cannot inspect

Major developers manage portfolios that run into thousands of buildings. They will not visit each unit to confirm a fire-alarm test or a duct clean. They expect the provider to bring the proof, and the provider cannot simply take a field worker's word that a visit happened.



### 3. Payment that depends on reports

Contract clients pay against completion reports, submitted on a regular cycle (for example, weekly), signed by the customer, with before-and-after images and every preventive task listed. Individual customers receive their reports by email from head office.

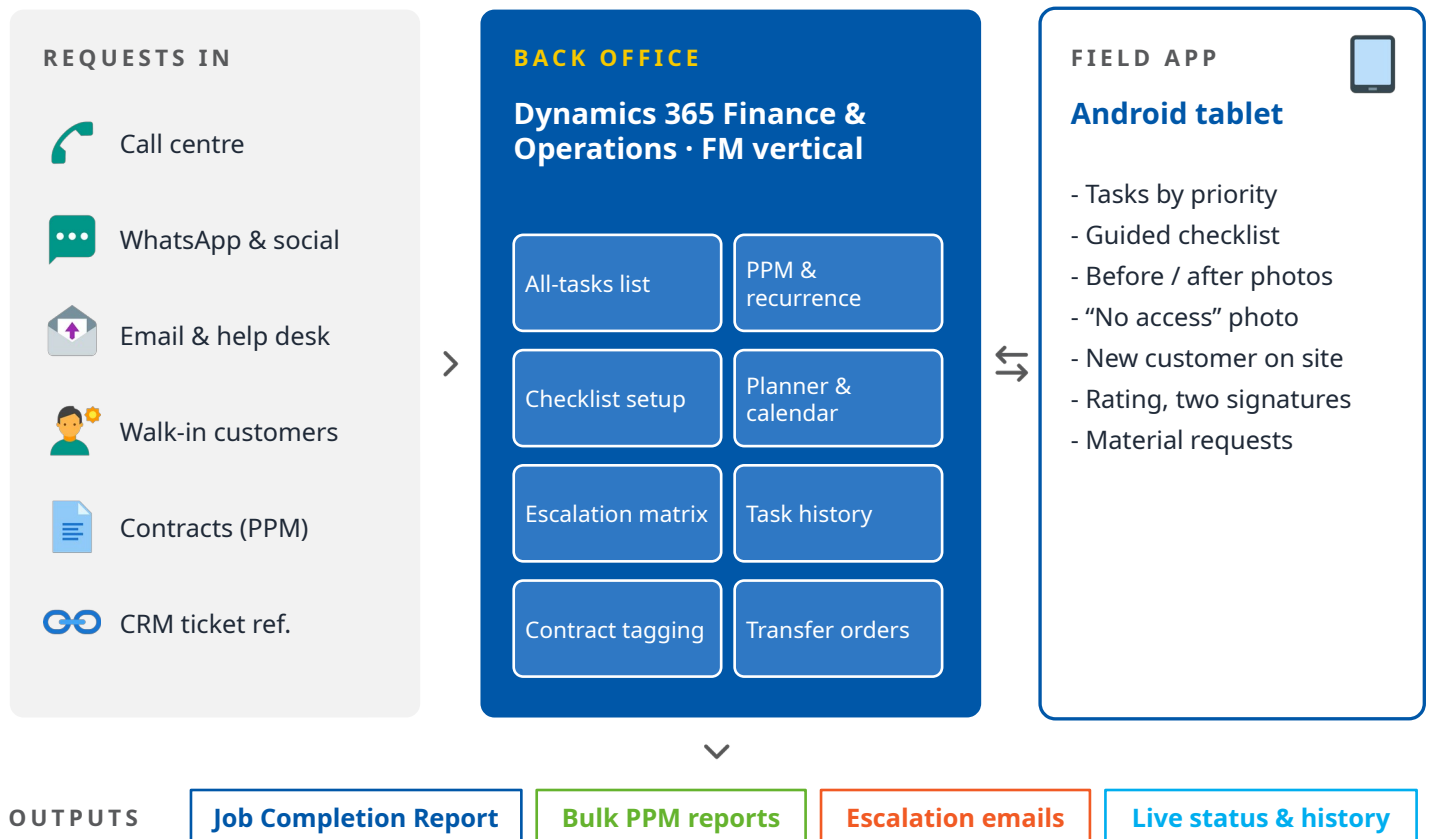
**In a contract-driven market, the evidence is the product.**

### What a client-ready completion report needs

- ✓ Customer signature confirming the work
- ✓ Before-and-after images from site
- ✓ Every preventive or checklist task performed
- ✓ A consistent, client-ready format
- ✓ A task reference for follow-ups and complaints

## One system of record, two interfaces

Brightpoint's solution is a facility management vertical built on Microsoft Dynamics 365 Finance & Operations. Coordinators and supervisors work in Dynamics; technicians, electricians, plumbers and cleaners work in a tablet app. Every action in the field writes straight back to the same record.



## Design principles

### Independent vertical

Not dependent on the standard Project or Fixed Assets modules, but can be mapped to them where a customer needs it.

### Field-first and cost-aware

Android tablets keep device costs practical for large blue-collar workforces.

### Configured in Dynamics

Problem statements, checklists, categories and number sequences are maintained as setup.

### Integration-ready

Each task records its source channel and can carry an external CRM reference, such as a Salesforce ticket.

**Assumption:** the provider operates its own call centre, as Gulf FM providers typically do. Requests and complaints reach the system through it or through the managing service provider.

## Seven steps, seven records

Every job follows the same cycle. What matters is the record each step leaves behind.

### RECORD CREATED

|   |                                                                                                                                                                                                                              |                                       |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| 1 | <b>Request logged</b><br>The call-centre agent records the customer, building and location, the source channel, any contract and the requested date. A new customer can be created by the technician on site.                | Task with source and contract tag     |
| 2 | <b>Problem statement and checklist</b><br>Choosing the problem statement (an HVAC fault, an electrical issue) pulls in its predefined instructions. On save, the task is numbered with a discipline-based prefix.            | Task number and checklist             |
| 3 | <b>Resource scheduled</b><br>A technician, scheduled date and priority are assigned. The system rejects a booking that would give one technician two tasks at the same time.                                                 | Assignment and priority               |
| 4 | <b>On site: checklist and “before” evidence</b><br>The technician works through the mandatory checklist and photographs the site before starting (up to 12 images). If nobody is home, “no access” is recorded with a photo. | Checklist answers and “before” photos |
| 5 | <b>Fix, “after” evidence and materials</b><br>The work is completed and photographed again. If parts are needed, the technician raises a material request in the app, which the team lead processes as a transfer order.     | “After” photos and material request   |
| 6 | <b>Customer sign-off</b><br>The customer rates the job and adds a comment; technician and customer both sign on the tablet. Status updates automatically from each action.                                                   | Rating and two signatures             |
| 7 | <b>Completion report and follow-up</b><br>The Job Completion Report is downloaded per job or in bulk. After a complaint, only the technical lead can reset the status and reopen the job against the same task number.       | Job Completion Report and history     |



**VIP customers** are flagged on the customer record and highlighted at the top of the task list, so the team knows to take extra care.

## Planned and reactive work, governed by rules

Facility contracts mix recurring obligations with unpredictable call-outs. The solution plans them separately and runs them together.



### Planned preventive maintenance

- Fixed frequencies: fire alarms every three months, lifts every six
- Asset-based maintenance with frequency settings
- Bulk uploader loads a contract's full schedule
- Recurrence job generates the individual tasks
- Set up by supervisors against the contract



### Scheduled and reactive tasks

- Fixes, call-outs and one-offs such as facade cleaning
- Contractual or individual customers
- Due date, priority and resource on every task
- Owned or rented equipment, such as generators
- Recurrence available for repeat visits



### Unified task list

Generated PPM tasks sit beside reactive ones, carrying their PPM reference.



### Coded numbering

Discipline prefixes let coordinators filter by typing "HVAC".



### Planner

Gantt-style view and a weekly calendar per technician.



### Conflict check

Double-booking a technician raises an error.

## Escalation by rule, not by phone call

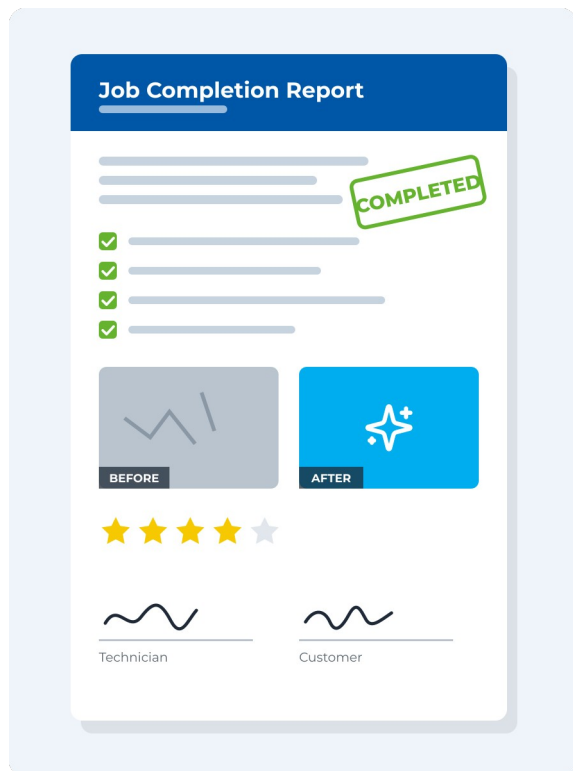
If a task is not attended or progressed within its time window, email notifications climb the chain automatically. The task history shows every status change and the level at which each escalation fired.



Time windows (for example, 2 or 4 hours) and recipients are set during system configuration.

## What the evidence pack contains

The completion report is where the chain of evidence turns into revenue. For contract clients it is the document the provider is paid against; for individual customers, head office sends it by email. Each job's task record captures six kinds of evidence.



Illustrative layout

- 1 **Task reference**  
Discipline-coded task number, customer, building and location.
- 2 **Checklist responses**  
Each mandatory step as answered on site: checkbox, text or sub-task.
- 3 **Before and after photos**  
Up to 12 “before” images, plus the state after the fix.
- 4 **Customer rating**  
A score and comment captured on the technician's tablet.
- 5 **Two signatures**  
Technician and customer each sign to confirm completion.
- 6 **Status and history**  
The trail of status changes on the task record.

## Reporting outputs



### Per-job report

Downloaded from the task for an individual customer.



### Bulk PPM report

Daily PPM completion reports in bulk for contract clients.



### Task history

Comments, status changes and escalation levels.

## Controls that protect the record



Status changes come from actions in the app



Only the technical lead can reopen a closed job



Failed visits are evidenced with a “no access” photo



Both parties sign before completion is confirmed

## Facility management is not asset management

Dynamics 365 customers often ask how this relates to Microsoft's Asset Management, Project Operations and Field Service capabilities, which cover much of the maintenance ground. In our view the starting point is commercial: whose assets are being looked after, and who pays for the proof.

|                         | ASSET MANAGEMENT               | FACILITY MANAGEMENT                               |
|-------------------------|--------------------------------|---------------------------------------------------|
| <b>Whose assets</b>     | The organisation's own         | <b>Customers' and third parties' buildings</b>    |
| <b>Commercial model</b> | Cost of keeping assets running | <b>Revenue from contracted services</b>           |
| <b>Day-to-day users</b> | Maintenance and finance teams  | <b>Coordinators, supervisors and field staff</b>  |
| <b>Unit of work</b>     | Work on an owned asset         | <b>A task against a customer contract or call</b> |
| <b>Proof required</b>   | Internal maintenance records   | <b>Signed evidence the client pays against</b>    |

Usability follows: coordinators handling thousands of tasks need task lists, planners and guided checklists, not finance-led asset transactions. Buyers already on Dynamics 365 should compare both options against the same real scenario.

## Who does what



### Call-centre agent

Logs requests and complaints; captures customer, location and source channel.



### Supervisor

Sets up PPM and scheduled tasks against contracts; assigns resources; plans the week.



### Technician / cleaner

Completes the checklist, photos, rating and signatures; raises material requests.



### Technical lead

Receives escalations; reopens jobs after complaints; processes transfer orders.



### Client

Rates and signs on site; receives completion reports; pays against them.

### Five questions to ask of any FM platform

- 1 Can a field technician capture a checklist, photos, a rating and two signatures in one flow, and does it reach the back office without re-keying?
- 2 Can you produce a client-ready completion report per job, and in bulk per contract?
- 3 Do escalations fire on time rules, with a history that shows the level each one reached?
- 4 Can supervisors change checklists for a new contract without a development cycle?
- 5 Does the work land in the same system that invoices and accounts for it?

### Getting started with Brightpoint



#### 1. Walk through it

See the full job cycle, back office and tablet, on a demo environment.



#### 2. Map your operation

Contracts, problem statements, checklists, escalation windows and numbering.



#### 3. Roll out

Deploy on Dynamics 365 and put the Android app in field teams' hands.

#### Sources and notes

1. Mordor Intelligence, UAE Facility Management Market (page updated June 2026). 2025: US\$21.28bn; 2026: US\$23.59bn; 2031 forecast: US\$43.45bn; CAGR 12.99% (2026–2031); outsourced 64.88% and hard services 60.92% of 2025 market value.

2. Betterhomes, "What should buyers know about service charges before purchasing." Dubai Law No. 6 of 2019; owners' association budgets; regulator approval on Mollak; General, Utilities and Sinking Funds and management fee.

3. A&O Shearman, "Abu Dhabi jointly owned property: governance, service charges and asset quality." Law No. 3 of 2015; Administrative Decisions No. 25 and 26 of 2025.

Market figures are third-party analyst estimates. Solution capabilities are as demonstrated by Brightpoint Infotech in September 2026. Operating examples such as workforce ratios are illustrative scenarios, not customer data. Microsoft and Dynamics 365 are trademarks of the Microsoft group of companies.

## Make every job count as evidence

Brightpoint Infotech is a Microsoft Solutions Partner with offices in the USA, Canada, the UAE, Kenya and India. We help facility management providers run planned and reactive work, field evidence and finance in one Dynamics 365 Finance & Operations environment.

### Signed evidence on every job

Checklist, photos, rating and two signatures captured in the field.

### Escalation by rule

Time-based notifications with a full task history.

### Built for the field

An Android tablet app for technicians and cleaners.

### Planned and reactive in one list

PPM schedules and call-outs managed side by side.

### Configured, not coded

Checklists and problem statements maintained as setup.

### Finance in the same system

Completion reports where invoicing and accounting happen.



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