



# How Digitalised Workflows Helped Seef Properties Accelerate Efficiency, Improve Oversight & Elevate Service Delivery

[Seef Properties](#) leveraged Yardi's cloud software solutions to digitalise core operations, eliminate manual workflows, enhance data visibility and streamline cross-departmental collaboration – all while improving service and portfolio performance.

**67% Efficiency Gain in Maintenance Request Processing**

**Vendor Invoice Cycle Reduced from 7 Days to 2 Days**

**Bank Reconciliation Reduced from 1 Hour to 15 Minutes**

**Reporting Time Reduced from 1 Hour to 2 Minutes**



"Our digital transformation with Yardi's single connected platform has streamlined leasing, finance, maintenance, and procurement across our entire portfolio. This has led to better agility, improved connectivity, and greater operational excellence, while positioning Seef Properties for scalable growth and long-term success."

**Ahmed Yusuf**  
[Chief Executive Officer | Seef Properties](#)



*“Seef Properties strives to be a leading, innovative and diversified real estate company driven by the highest standards and values in its quest for excellence and stakeholder satisfaction.”*

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[Seef Properties](#), one of the leading integrated real estate development companies in the Kingdom of Bahrain, was established in 1999 by the Government of Bahrain as a publicly listed company with an aim to manage Seef Mall and other government properties. Seef Properties manages a vast portfolio of assets across the Kingdom; further cementing its position as a strong brand backed by a diverse business portfolio.

The Company is specialised in developing and managing commercial, leisure, and recreational facilities. It also owns and manages three Seef Malls located in different areas around the Kingdom, Al Liwan; a mixed-use development project, and

Fraser Suites Bahrain; serviced apartments located in Seef Mall and Al Liwan, and managed by Fraser Suites, a global hospitality brand. Seef Entertainment, a subsidiary of Seef Properties, manages several entertainment centres, including Magic Island at Seef Mall – Seef District and Seef Mall – Muharraq, Jumpoline at Seef Mall – Isa Town, Hawa at Souq Al Baraha in Muharraq, and Yabeela in Al Liwan.

Seef Properties owns three shopping malls located in Seef District, Muharraq, and Isa Town, as well as a mixed-use development in Al Hamala. The malls are positioned as the ideal family destination for shopping and entertainment in the Kingdom of Bahrain.



## THE CHALLENGE

As Seef Properties expanded its portfolio and operations, the company's growing scale naturally introduced greater complexity across its core functions. With multiple properties, teams, and processes operating in parallel, Seef identified an opportunity to strengthen integration, transparency, and decision speed across departments – ensuring its operations could keep pace with an increasingly dynamic and data-driven market.

In facility management, established practices based on paper forms and spreadsheets had served the business well for many years. However, as activity volumes increased, these traditional tools provided limited scope for real-time tracking and preventive insights, prompting the company to explore more centralised and data-led approaches to maintenance and asset performance.

In vendor and construction management, the coordination of multiple projects and service providers highlighted the need for unified workflows and structured task allocation. Greater systemisation in this area was seen as a path to improving visibility, accountability, and project turnaround time.

Furthermore, leasing operations presented opportunities for refinement. Managing leads, agreements, and occupancy data through manual files made it harder to maintain a single view of performance, accentuating the value of integrated, cross-team visibility for better pipeline management and customer engagement.

Additionally, in finance and administration, Seef's expansion created more complex budgeting, intercompany billing, and reporting requirements. Streamlining these functions through automation and shared data access was key to freeing up time for deeper strategic and portfolio-level analysis.

Collectively, these considerations reflected Seef Properties' proactive approach to strengthening its operational backbone – evolving from established, process-driven practices toward a more connected, digital-first model designed to support sustained growth, agility, and customer excellence.



"We chose Yardi for its integrated, proven solutions that could address all our needs in one platform."

**Mohamed Baqi**  
Chief Financial Officer | Seef Properties



## THE SOLUTION



"Before implementing Yardi, many of our processes operated independently across departments. As our portfolio grew, we recognised the need for a unified system that could provide holistic visibility and free up our teams to focus on higher-value, strategic priorities"

**Yusuf Rashdan**  
IT Manager | Seef Properties

To address these challenges, Seef Properties implemented Yardi's [Commercial Suite](#) of solutions to move away from manual processes and centralise its data with a single source of truth:

At the core, [Yardi Voyager](#) serves as the unified platform, enabling seamless navigation between financial and property dashboards, delivering real-time portfolio insights, automating reporting and supporting faster, more informed decisions.

[CommercialCafe](#) replaces emails and calls with a mobile-friendly app that standardises communication and follow-ups, offers tenants self-service tools to make/schedule payments and request maintenance, enabling leasing teams to engage prospects efficiently from the office or on the go.

[Yardi Facility Manager](#) automates service requests, work orders, inspections and preventive maintenance scheduling, while tracking equipment lifecycle costs and improving vendor communication, helping to boost efficiency and budget accuracy.

[VendorCafe](#) centralises vendor management, allowing Seef Properties to assign, track and verify work orders with greater consistency, improve accountability and reduce paperwork through automated onboarding and real-time performance tracking.

[Yardi Construction Manager](#) digitises the fit-out process from initiation to completion, centralising communication, enhancing oversight and streamlining contractor coordination, helping to reduce risk and keeping projects on track.



## THE RESULTS

The implementation of Yardi's connected software has marked a transformative shift in how Seef Properties operates, manages and scales its real estate portfolio. Moving beyond traditional, siloed systems, Seef Properties has embraced a fully digital, data-driven environment – delivering measurable gains in efficiency, transparency and strategic agility.

### REAL-TIME INSIGHTS

Through Facility Manager, Seef Properties has redefined its approach to maintenance by automating both reactive and preventive workflows. Maintenance request handling, which previously took 15 minutes, is now completed in 5 minutes – reflecting a **67% improvement in operational efficiency**. **Preventive maintenance, once manually logged 80% of the time, is now 95% automated**, significantly enhancing asset reliability and reducing downtime.

Digital work permits with embedded workflows and real-time status tracking have further streamlined operations, **reducing daily processing time from 3 hours to 1**. These efficiencies are underpinned by mobile-enabled task execution, real-time dashboards and centralised equipment data – empowering teams to make faster, smarter decisions while ensuring compliance and audit-readiness.

### FASTER PROCESSES

With VendorCafe, Seef Properties has introduced a new standard in vendor performance and accountability. Automated work order routing, real-time service confirmations and seamless integration with Yardi's finance system have **reduced vendor work order dispatch time by 50% and have cut invoice processing cycles from 7 days to 2-3 days**. Furthermore, system-enforced validations prior to payments help ensure service quality, minimise disputes and improve cost control – creating a performance-driven vendor ecosystem.

Additionally, Yardi Construction Manager has digitised and centralised the entire fit-out lifecycle, from request initiation to completion, resulting in a **60% efficiency gain in stakeholder communication and progress reporting**. A single, shared dashboard now provides real-time visibility into project timelines, approvals and dependencies, while configurable workflows and permission-based access eliminate ambiguity and reduce project risk.



"Since going live with Yardi, we've saved time, improved accuracy and gained real-time insights that support better decision-making."

**Yusuf Rashdan**  
IT Manager | Seef Properties



## ENHANCED COMMUNICATION

While in leasing, Voyager and CommercialCafe have not only transformed how Seef Properties engages with tenants but also how it manages its pipeline – replacing manual spreadsheets and traditional communication channels with a real-time, cloud solution. The company has reduced **deal processing time from 30 minutes to 10 minutes and lease finalisation from an hour to 10 minutes**. Accurate, structured lead data is now also captured from the outset – standardising qualification, improving follow-up and enabling dynamic, data-informed marketing strategies.



## ONE CONNECTED SOLUTION

Yardi's end-to-end platform has significantly strengthened Seef Properties' financial capabilities by centralising property and financial management into a single, connected solution. Automation has driven major efficiency gains – **bank reconciliation, which previously took up to an hour due to manual cross-checking, now takes just 15 minutes** by automatically matching Accounts Receivable and Accounts Payable transactions.

**The reporting process, once requiring an hour of manual effort, has been reduced to just 2 minutes** through automation and system optimisation. **Intercompany invoicing has also been cut from 8 hours to 2**, and accruals for open POs are now automatically processed and reversed the following month. These gains enable the Seef Properties team to shift their focus from administrative tasks to higher-value activities, such as portfolio optimisation, client engagement and long-term planning.

**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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