

"With Yardi Facility Manager, we've transformed maintenance at Antara Residential Resort into a proactive, data-driven operation. Our teams now have full visibility over every activity, with the ability to monitor progress in real time and use historical data for smarter planning. This shift has elevated service standards and ensures we continue delivering a premier living experience for our residents."



NEIL GALLACHER,
Co-General Manager | Antara Residential Resort



ANTARA
RESORT STYLE LIVING

How Antara Residential Resort Boosted Efficiency by 70% with Yardi Facility Manager

See how Yardi's software helped [Antara](#) digitise its maintenance, increasing service efficiency and reducing time spent on work orders.

**70% Increase in
Service Efficiency**

**60% Reduction in
the Completion of
Maintenance Tasks**

**45,000 Assets
Tracked Digitally**

**Instant Access to
Maintenance Tasks
Through Mobile App**

THE COMPANY

Antara, managed by Salboukh Residential Compound Company, is a secure western residential compound located in Riyadh with the features of an ideal home and the attractions of a vacation destination.

The neighbourhoods are built around Antara Village, the community's bustling heart offering a manned fitness and wellness centre, restaurant and poolside cafe Gather overlooking the five beautifully interconnected pools.

THE CHALLENGE

Antara was relying on paper-based maintenance requests and spreadsheet tracking, which caused operational delays, reduced efficiency and made it difficult to scale operations effectively. Equipment tracking was non-existent, which led to unnecessary downtime, complicating the forecasting of maintenance needs.

Facility teams were required to log tasks manually and monitor vendor technicians without any centralised visibility. This approach increased the likelihood of errors and missed deadlines, and without real-time data, it was a challenge for managers to make timely, informed decisions.



"Since moving to a connected, mobile-enabled platform, we've reduced task completion times by 60% and improved service efficiency by 70%. Faster response times, fewer errors and stronger asset management mean we can focus on enhancing the resident experience while operating more productively than ever before."

Toms William

Soft Service Manager | Antara Residential Resort

THE SOLUTION

To address these challenges, Antara implemented [Yardi Facility Manager](#), a platform that automates and streamlines maintenance scheduling. All work orders are now managed digitally, giving the team full control over both preventive and reactive tasks.

More than 45,000 assets have been digitised and tagged with QR codes, enabling accurate lifecycle tracking and quick access to records. Preventive maintenance checklists are built into the system, allowing technicians to complete inspections on site without manual updates.

Vendors use role-based logins to update progress in real time, improving collaboration and accountability. Meanwhile, the mobile app gives technicians instant access to work orders, asset data and the ability to add images or notes on the move. Dashboards and KPI reports provide clear insights into service volumes and trends, creating a valuable historical record and supporting data-driven decision-making.

THE RESULTS

Since adopting Yardi Facility Manager, Antara has achieved measurable operational gains. The time required to complete preventive maintenance and work order tasks has fallen by 60%, while overall service efficiency has increased by 70%.

Downtime has been substantially reduced thanks to proactive scheduling, and the use of QR codes has enhanced asset management by centralising data, making lifecycle information instantly accessible.

Having direct access for vendors has streamlined task execution and improved response times, reducing administrative overhead.

KEY VALUE

Salboukh has modernised Antara's maintenance by replacing spreadsheets and paper logs with Yardi's connected platform. This shift enables real-time monitoring, data-driven planning, faster responses, and improved service quality, positioning Antara to continue delivering a premier living experience for residents.

Yardi's award-winning solutions are specifically designed for real estate management to help you be Energized for Tomorrow. See how we can help by getting in touch below.

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| Energized for Tomorrow