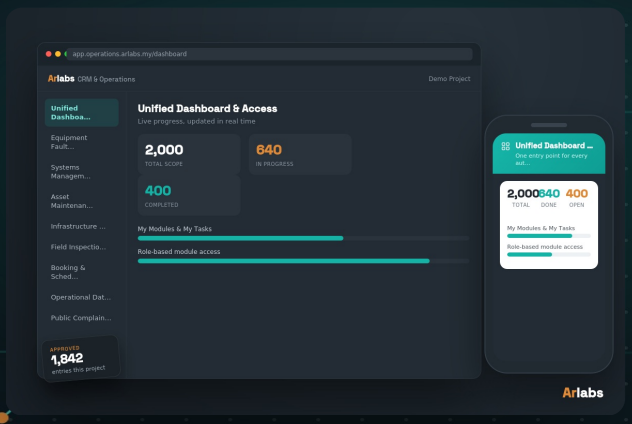
PRODUCT BRIEF

Arlabs CRM & Operations

A complete operations system that unifies maintenance, field inspection, asset management, public complaints and multi-stage claims into one role-based system — from mobile field reporting through verified completion and management reporting.



ARLABS

FLAGSHIP PRODUCT

What it delivers

- ✓ 12+ integrated modules under a single dashboard
- ✓ Web dashboard + native mobile field app
- ✓ Role-based access control and full audit trail
- ✓ SLA tracking on working-hours calendars

Who it is for

Organisations whose work is recorded by many people across offices, sites and the field, and must be verified, reported and audited.

> IN PRACTICE
>
> An operations team replaces scattered spreadsheets and paper forms with one system: field crews report on mobile, work orders route automatically with SLA timers, and management sees verified performance in real time.

At a glance

Modules	14, individually enablable
Channels	Web dashboard · iOS · Android
Offline	Field capture syncs when signal returns
Access control	Role-based, enforced at database level
Audit	Every action logged with user and time
Languages	English · Bahasa Malaysia
Timezone	MYT, Malaysian holiday rules
Exports	PDF · Excel · REST API

Built with

Next.js · React Native · Supabase · PostgreSQL + RLS

MODULES

14 modules, one connected system

Every module shares the same identity, access, notification and audit layer. Start with the modules you need and enable more over time.

- **Unified Dashboard & Access**
  One entry point for every authorised module, task and notification.
- **Equipment Fault Management**
  Report, repair and verify equipment and systems faults.
- **Systems Management**
  Maintain surveillance and communications equipment.
- **Asset Maintenance**
  Manage M&E faults on registered assets or ad-hoc locations.
- **Infrastructure & Structures**
  Track building and structural defects to resolution.
- **Field Inspection & Reporting**
  Capture issues in the field, on mobile.
- **Booking & Scheduling**
  Schedule equipment, teams and machine usage.
- **Operational Data & Reporting**
  Capture daily operational data with verification.
- **Public Complaints**
  Handle public complaints from intake to closure.
- **Claims Management**
  Process multi-stage claims to a final decision.
- **Oversight & Reporting**
  Department and organisation-wide oversight.
- **Asset Management**
  Central register of assets with full history.
- **User & Access Management**
  Accounts, roles, departments and permissions.
- **Shared Services**
  Cross-cutting services every module uses.

How we work with you

Build & run
Hosted service — we deploy, configure, train and support.

Custom build
Extend or add modules to your scope on a fixed plan.

Managed support
SLA-backed maintenance and enhancements.