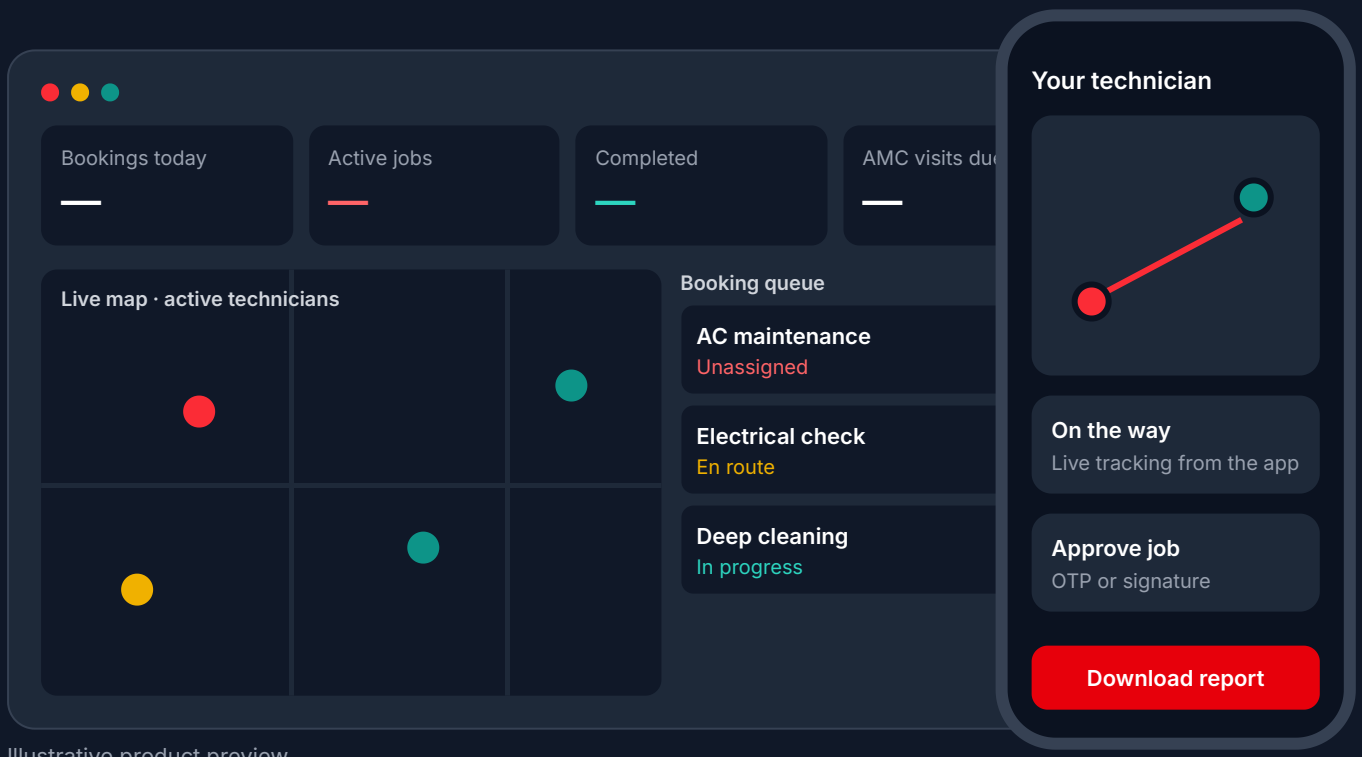
Wafaa Tech

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ALWAFAA GROUP

AI-INTEGRATED SERVICE MANAGEMENT PLATFORM · UAE

Every Job. Every Technician. One Platform.

One AI-integrated platform for UAE service companies: customer booking app, technician app, smart dispatch, live GPS tracking, service reports, invoicing and AMC contracts.



Illustrative product preview

AC & HVAC | Cleaning | Electrical & MEP | Plumbing | Facility management | Home services

Book a live demo

+971 50 568 4147 · info@alwafaagroup.com
www.alwafaagroup.com

THE CHALLENGE

Still running your technicians on WhatsApp and phone calls?

- ✕ Bookings scattered across WhatsApp groups, calls and notebooks
- ✕ No clear view of where technicians are or which jobs are late
- ✕ Paper job sheets, lost photos and no proof of completed work
- ✕ AMC visits and contract renewals tracked in spreadsheets
- ✕ Cash collected on site, bank transfers and invoices that are hard to reconcile

THE SOLUTION

One AI-integrated platform. Connected apps.

Every app shares one backend. A booking made in the customer app appears instantly on the dispatcher's dashboard and in the technician's app.

Customer app

Book services, upload photos, track the technician live, approve the job and download the report.

Technician app

Receive jobs, navigate to site, update status, capture photos and collect customer sign-off.

Admin & dispatch

Assign jobs, see every technician on a live map, manage invoices, reports and AMC contracts.

4	20+	9	AI
Connected apps	Feature modules	Built-in user roles	Smart dispatch suggestions

HOW A JOB FLOWS

From booking to completed report, every step in one platform

1

Customer books

Picks a service, describes the problem with photos, chooses an address and a preferred time. Fixed-price services show an instant price preview.

2

Dispatcher assigns

The booking lands in the dispatch queue. AI-assisted dispatch suggests the best technician by skill, zone and workload; assign in one click.

3

Technician accepts

A push notification arrives with the job details. The customer is told the technician's name and ETA. A decline with reason triggers reassignment.

4

Live tracking

The customer watches the technician approach on a live map. The dispatcher sees every active technician across the city.

5

Job execution

Before and after photos, materials used, time spent and notes. An offline queue keeps work going where the signal is weak.

6

Customer approves

Approval by OTP to the customer's phone or on-screen signature, recorded with identity, method and timestamp.

7

Report and invoice

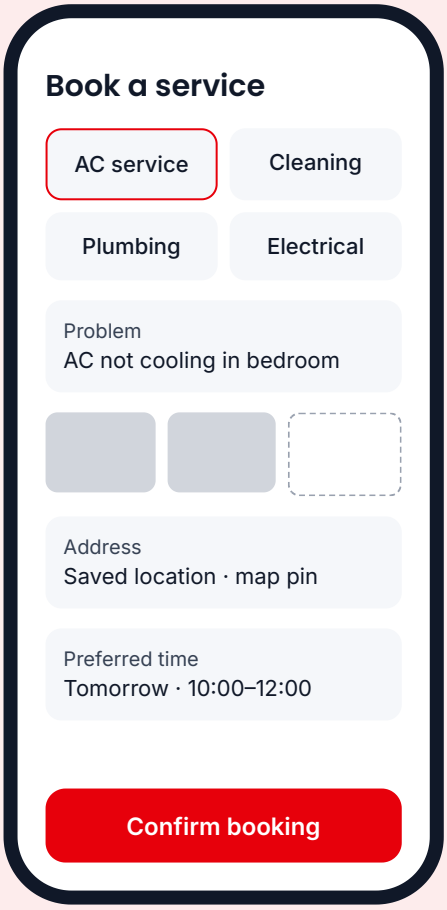
A branded PDF service report is sent by WhatsApp and email. The invoice is raised; cash or bank-transfer proof is recorded for verification.

CUSTOMER APP

Your customers book, track and approve from their phone

Fewer calls to the office, clearer requests with photos, and a professional experience under your service.

- Register by phone with WhatsApp OTP, no passwords
- Browse services with instant price previews
- Describe the problem and upload up to 6 photos
- Choose a saved address with a map pin
- Pick a preferred date and time window
- Watch the technician en route on a live map
- Approve completion by OTP or signature
- Download the service report and invoice in the app
- See all bookings, contracts and payment history
- WhatsApp updates: booked, on the way, completed, report ready



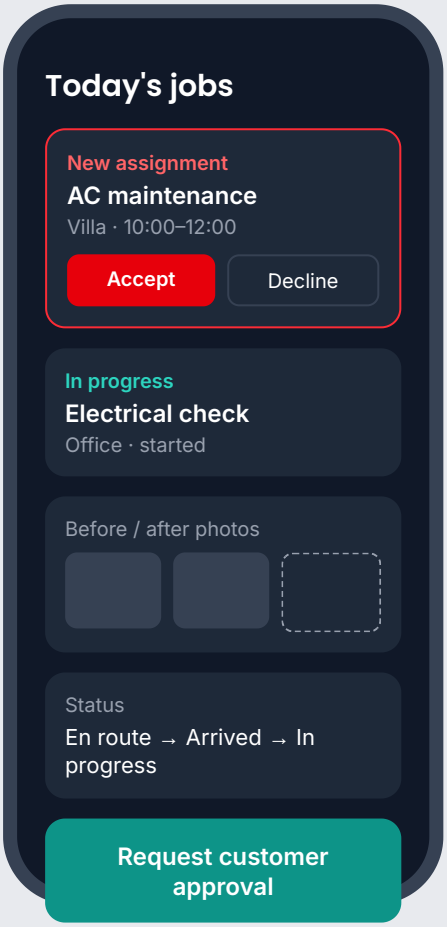
Illustrative screen

Customers stop calling to ask "where is the technician?" They can see it on the live map.

TECHNICIAN APP

Every job, every update, in the technician's pocket

No more paper job sheets or chasing updates on WhatsApp. The office sees progress as it happens.



Illustrative screen

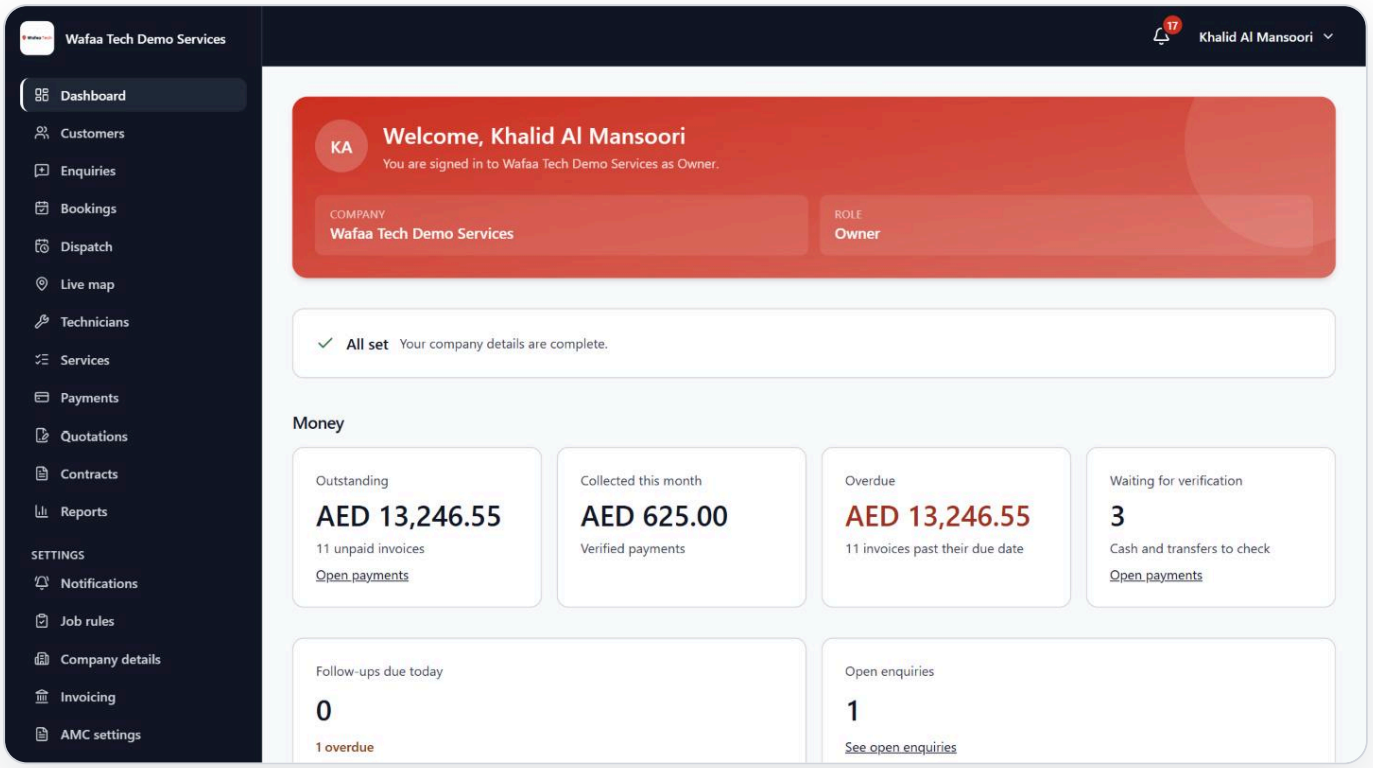
- Push notification for every new job
- Accept, or decline with a reason, in one tap
- Today's job list with priority and details
- Navigate to site with integrated maps
- Update status: en route, arrived, in progress
- Before and after photos with an offline queue
- Add notes and materials used
- Hourly timer for time-based billing
- Collect the customer's OTP or signature
- Record cash collected on site

Works in basements, plant rooms and new buildings: photos and status updates queue offline and sync when the signal returns.

ADMIN & DISPATCH DASHBOARD

Run the whole operation from one screen

Bookings, technicians, quotations, payments and maintenance contracts, all in one dashboard with access by role.



Owner dashboard. Money owed, collected and overdue, cash and transfers to verify, follow-ups and new enquiries.



Dispatch. Pick a waiting booking and see technicians ranked by skill, zone and the day's workload, then assign a start time.

Separate roles

Owner, dispatcher, accountant and technician logins. Dispatchers don't see money screens.

Your technicians

Skills, home zone, weekly shifts and time off for every technician.

Day board

Every technician's day on one timeline, from assigned to completed.

FROM REQUEST TO RECURRING REVENUE

Bookings, quotations and maintenance contracts in one place

Bookings

Every request with service, preferred time, price and status. Photos from the customer stay with the booking.

Booking	Customer	Service	Preferred time	Price	Status
WT-BK-2026-000027 1 photo	Ahmed Khan +971 50 000 0101	AC servicing	Sun 15 Nov 2026 Afternoon	AED 157.50 incl. VAT	New
WT-BK-2026-000025	Faisal Rahman +971 50 111 2233	AC installation	Sun 15 Nov 2026 Morning	Price after inspection	New
WT-BK-2026-000024 1 photo	Ahmed Khan +971 50 000 0101	General maintenance	Fri 13 Nov 2026 Afternoon	Price after inspection	Cancelled
WT-BK-2026-000023	Ahmed Khan +971 50 000 0101	AC servicing	Wed 11 Nov 2026 Morning	AED 157.50 incl. VAT	Cancelled
WT-BK-2026-000021 1 photo	Ahmed Khan +971 50 000 0101	AC servicing	Fri 6 Nov 2026 Evening	AED 157.50 incl. VAT	Completed

Quotations

Send priced offers, see who approved or declined and when, then turn approved quotes into invoices.

Quotation	Customer	Booking	Total	Valid until	Status	Decision
WT-QT-2026-000004 v1 Yearly maintenance, four split units	Ahmed Khan		AED 1,008.00	Fri 20 Nov 2026	Approved	Recorded by staff 6 Nov 2026, 03:01
WT-QT-2026-000003 v1 Replace the villa chiller unit	Layla Hassan		AED 15,540.00	Fri 20 Nov 2026	Declined	By the customer 6 Nov 2026, 03:00
WT-QT-2026-000002 v1 Supply and install one split AC unit	Layla Hassan	WT-BK-2026-000019	AED 2,908.50	Fri 20 Nov 2026	Invoiced	By the customer 6 Nov 2026, 02:59
WT-QT-2026-000001 v1 Supply and install two split AC units	Ahmed Khan	WT-BK-2026-000018	AED 5,911.50	Fri 20 Nov 2026	Approved	By the customer 10 Nov 2026, 22:29

AMC contracts

Plans, visit counts, contract periods, days left and renewal requests for every maintenance customer.

Contract	Customer	Plan	Period	Status	Visits	Days left
Draft	Mariam Al Suwaidi	AC care, quarterly	Sun 7 Nov 2027 – Mon 6 Nov 2028	Draft	0 of 0	
WT-AMC-2026-000008	Mariam Al Suwaidi	AC care, quarterly	Sat 7 Nov 2026 – Sat 6 Nov 2027	Active	0 of 4	357 days
WT-AMC-2026-000007	Mariam Al Suwaidi	AC care, quarterly	Fri 6 Nov 2026 – Fri 5 Nov 2027	Active	0 of 4	356 days
WT-AMC-2026-000006	Layla Hassan	AC care, quarterly	Tue 24 Nov 2026 – Tue 23 Nov 2027	Active	0 of 4	374 days
Draft	Ahmed Khan	AC care, quarterly	Sun 4 Nov 2029 – Sun 3 Nov 2030	Draft	0 of 0	

KEY CAPABILITIES

An AI-integrated platform with everything a UAE service company needs

Live GPS dispatch
Assign the nearest available technician from a live map.

Digital job sheets
Photos, notes, materials and a time-stamped status trail.

Customer approval
OTP or on-screen signature, recorded with timestamp.

Branded service reports
PDF with photos, signature and cost summary.

Invoicing & payments
VAT invoices, cash on site and verified bank transfers.

AMC contracts
Plans, auto-scheduled visits and renewal reminders.

AI-assisted dispatch
Suggests the best technician by skill, zone and workload.

WhatsApp notifications
Booked, on the way, completed, report ready.

Operations dashboard
Bookings, completion, productivity and revenue at a glance.

Role-based access
Owner, admin, dispatcher, accountant, technician and more.

Offline support
Technician updates sync once the signal returns.

White-label ready
Your logo, colours, domain and app store listings.

BUILT FOR

Any company that sends technicians to customer sites

- AC & HVAC
- Cleaning & disinfection
- Electrical & MEP
- Plumbing
- Facility management
- Pest control
- Pool & water treatment
- Security systems
- Appliance repair
- Landscaping
- Painting & handyman
- Mobile auto services

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YOUR CHOICE

Cloud or Enterprise: same platform, two ways to run it

SHARED SAAS

Wafaa Tech Cloud

Start fast on the shared platform with your data fully isolated.

- ✓ Ready to use, no infrastructure setup
- ✓ Your staff, customers and data isolated
- ✓ Platform updates included
- ✓ Scales as your team grows

Best for small to mid-size service companies

WHITE-LABEL DEDICATED — Premium

Wafaa Tech Enterprise

Your brand, your apps, your own dedicated deployment.

- ✓ Your logo, colours, domain and app name
- ✓ Your apps on Play Store and App Store
- ✓ Dedicated database, complete separation
- ✓ UAE-region infrastructure if required

Best for groups and large service companies

Get started in four steps

01
Book a live demo
See the full booking-to-report flow.

02
Choose your plan
Cloud or Enterprise, based on your team.

03
Set up together
Services, pricing, zones and technicians.

04
Go live
Train your team and start taking jobs.

Ready to run your service operation in one platform?

Book a live demo

We'll demo the full flow and show how it fits your business.

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