



Eliezer
An Integrated Facility Management Company



CORPORATE PROFILE

1Billion

Square Meters Managed

We maintain nearly a billion square feet across multiple industries in Nigeria and Across Africa

“

Delivering One-Stop Facility Management Solutions In Africa.

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Why Choose Us



About Us

Eliezer workplace Management Limited is a leading multi-specialization facility management service provider spearheading the expert incorporation of professionalism in integrated facility management solutions. With diversified experience and capabilities in other disciplinary scopes including construction, technology, security, and hospitality, our core objective is guaranteeing the client's rest of mind while delivering exceptional services. We harness the combination of talents, professional qualifications, and field specializations of our team to deliver premium asset and facility management across the African continent.

Since our establishment in 1997, Eliezer has pushed forward with a strong national workforce. Our organizational structure and diligent execution have established us as providers of first-class maintenance service providers in Nigeria. Our expert management solutions are uniquely curated to match every project specification and holistically delivered for optimum satisfaction. Leveraging on our vast portfolio of success, we deliver a wide range of services in partnership with globally-recognized brands. Our end goal for every project and contract is to assure our clients that their assets, staff, and guests are in good hands -and we back up the assurance with proof in our service delivery.

Facilities management is the core of our services at Eliezer, with the inclusion of specialized services like Building Fabric & Estate Services, M&E maintenance, Grounds Maintenance, Machine Operations & Services Specialist Maintenance, Asset Lifecycle Management, and Lease Management. In our other fields of specialization, we offer our expertise in Administration and Hospitality, Consultancy, Security Services, Health and Safety Services, and Project Management. Our service composition is designed to ensure that all aspects of our client's assets are taken care of and their interests are duly attended to, to optimum satisfaction.

Framing our track record of excellence is a team that is second to none. Specialists, managers, and experienced project leaders are the top compositors of our expert team at Eliezer. Through the unique creativity, intellectual prowess, and innovative thinking of our team, we can provide our clients with tactical solutions and strategies for management that enhance productivity for their on-site staff, satisfaction for their customers, and a perfect finish to their services' delivery. Ensuring that we handle every task in-house, we confidently boast of truly exceptional services through our multi-skilled, horizontally-trained technicians. From the public sector to the private sector, in every major African market, we have sourced for exceptionally-experienced individuals who work in seamless synergy to guarantee success.

Engraved in our best practices as a company are a set of values that direct and mold our service provision across varying areas of specialization. These enshrined values are international best practice, exceptional quality, prioritizing stakeholder value, asset safeguarding, innovative solutions, optimized technology, empowered teamwork, and inculcation of health and safety. In any project scale or specification, we funnel our capacities and resources to ensure that our team, services, and processes are tailored at an earmarked standard of quality and excellence.



Corporate Statements

Our Vision

To become the referenced facilities management group in Africa, establishing our systems of operation as the standard for dependable quality in efficient and effective integrated services.

Our Mission

To take the practice of facilities management in Africa to international best practice through dedication, education, technology, and innovation, with a highly-qualified result-oriented team.

OUR VALUES

**International
Best
Practice**

**Exceptional
Quality**

**Asset
Safeguarding**

**Innovative
Solutions**

**Optimized
Technology**

**Empowered
Teamwork**

**Inculcation of
Health
and Safety.**

Our Services

Facilities Management

Eliezer Workplace Management Limited is a specialized arm of the Eliezer Services Group that spearheads the corporate facilities management aspect of our services. From estate services to refurbishment and remodeling, grounds maintenance, and fully-integrated management solutions, our experts deliver efficient strategies that add sufficient value to our client's facilities in the public and private sectors. Our facilities management services include building fabric and estate services, manufacturing and engineering maintenance, grounds maintenance, machine operations, and services maintenance, asset lifecycle maintenance, and lease management.

Building Fabric, Grounds Maintenance & Estate Services

With expert knowledge of the real estate industry, we are in the best position to offer consultation, advisory, and management services to our clients at the development and maintenance stages of their real estate assets. We coordinate project schedules for construction, development, and property management to ensure the feasibility of objectives. Our professionals ensure the long-term integrity of a property portfolio and minimize the risk of unbudgeted expenditure.

For projects involving post-construction maintenance and management, we deliver ground maintenance services as part of our integrated facility services. From maintaining pathways and street furniture to groundskeeping, hardscaping, and landscaping services, we ensure that our clients' buildings create the right first impression.

Mechanical & Electrical Maintenance

Integral aspects of any structure include the mechanical and electrical components. The longevity of the building requires routine maintenance of these components, and our team of experts offers extensive integrated maintenance. We carry out electrical, plumbing, mechanical, and general building maintenance on weekly, fortnightly, or monthly duration as required. Our maintenance services include minor electrical maintenance, replacement of globes, lamps, and outlets, plumbing maintenance, HVAC maintenance, and repair of locks, doors, and window frames. We develop comprehensive maintenance plans based on the building's specifications and ensure that our maintenance processes include the manufacturer's recommendations for mechanical and electrical components.

Machine Operations & Services Specialist Maintenance

Elevators, baggage conveyors, and other operational elements in a building require expert maintenance to maintain their optimum efficiency. Our experienced technicians provide their expertise in this section of our services by carrying out routine scheduled maintenance services to ensure that operations and specialized service systems are in excellent condition.

Asset Lifecycle Management

Our team of real estate experts also offers asset lifecycle management services to ensure that our clients' property portfolio is in alignment with a profitable business strategy. We do all the research and groundwork to provide well-informed assessments and projections that protect our client's interests and objectives. Through our facility management, sustainability, maintenance, and general service contracts, our clients gain the highest level of service benchmarked to validate their operational performance.

Lease Management

Our real estate expertise is further utilized in the leasing and lease management aspects of our client's buildings. We apply our extensive knowledge of the real estate industry to ensure that our clients' property portfolios are at maximum yielding positions with minimal costs of maintenance while achieving top quality of excellence in operations and structural integrity.



Administration and Hospitality

At Eliezer, we are specialists in holistic management, administrative, and hospitality-centered services. Our administration and hospitality sector adds value to the provision of our integrated service strategy. From procurement evaluation and invoice processing to front desk responsibilities, catering, and cleaning, we handle all aspects of the facility without flaws.

Integrating our comprehensive expertise, we deliver exceptional quality in this sector through the specialized services discussed in the subsequent paragraphs.



Catering Services

Catering is a delicate service that must be delivered with utmost professionalism and creativity. Our catering team is highly-trained and exclusively qualified to handle small-scale and large-scale catering across several cuisines and palettes. We offer basic packed meals, vending, and executive sophisticated dining options to clients across a vast range of catering packages, duly executed by our in-house catering and wait staff.



Housekeeping Services

Catering is a delicate service that must be delivered with utmost professionalism and creativity. Our catering team is highly-trained and exclusively qualified to handle small-scale and large-scale catering across several cuisines and palettes. We offer basic packed meals, vending, and executive sophisticated dining options to clients across a vast range of catering packages, duly executed by our in-house catering and wait staff.



Hotel Management

Beyond property management, our estate experts offer management and consultation services to our clients. We analyze hotel businesses and suitable properties to help our clients achieve optimal benefits from their real estate investments in the hotel sector. We provide advisory services for hotel management and operations. Our services ensure that our clients' hotels are sustainable, profitable, and professional in operation.



Pest control

Our 24/7 helpdesk is available to receive unscheduled calls and appointments, with our pest control team readily available to address every request that comes our way. Our pest control teams use eco-friendly chemicals to address pest infestation, ensuring that our client's structural integrity is maintained.



Waste Management

Complying with the regulations surrounding waste disposal is a thorough process that is best handled by specialists. Our efficient waste management team takes care of the extraction and effective disposal of all kinds of waste. We draft removal schedules in line with the building's operational schedule and ensure that there is no unpleasantness or delay in our waste extraction and disposal processes. Our disposal process is conducted efficiently and swiftly, maintaining HSE standards for reducing, reusing, and recycling.



Reception & Reprographics

We establish a suitable brand image for our clients' through our excellent front office service. Our front office staff is well-trained in eloquence and elegance to provide quality services to our clients -and their clients. We ensure that our staff is customer-focused, professional, and pleasant. Our reprographic services office copier services, printing systems, and other services are provided to minimize operational costs.



Aviation Services: Administration and Hospitality

As an extension of our administration and hospitality services, we provide aviation-based administrative services, cleaning, and catering. Our team of trained aviation staff specializes in general aircraft cleaning, fueling, and in-flight catering. We cater intercontinental and continental cuisines to satisfy our clients' passengers' tastes with exceptional catering and foodservice. Highly-trained and experienced in aviation services, our staff also provide fueling and cleaning services for aircraft fleets.

A close-up photograph of two business professionals in suits. One person is holding a tablet, and the other is pointing at the screen with a pen. They appear to be in a meeting or collaborative work environment.

Consultancy

Eliezer Management Limited is an established management expertise company, with the knowledge and resources to provide educated consultation services to clients in various industry sectors. Our experts are capable of providing advisory and consultation services for integrated management, on-site management staff training, and a blend of support services for bespoke facility solutions.

A photograph of a man wearing a white hard hat and safety glasses, holding a rolled-up document. He is looking towards the camera with a slight smile.

Facility Management Staff

We outsource our expertly-trained facility management staff to clients across Nigeria. Our team is composed of professionals with specialized training and experience in facility management for various levels of organizations. Our staff delivers seamless managerial services, removing the hassle of daily operations from our clients and taking responsibility for all ensuing tasks.

A photograph showing a person's hands pointing at a document with various charts and graphs. A coffee cup is also visible on the desk.

Performance Reporting and Benchmarking

Eliezer is a performance-oriented organization. We assess and review all operations within our jurisdiction to ensure that our clients receive timely reports to benchmark the quality of services provided to and by them. Our management systems are delivered by milestones, allowing clients to stay abreast of all operations, upgrades, and incidents that may occur within their facility, and ensuring that our services are streamlined for optimum efficiency.

A photograph of several metal food service trays filled with different types of food, including what looks like a salad, a meat dish, and a vegetable medley.

Procurement

Eliezer's bank of resources and expansive network of manufacturers and suppliers give us a unique position as procurement consultants for various fields. With substantial buying power, we make constructive purchase decisions and itinerary optimization for cost-efficiency. Our procurement team works hand in hand with the facility management team to ensure that all procured components are befitting of the facility and its operations.

Security Services

Our security services are at the forefront of industry-standard for facilities protection in the country. We integrate exceptional physical and data security to streamline our client's security framework and operation. Through our innovative approach to security and protective services, we ensure that there are no loopholes for security threats in our clients' facilities.



Integrated Building Security System

At Eliezer, we utilize innovative integrated building system security technology to provide exceptional security services for facilities under our professional coverage. We cover all aspects of the security management for our clients' facilities by ensuring that all building entries and exits are aptly integrated and protected. The comprehensive nature of our security system ensures that silos are eliminated, information is confidential, and building functions are centralized. Our integrated building security system increases safety and improves efficiency.



Incident Management

Our security experts at Eliezer provide our clients with rapid response and reporting facilities for all occurrences of security breaches. We provide real-time virtual reports and ensure that our system delivers unique identification numbers corresponding to incidents. We also develop preventative plans to avoid repeated occurrences and escalation of incidents in facilities under our coverage. Extensively, we provide incident reports and audits to ensure that our security structure stays efficient and effective.



Security Consultancy

In addition to our skilled security services, we offer expert consultation services for physical and data security networks. Our team of highly skilled and knowledgeable security professionals provides operational and strategic consultancy services to clients across various sectors. With a combined experience of over 100 years in the security industry, we create tailored security solutions that guarantee physical and data security and protection.



Health & Safety Services

With expert industry knowledge and compliance regulations, our professionals offer health and safety services to ensure a safe, comfortable, and sustainable work environment. Our services in this sector focus on ensuring that our clients, staff, and all stakeholders are in a healthy working environment. Our managed facilities are assessed for HSE policy compliance while our experts provide bespoke training services and certificated training to our client's organization.



Discreet Services

Our health and safety services include discreet consultancy, development, implementation, training, and monitoring of H&S management systems for our clients. Our discreet services tailor our client's health and safety policies to align with their industry-specific requirements for policy-making as regards eco-friendly and safe operations.

Contract Services

We create unique contract-based services for our clients with the assurance that our health & safety management system is established during the implementation phase of any project. Incorporating our systems with pre-existing clients' systems, we develop unique management procedures that help our clients stay at the top of their health and safety policy.

H&S Training

We provide IOSH Health & Safety training courses to educate clients and their staff on HSE best practices and align their policy with global standards for health and safety in the workplace. Our current course packages include IOSH Managing Client/Contractor Relations, IOSH Managing Safely, IOSH Working Safely, and IOSH Health Care, with a particular focus on Risk and Safety Management.

Quality

In line with HSE compliance policies, we ensure that our services are delivered with optimum quality and standards. All policies and quality objectives are improved and updated to fit certified quality test expectations. Our Quality Management system is currently under review for ISO9001:2000 certification.

Environmental Services

Eliezer works in accordance with ISO14001:2004 certification requirements at all sites under our management. As with our management systems, during the mobilization or implementation phase, local procedures are developed to dovetail with existing client systems.



Project Management

Our multi-diversified team has extensive project management capabilities ranging from small office transitions to large-scale construction projects. Like every other aspect of our service offering, we are committed to delivering projects along with allocated budgets and specified timelines.



Construction Management

Our project management teams handle a wide range of projects from conceptualization to construction and maintenance. With our extensive resources, we handle small- and large-scale office reconfigurations, electrical installations, building refurbishments, fit-out projects. Our project management services ensure that our clients achieve their project objectives with reduced cost, zero hassles, and the right timing for the launch. We also extend our project management services to post-construction management through our facility management services.



Mechanical & Electrical Projects

Our qualified and fully-trained engineers, electricians, and technical experts carry out wide-ranging mechanical and electrical projects ranging from simple rewiring to full building refurbishment and on-site electrical installation projects. Our staff is educated in specialized fields including civil, mechanical, and electrical engineering, and they are registered COREN members.



CAD Design

Our management contracts entail different specifications, with the selective inclusion of CAD design. When incorporated in a facility management contract, our CAD design team ensures that our clients' building plans are updated and implemented in the project execution process.



Refurbishment

We plan and design renovation and refurbishment solutions that meet all indicated expectations in a client's brief. Our designs ensure optimized space implementation in the site layout and world-class architectural framework. We work hand-in-hand with other teams, including our client's in-house staff when the assignment requires additional input for planning and execution.



Space Planning & Churn Management

We work with our clients to help them achieve a better return on assets and investments. Prioritizing efficient space planning, we incorporate the working relationship between various departments, workflow, employee roles, and the aesthetics of the work environment to ensure optimum density. We implement efficient churn management to ensure that our clients' customer retention is proactive and well-strategized.

Helpdesk

24/7/365



We have provided a series of innovative strategies to guarantee your services' zero downtime goal. By putting in place one of the most innovative help desk facilities, our customers can be comfortable that at all times, issues are being monitored and are being attended to the moment they arise. We provide an integrated Enterprise System for service requests, trouble ticketing, inspection, and inventory management.



Help Desk Phone Number
0805-ELIEZER



Help Desk Email Address

We have a help desk email address set up at helpdesk@eliezerservices.com. This mail is automatically tracked and logged into the system and all necessary triggers take place as soon as an email arrives.



Innovative Help Desk Approaches

WebForms –We maintain a pool of support staff that immediately identify your requests. To even guarantee a more efficient performance, we have deployed adequate alerting infrastructure in place to instantly alert the assigned engineer to immediately move into position

Mobile Clients – Also, as part of our innovations to maintain constant connectivity to our clients, we have created a mobile facility for Java Phones on GPRS networks. This mobile tool allows orders, requests, and support to be triggered from any GPRS-enabled network without necessarily making a phone call. If GPRS is not available, an SMS-based channel also exists for the same purpose. Our clients can route a request to the appropriate engineer by simply activating the mobile client and using it to trigger the request.

Help Desk Service Description Interface – As part of our innovative strategy, we have also put in place a service description interface system. This interface allows a loosely coupled interconnectivity between our help desk infrastructure and the client's legacy monitoring software routines. As part of our plans to accommodate anticipated work expansion, the service description interface built upon the WDSL Standard allows your internal monitoring system to automatically send service triggers into our system as soon as a threshold line is crossed. Utility software could be patched to analyze monitoring logs and then based on a threshold level; an alert is sent into our help desk system by coupling automatically into our system using this service description language.



For example, a report that the fuel level is low does not need to be sent in manually, every trigger will be automatic. We are committed to doing this to guarantee our clients the best innovative services around.

Governance



Our Major Clients

The sole reason we are in business is to make life more comfortable for our clients



Awards & Recognition



AFRICA'S BEST WORLD CLASS COMPANY IN PROFICIENCY MANAGEMENT OF THE YEAR 2018 UNDER (AFRICAN QUALITY ACHIEVEMENTS AWARDS)

OPAL AWARD OF EXCELLENCE 2019 UNDER (OPAL AWARDS)

MOST INNOVATIVE FACILITY MANAGEMENT COMPANY OF THE YEAR 2019 UNDER (REAL ESTATE EXCELLENCE AWARDS)

LEADER IN SUSTAINABILITY & ENVIRONMENTAL IMPACT AWARD 2020 UNDER (BUSINESS DAY)

Accreditation & Membership



Why Choose Us

Eliezer workplace Management Limited is an integrated facility management service provider that prioritizes consistent excellence in our service specializations. We are driven by innovation and technical optimization for creating and implementing unique solutions that exceed your expectations. Through active marketing, competence, and capability, we create a culture of healthy, safe, and environmentally-friendly structures. Our services are streamlined to detail the best performance of our client's structures.

We drive long-term sustainability and engagement for your buildings and operations. We offer facility management and exceptional client experiences by balancing value, quality, and cost-efficiency in our service delivery. Our management techniques help to keep your employees and clients satisfied, motivated, and productive. We optimize your capital assets and enhance your workplace environment.

Our proven performance and OHSAS-certified techniques ensure optimum safety and continuous training for our management services. We leverage spending for procurement through a rigid selection process handled by our highly-trained specialized management staff. We are globally positioned and locally focused to ensure shared central services and site-to-site consistency with workforce flexibility for on-site and off-site service provision. Our services are tailored to drive premium standards for your management, security, administration, and hospitality services. Choosing Eliezer is a guarantee of excellent quality!



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