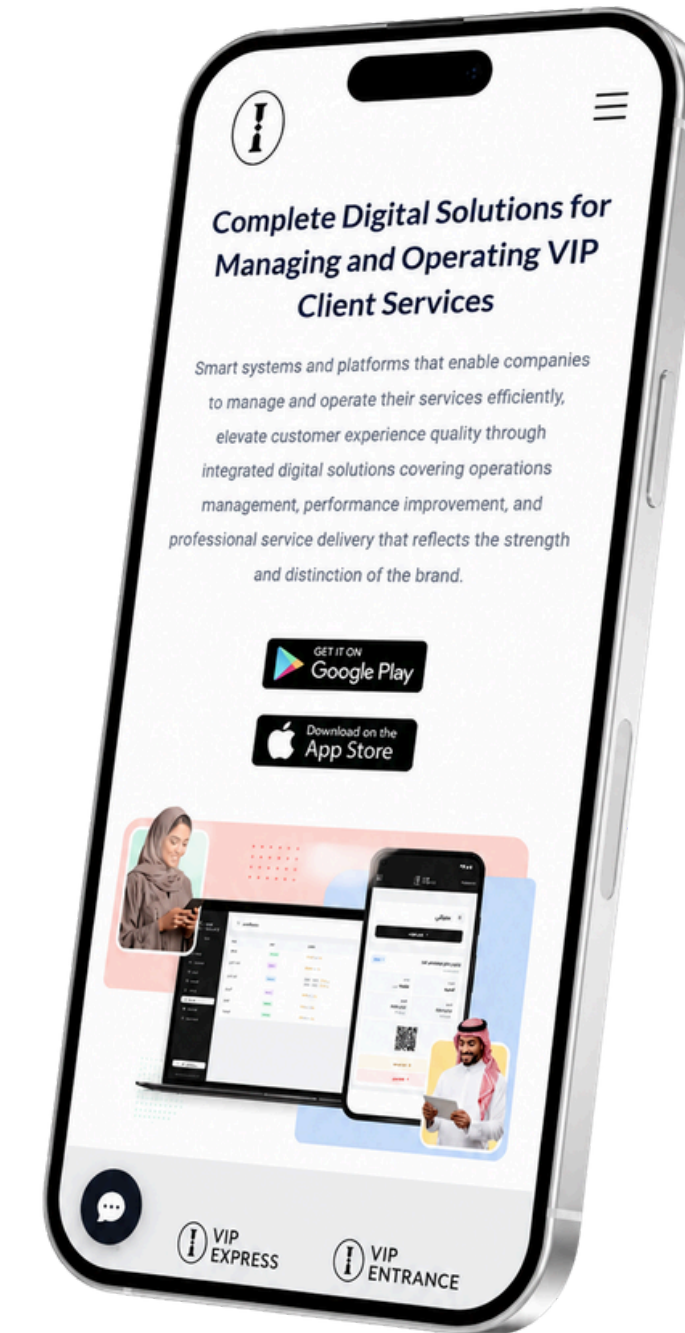




Profile - Technical Product

An intelligent system for managing and operating parking services professionally.



Saudi Tech Services Co.





About Company

One of the offerings of the Special Services Company, which has been focused since 2009 on providing cutting-edge technical systems and solutions based on a thorough comprehension of the demands of the market and business sector. Our goal is to enable our clients to oversee their VIP-specific services with high operational efficiency and a polished digital experience that fosters business expansion.



About



A comprehensive digital platform that reshapes the valet parking service experience by replacing traditional methods with a smart technical solution that elevates service levels and precisely regulates operations.

System Idea: The platform aims to unify all aspects of valet parking service management into an integrated digital system that includes real-time tracking of service stages, monitoring employee performance, managing revenues, and receiving guest reservations and their evaluations, all through comprehensive reports that provide management with a clear vision and complete control over every detail of operations.



The traditional business model that the system addressed

- 1 Paper Tickets**
Unreliable data that is easily lost without any digital record to refer back to.
- 2 Receipt and Delivery Documentation**
The lack of linking operations to the driver's name weakens accountability and does not protect the rights of both parties.
- 3 Customer Privacy**
Forcing the customer to share their phone number with the driver in the absence of any secure communication channel.
- 4 Weak Monitoring**
No immediate oversight of employees or vehicles, which hinders the timely detection of errors.
- 5 Customer Experience**
The absence of advance booking, long waiting times, and the inability to benefit from partner rewards.
- 6 Lack of Statistics**
The absence of accurate data and figures hinders understanding the business performance and making informed decisions that support growth.



Key features of the product VIP VALET

Management and operation of valet services through an electronic platform and a smart application

- 1 Improving the customer experience with higher speed, safety, and reliability.
- 2 Monitoring the vehicle and service status moment by moment.
- 3 Direct connection between guests, staff, and service drivers.
- 4 Instant notifications for receipt, delivery, and order status.
- 5 Managing drivers, employees, and permissions with ease.
- 6 A professional dashboard to monitor operations and operational reports.
- 7 Raising operational efficiency and reducing errors and operational chaos.
- 8 Issuing smart digital tickets as an alternative to paper tickets.
- 9 Supporting electronic payment processes and documenting all operations.
- 10 Flexible solutions suitable for hotels, commercial complexes, events, and restaurants.
- 11 Supporting the growth of your business and enhancing service quality and efficiency.

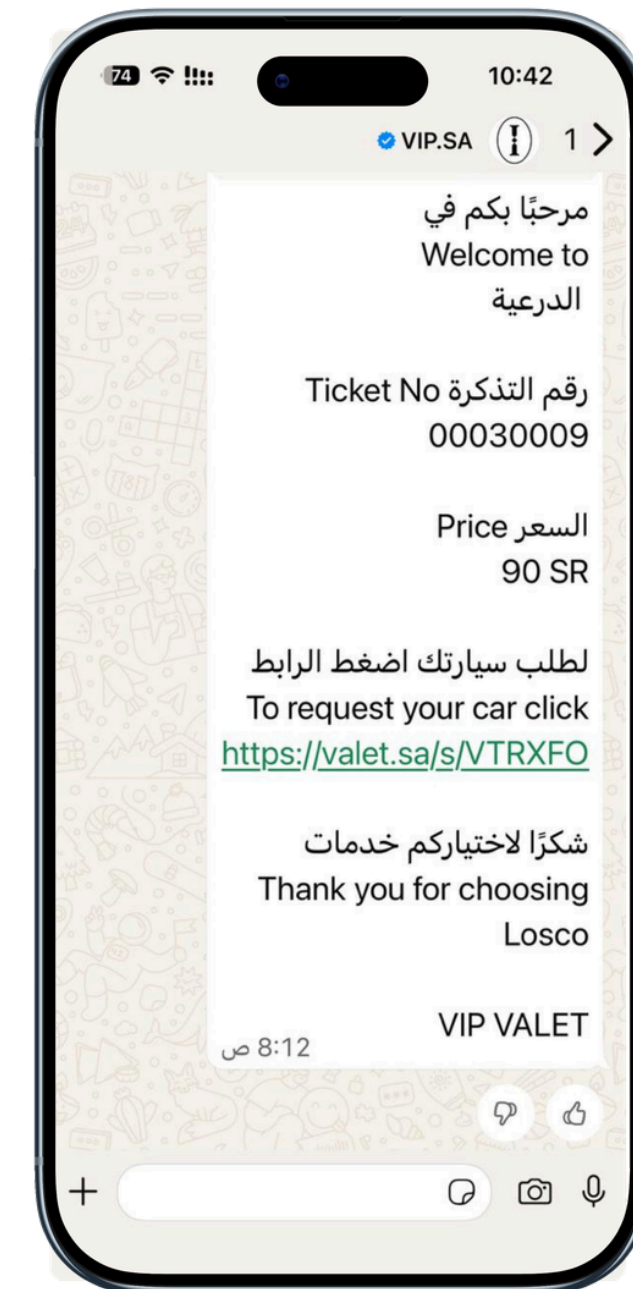


Workflow and User Experience

Upon the customer's arrival, the service driver receives them and instantly records the receipt operation by scanning the barcode on their card, without the need to exchange phone numbers or have a direct conversation. The customer immediately receives a WhatsApp message containing the service ticket, the price, and a direct link allowing them to:

- Request their car whenever they want with a single click
- Track the order status moment by moment through the system page
- Pay electronically and securely without the need for cash handling
- Rate the service immediately upon completion to ensure continuous quality

This guarantees a seamless and professional experience that fully preserves their privacy.

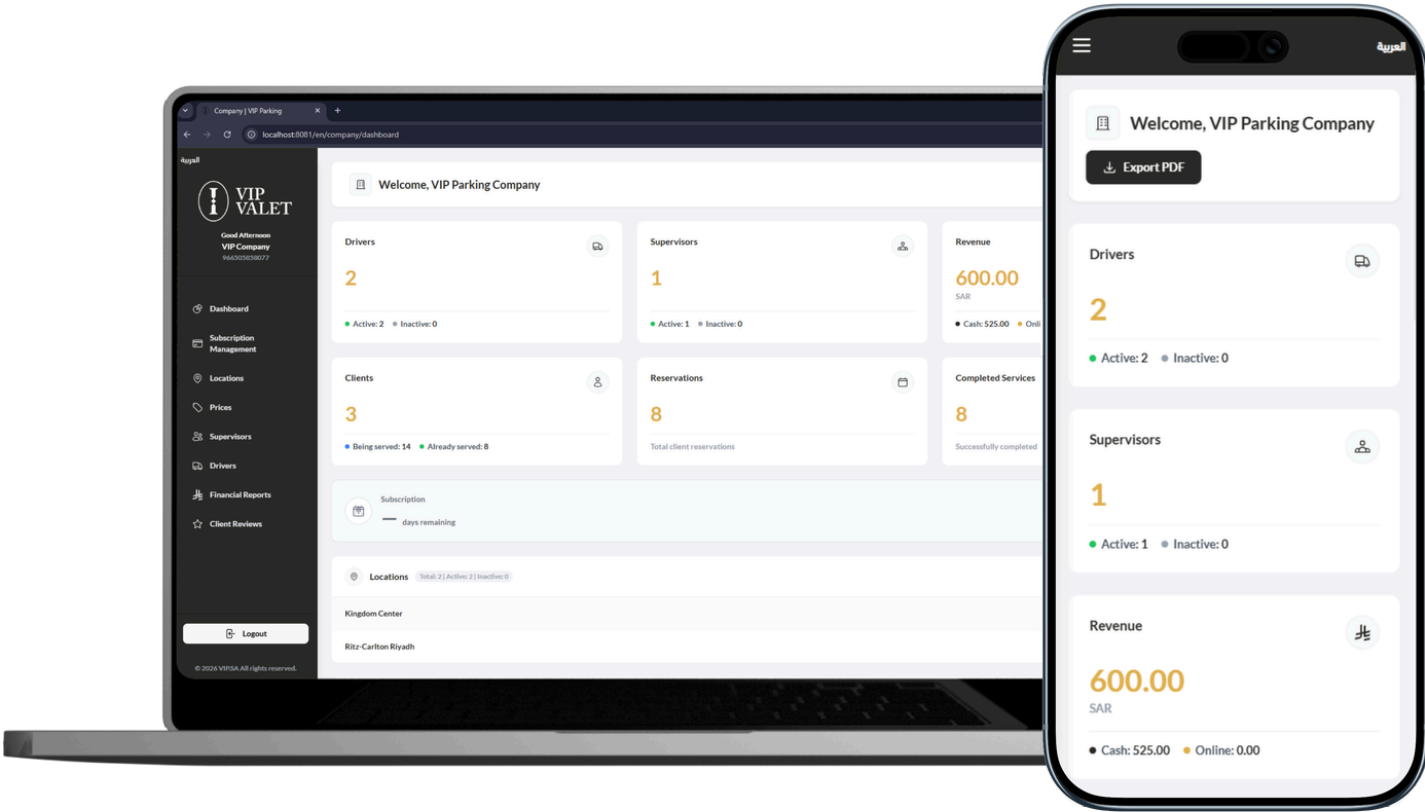




Dashboard

Company Dashboard (Service Provider)

The company dashboard provides a comprehensive and real-time updated overview of valet operations, with easy tracking of activities and financial performance. It enables administrators to monitor the status of drivers and supervisors, track revenues, and manage parking across various locations. It also gathers activity logs, package balances, and customer feedback to ensure operational efficiency and service quality.

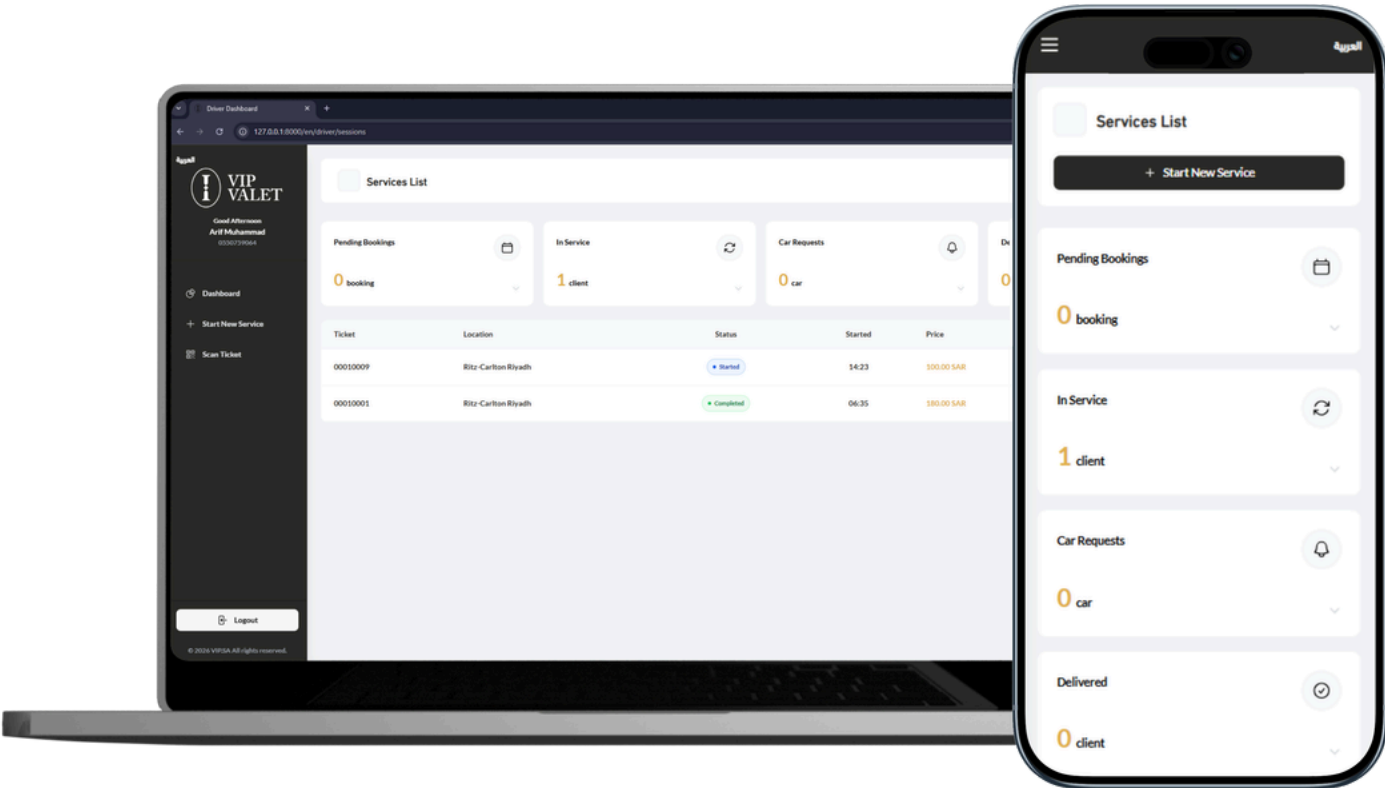




Dashboard

Driver Dashboard

The Driver dashboard provides a simplified interface for required service operations, starting from reservations through to final delivery. It also allows real-time tracking of active operations and ticket scanning for quick processing, along with a detailed log of all completed service tasks.

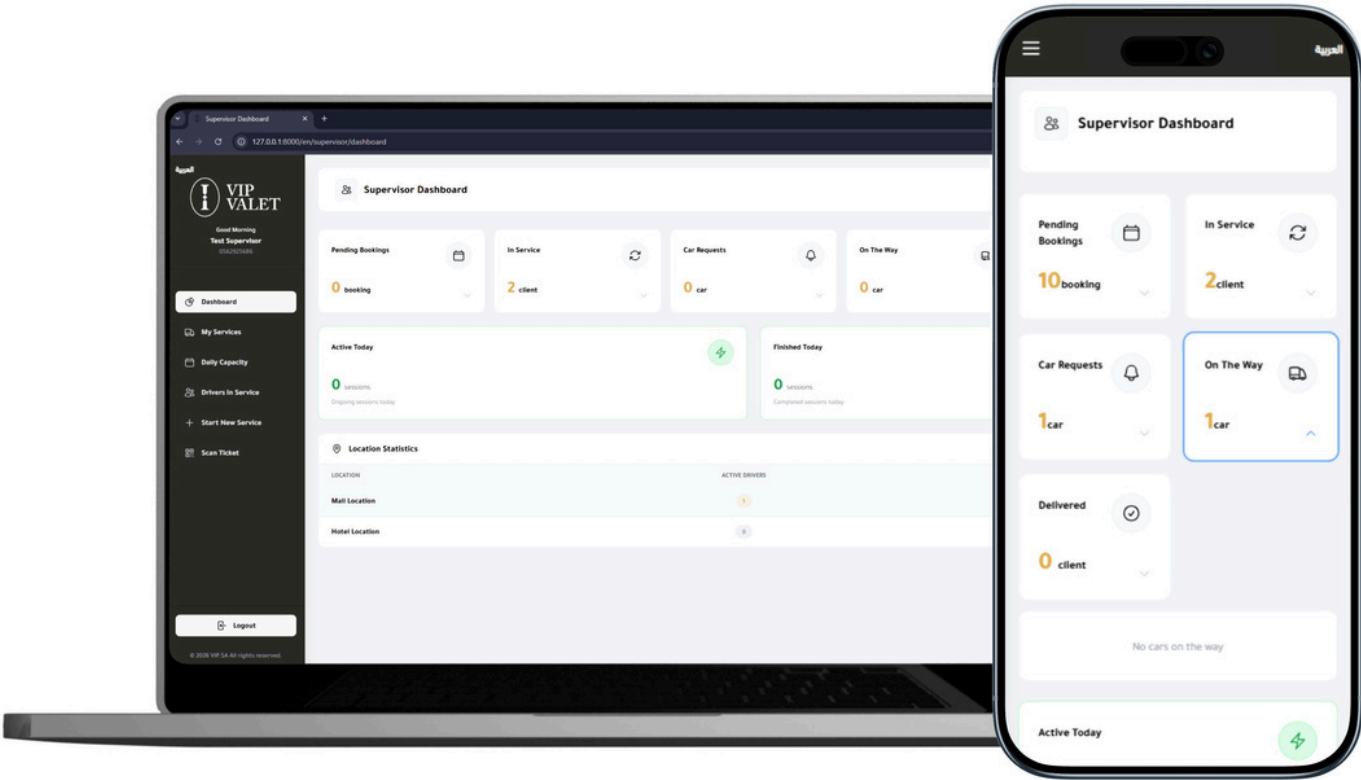




Dashboard

Supervisor Dashboard

The Supervisor dashboard provides comprehensive and direct oversight of vehicle statuses, driver activity, and location-specific statistics to ensure operational efficiency. It also enables management to monitor active service metrics and accurately track daily performance.

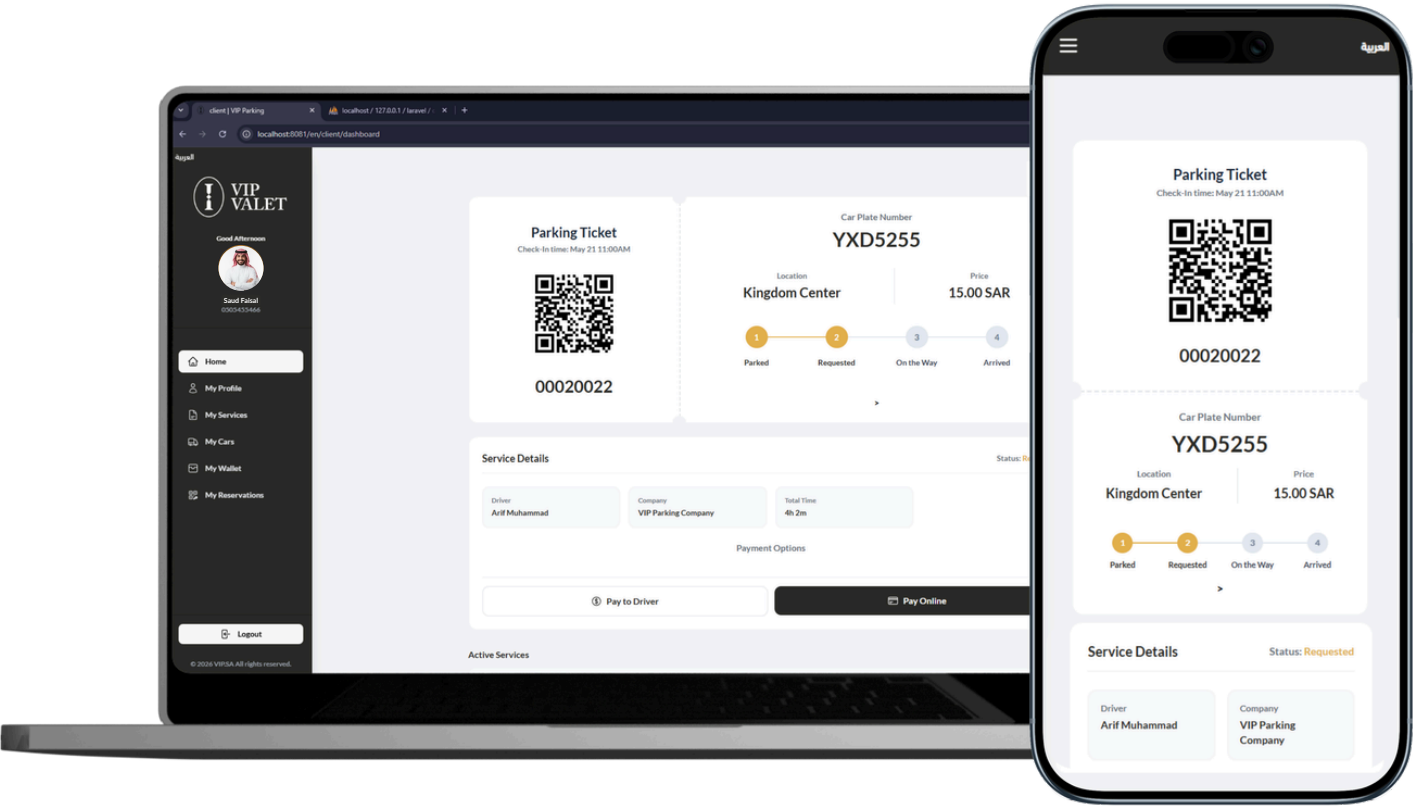




Dashboard

Customer Dashboard

The Customer dashboard provides a seamless way for users to track their vehicles in real-time and fully manage their valet service record. It also allows quick access to digital payments via the wallet and vehicle data management, in addition to a detailed log of all past operations and upcoming reservations.





Sectors Benefiting from the System



Hotels and Resorts



Hospitals



Shopping Centers



Valet Service Operators



Stadiums and Clubs



Events and Venues



Airports



Ministries and
Government Agencies



Restaurants and Cafes

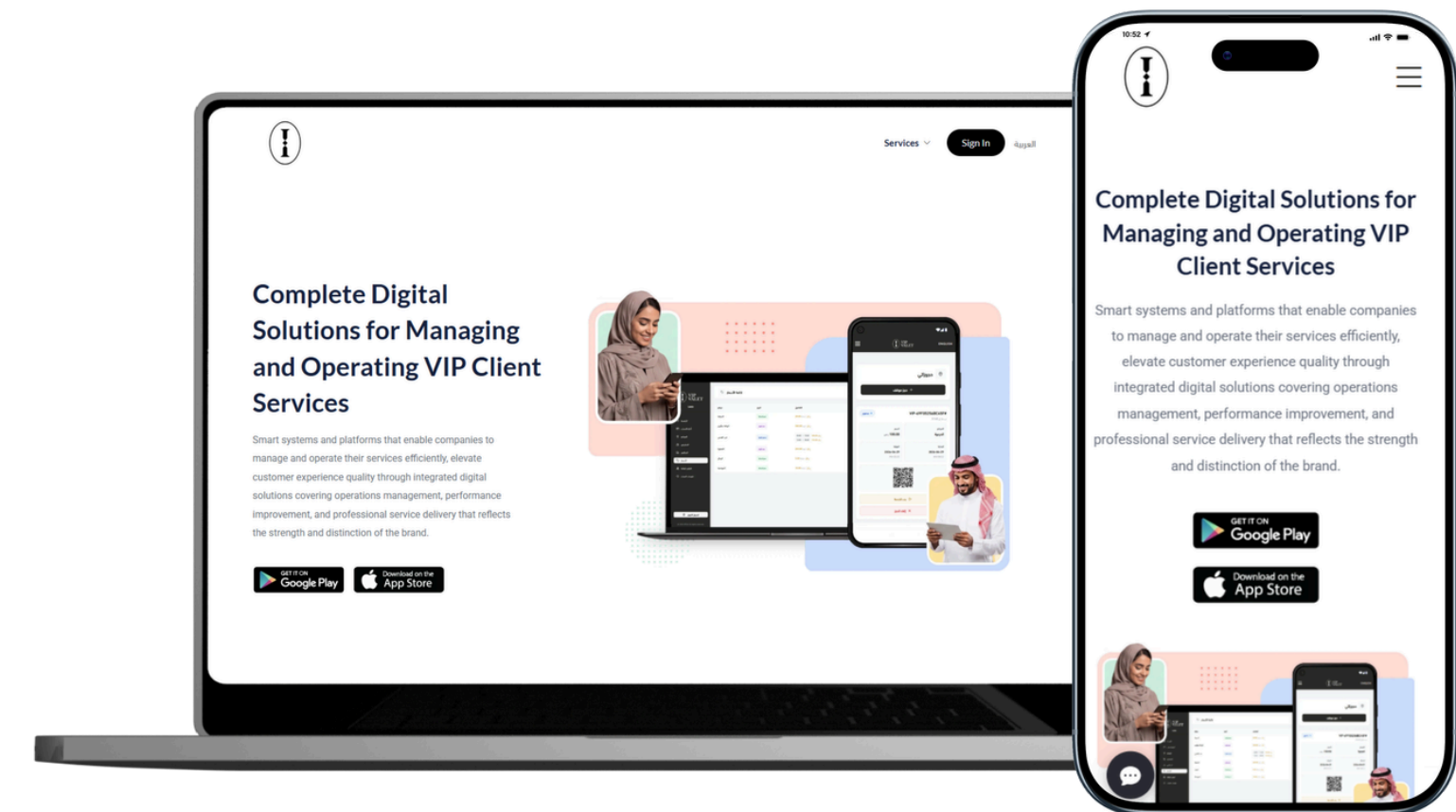


Added Value

The system contributes to increasing efficiency by automating operations and reducing manual intervention, which accelerates service delivery and reduces errors. It also improves the customer experience through real-time service requesting and tracking, alongside instant notifications that increase reliability, transparency, and convenience.

It works to reduce costs by improving resource management and minimizing operational waste, while elevating operational quality by organizing operations, standardizing procedures, and providing accurate reports that help in making better decisions.

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