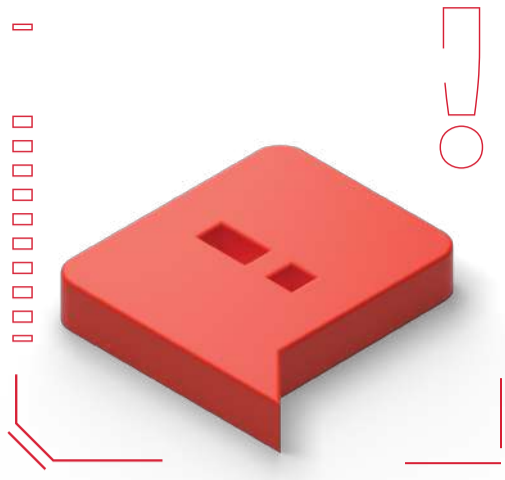




Smart Services Platform



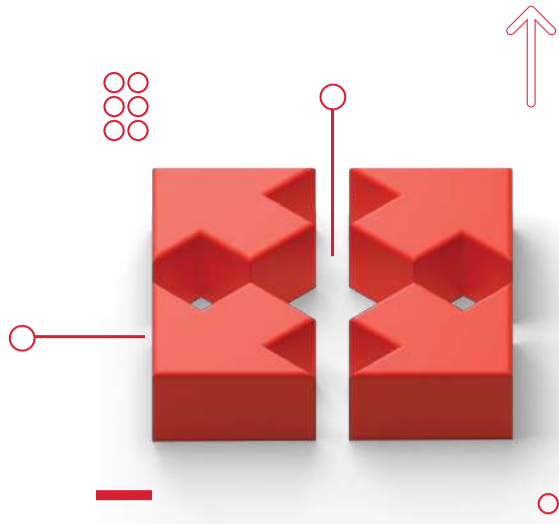
Product Overview

As the world continues to strive for smarter, better-connected societies, federal and local government agencies across the nation have directed their efforts into taking the UAE on a journey that puts technology at the service of people.

Leveraging knowledge and innovation, Tahaluf is in the very heart of this exciting journey. Putting a varied range of solutions and services at work for many UAE governmental entities, we are proud to introduce innovative smart tools that bring the future even closer to today...

With a mindset of positive change, and ready to harness the benefits of cutting-edge technology, Tahaluf offers a range of smart services that help simplify and improve the user experience, and answer the stakeholder's transformation needs via smart apps, responsive web portals, self-service kiosks, and interactive chat bots.

This collective set of tools seamlessly integrates various governmental services and transactions, aligning them with national initiatives to promote a centralized smart government with the goal of creating a happier society.



Benefits

With the successful implementation of Tahaluf Smart Services, stakeholders have reported increased efficiency, optimal resource utilization, and increased productivity.

More particularly, they were able to:



Increase operational efficiency, while reducing operational costs



Optimize organizational resources by automating service delivery channels



Increase customer satisfaction



Provide services using multiple smart service delivery channels such as mobile apps, web portals, self-service kiosks, service centers...



Eliminate the need for a physical walk-in to receive services



Implement an optimized service processing lifecycle from request submission to audit, and approvals



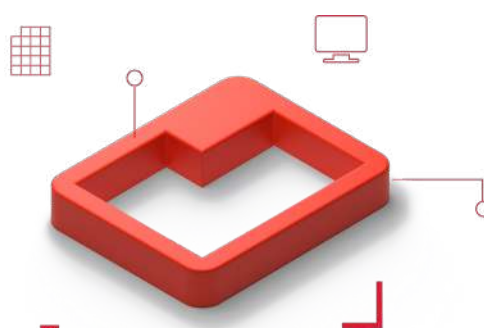
Reduce human errors through a fully automated process



Access real-time reporting and dashboards



Provide an automatic quota and service fees refund for cancelled transactions



Modules



Individuals

- Leisure Visit Visa
- Residency Visa.
- Issuing Residencies.
- Renewing Residencies.
- Canceling Residencies.
- Issuing IDs.
- Renewing IDs
- Family Book Services – For citizens.
- Passport Services – For citizens
- Paying overstay fines
- Visit Visas.
- Issuing Residencies.



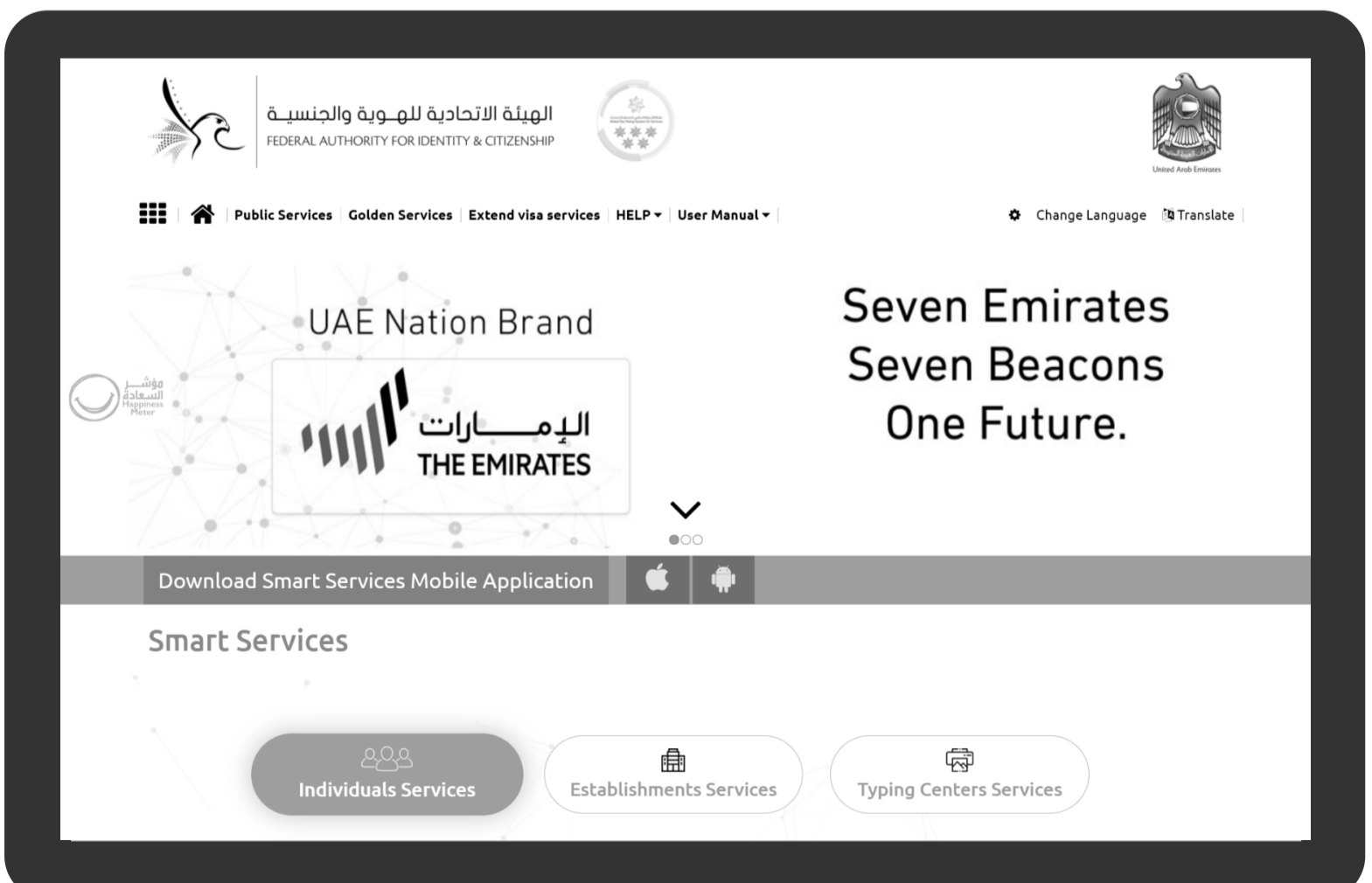
Establishments

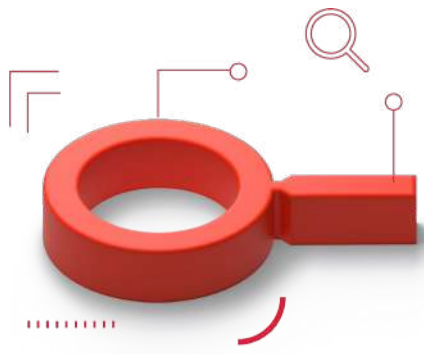
- Tourism Visas
- Work Visas
- Medical Visas
- Educational Visas
- Visit Visas
- Issuing Residencies
- Renewing Residencies
- Canceling Residencies
- Issuing\Renewing Emirates IDs
- Establishment Card



Typing Center

- Leisure Visit Visa
- Residency Visa
- Issuing Residencies
- Renewing Residencies
- Canceling Residencies
- Issuing IDs
- Renewing IDs
- Family Book Services – For citizens
- Paying overstay fines





Features



An integrated approach for a unified and seamless customer experience through various channels such as web portals, smart apps, and self-service kiosks



Customized branding to promote the organizations' corporate identity across the platforms



End-user profile registration and identity management via advanced technologies such as facial recognition (identifying both captured images and stored photos), and integration with national ID providers



Document reading and optical character recognition (OCR), machine-readable zone (MRZ), for reading identity documents, such as passports and ID cards



Configurable and customizable business rules to implement naturalization laws and new applicable regulations



Seamless integration of business rules with 3rd party partner systems



Secured role-based access control (RBAC) to solution features



Notifications and alerts via SMS and Email, based on predefined incidents, templates and formats



User registration, user profile management, and identity management functionalities



Controlled role-based access to system features



Monitoring of system activities through dashboards screens



Electronic payment of services fees, through integration with payment gateway solutions



Notifications feature for sending alerts according to predefined incidents, formatted based on configured templates and formats through SMS and Email



Multi-delivery channels for end user access (portal, smart app, service centers)



Integration with organizational systems and external partners systems to achieve seamless process automation



Dynamic service process workflow configuration and business rules



About Tahaluf

In an effort to define the digital landscape for the region, Tahaluf was established in 2015 as a strategic initiative for the nation's quest for digital transformation.

Since its inception, Tahaluf has strived to provide the latest state-of-the-art solutions and services to keep businesses secure and at the forefront of the future. By solidifying its position as an innovative industry leader offering integrated solutions and services across the country and internationally, Tahaluf has established itself as a leading national presence in IT and cybersecurity.

Tahaluf's growing legacy has become intrinsically woven into the technological advancement of the UAE, shaping, and elevating the government's determined strive to achieve its ambitious vision built around smart cities and infrastructure developments. With this vision, Tahaluf intends to continuously cultivate innovation and transformation, provide cutting-edge security solutions, and create a future of possibilities in the UAE and beyond.



WE DO IT
WITH
PASSION

info@tahaluf.ae