MITHAQ
CLEANING SUITE

BUILT IN THE UAE · FOR CLEANING COMPANIES

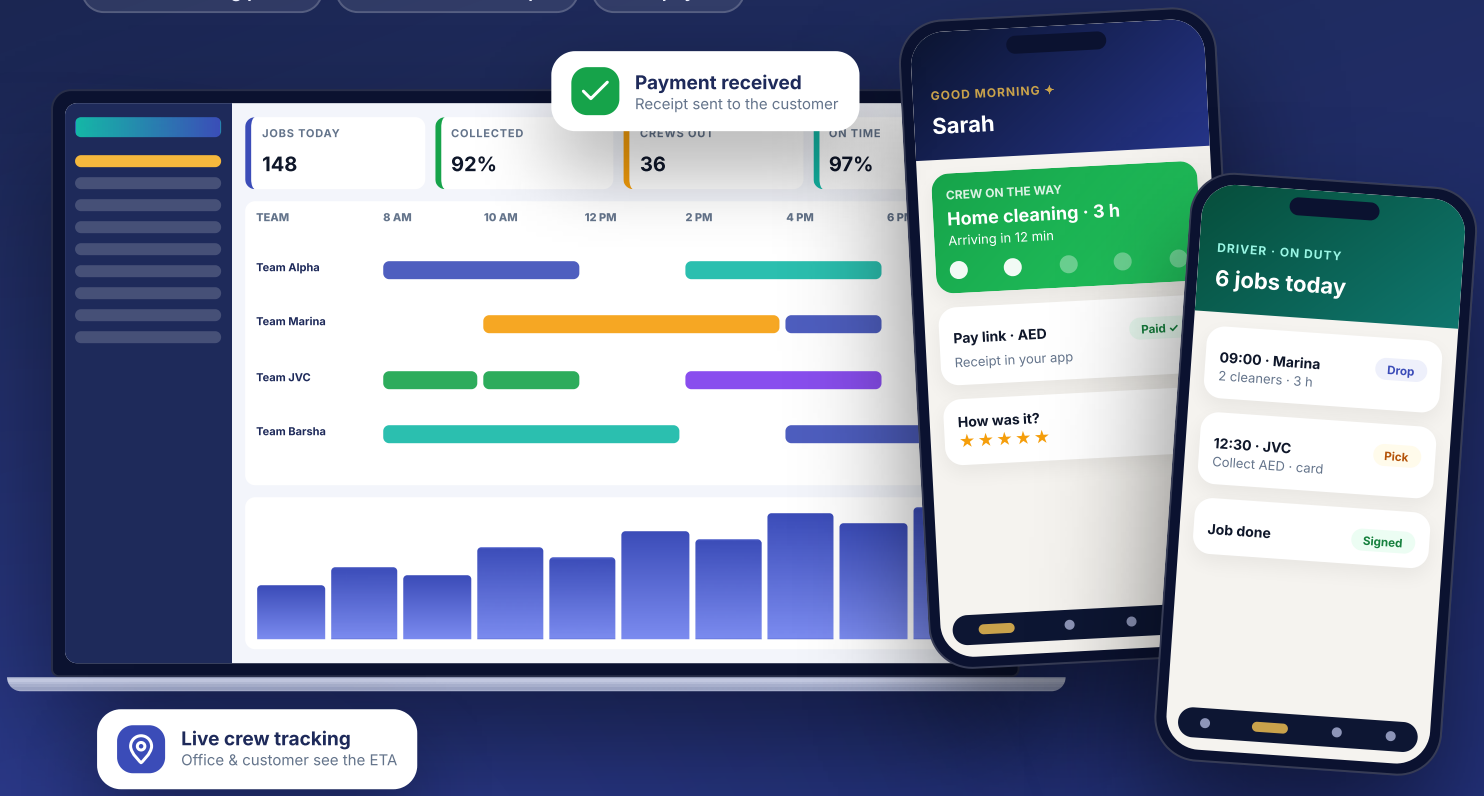
From **AED 5** per staff / month · simple plans on page 7

ONE PLATFORM · THREE APPS · ZERO CHAOS

Run your whole cleaning business from one screen.

Bookings, crews, drivers, payments, customers and staff — finally in one place. MITHAQ Cleaning Suite connects your office, your cleaners in the field and your customers on their phones, so every visit is planned, tracked, paid and remembered.

- ✦ Two-way WhatsApp
- ✦ e-Invoicing ready
- ✦ AI assistant
- Smart booking
- Team scheduler
- Live crew tracking
- Driver & cleaner app
- Customer app
- Online booking portal
- Collections & receipts
- HR & payroll



1 system
Office, field and customers on the same live data

3 apps
Driver & cleaner app, customer app, booking portal

7 languages
English, Arabic, Urdu, Bengali, Malayalam, Nepali & Filipino

0 paperwork
Signatures, photos, receipts — all digital

SOUND FAMILIAR?

Running a cleaning company shouldn't feel like putting out fires.

Crews to place, drivers to chase, cash to collect, customers calling — and the real numbers only at month end. MITHAQ Cleaning Suite takes the daily chaos and turns it into one calm, live picture.

THE DAILY STRUGGLE	WITH MITHAQ CLEANING SUITE
Staff & schedules Crews planned on WhatsApp groups and spreadsheets — double bookings, no-shows, last-minute calls.	**One team board** Drag jobs to crews, clashes caught instantly, off days respected — every cleaner sees the day on the app.
Tracking payments Cash with drivers, forgotten dues, lost receipts — money slips through the cracks every week.	**Every dirham matched** Each payment tied to its job, dues listed, cash handovers checked, card links and receipts sent automatically.
Figures & decisions Numbers come at month end, after hours of Excel — too late to act on them.	**Figures at your fingertips** Sales, collections, jobs and staff performance — live, on your phone or PC, any time.
Complicated software Heavy systems nobody wants to use — so the team goes back to paper and phone calls.	**Easy from day one** Clean, simple screens and 7 languages — your office and field teams understand it at first sight.
Not knowing what's happening "Where is the crew?" "Is the job done?" — the office spends the day on the phone.	**Always real time** Drop, start, finish, payment — every step updates live for the office and the customer.
Outgrowing your tools Tools too basic for a growing team — or too big and expensive for a small one.	**Fits 5 cleaners or 500** Start small, add teams, areas and agents as you grow — the same system all the way.

FOR YOUR OPERATIONS TEAM

Automation does the routine.

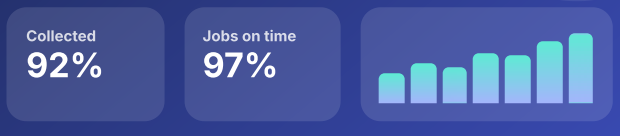
Confirmations, reminders, receipts, alerts and follow-ups happen on their own — your team handles exceptions, not paperwork.

- ✔ Booking confirmed & customer told
- ✔ Crew reminded, late job flagged
- ✔ Receipt sent the moment it's paid
- ✔ Dues followed up automatically

FOR MANAGEMENT

Know exactly where you stand.

Analytical reports and live dashboards show sales, collections, team performance and growth — so decisions are made on facts.



From chaos to control — one system for your office, your crews, your customers and your numbers.

THE OFFICE · MITHAQ CLEANING SUITE

Every part of your business, connected.

From the first call to the final receipt, every team works on the same live data — no spreadsheets, no lost bookings, no "who collected the cash?".

Bookings & quotations

- **Quick & easy booking** in seconds, with live price
- **Recurring bookings** — weekly, monthly, pause or stop anytime
- **Slot availability** by area, hours and crew size
- Quotations, SLAs and contracts
- Booking sources & enquiries tracked

Smart scheduler

- **Team board** — drag jobs to crews and drivers
- Staff planner, off days & availability
- Clash detection and same-location routing
- **Live monitor** on a TV screen for the office
- Reschedule, transfer or extend in one click

Live operations

- **Live tracking** of every driver and crew
- Drop, start, stop, pick-up times — automatically
- Late & missed job alarms
- Job approvals and app requests in one queue
- Job kit & device scanning

Payments & collections

- **Collection pending** — see who owes what, by job
- Cash, card, transfer, cheque & **payment links**
- **Customer wallet** & advances, used automatically
- Driver cash handover & reconciliation
- Payment health checks — nothing slips

Invoicing & accounts

- **VAT-ready invoices** and credit notes
- Branded receipts — print, PDF, email, WhatsApp
- Customer statements in one click
- Ledgers, vouchers & expenses
- Agent invoices & commission settlement

Staff & HR

- Staff profiles with **360° view**
- Attendance, roles & salary
- Staff performance — on time, ratings, hours
- Recruitment & onboarding
- Average sales per staff & crew

Customer 360

- Every visit, payment, invoice & note
- Multiple locations per customer
- **Loyalty & referral** programmes
- Requests, feedback & ratings in one inbox
- Hover any name for a quick profile

Messages & chat

- **Two-way WhatsApp** — send & receive in the ERP
- Email with branded PDF receipts
- Office ↔ crew ↔ customer chat rooms
- Automatic customer notifications
- Message templates you control

Reports & control

- Daily payments, sales & monthly reports
- Dashboards for owners and managers
- **Role-based permissions** & team access
- Full activity log of every change
- Built-in security & error monitor

SMART INTEGRATIONS

Connected to the tools your business runs on.

Your customers, the tax authority's e-invoicing network and AI — working inside your ERP.

TWO-WAY

WhatsApp integration

- **Send** booking confirmations, reminders, receipts & payment links automatically
- **Receive** customer messages in one shared ERP inbox — reply from the office
- Every chat linked to the customer and the visit

COMPLIANCE

e-Invoice integration

- Tax invoices & credit notes issued as **structured e-invoices**
- Ready for the UAE e-invoicing rollout — no re-typing
- VAT calculated on every job, invoice and receipt

BUILT-IN

AI integration

- **Ask in plain words** — "who still owes us this week?"
- Instant summaries of customers, jobs & payments
- Drafts customer replies and messages for you

IN THE FIELD · ON THE PHONE

Apps your crews and customers will love.

Android apps and iPhone-ready web apps — nothing to install from a store for iPhone users. Seven languages, so every cleaner understands every screen.

FOR DRIVERS & CLEANERS

Driver & Cleaner App

The whole day in their pocket: where to go, what to do and what to collect.

- **Today's jobs** — Times, addresses, maps & notes
- **Pick & drop** — Driver drops and picks up every crew
- **Start / stop work** — Real worked time, hours extensions
- **Live location** — The office sees every vehicle
- **Signature & rating** — Customer signs and rates on the spot
- **Collect payments** — Cash, card, pay later — with receipts
- **Photos & videos** — Before / after proof of every job
- **Voice commands** — Hands-free while driving
- **Chat & voice notes** — With the office and the customer
- **My performance** — On-time score, ratings & hours

FOR YOUR CUSTOMERS

Customer App

A premium experience with your brand — customers book, track and pay without calling you.

- **Live crew tracking** — "On the way · 12 min" with progress
- **Book in seconds** — Day, time, hours, cleaners, add-ons
- **Reschedule & cancel** — Requests straight to your office
- **Payment links** — Pay by card — receipt arrives instantly
- **Wallet & pay choice** — Cash, card, transfer or next visit
- **Invoices & statements** — Download or share as PDF
- **Chat with crew & office** — Instructions reach the right people
- **Ratings & feedback** — Survey after every visit
- **Notifications** — Every update, the moment it happens
- **Themes & 7 languages** — Beautiful in English & Arabic

One visit, fully automatic

1. **Booked** — by phone, website or the customer app; price and slot checked instantly.
2. **Scheduled** — the right crew and driver, no clashes, the customer is told.
3. **On the way** — live tracking for the office and the customer.
4. **Done & rated** — times, photos, signature and stars saved to the job.
5. **Paid & receipted** — cash, card or link; receipt and statement update themselves.

Online Booking Portal

Your own website booking page — customers sign up, book and pay online 24/7, even while your office sleeps.

- Online booking
- Free-slot calendar
- Customer accounts
- Online payments
- Wallet & top-ups
- Invoices & receipts
- Office chat
- Surveys & feedback
- Loyalty points
- Referral rewards

MITHAQ AI · BOTS · ASSISTANT · AGENTS · AUTOMATION

Your business, running on intelligence.

MITHAQ AI sits on top of everything your ERP already knows — bookings, crews, payments, customers and chats — and turns it into answers, conversations and actions. It works day and night, in English and Arabic, and always within the rules you set.



FOR YOUR CUSTOMERS

AI Bots

A smart receptionist on WhatsApp and your website that never sleeps.

- Answers prices, services & availability instantly
- Books, reschedules & confirms visits
- Sends payment links and receipts on request
- Hands over to your team when it matters

Can you come Friday 10 AM?

Yes ✓ Friday 10:00, 2 cleaners, 3 hours. Booked!

FOR YOUR OFFICE

AI Assistant

Ask your ERP anything — in plain words — and get the answer, not a report to dig through.

- "Who still owes us this week?"
- Customer & job summaries in one line
- Drafts replies, reminders & messages
- Explains any number on any screen

Unpaid visits this week?

14 visits · AED 3,280 — 9 in Marina. Send reminders?

WORKS FOR YOU

AI Agents

Digital team members that watch the business and act — with your approval where you want it.

- **Collection agent** — follows up dues politely
- **Scheduling agent** — fills gaps & balances crews
- **Care agent** — follows up low ratings & complaints
- **Retention agent** — wins back quiet customers

Collection agent · today: 6 reminders sent, 4 paid by link ✓

2 need a call — added to your list

RUNS BY ITSELF

Automation

Set the rule once — the system does the routine work every day, on time, without forgetting.

- Booking confirmations & visit reminders
- Receipts & statements sent automatically
- Alerts for late crews & missed jobs
- Survey after every visit, follow-up on dues

Job done → Receipt sent → Survey → Thank-you

How it works

1 Connect
Switch on the bots, assistant and agents you want — on your WhatsApp and website.

2 Learn
MITHAQ AI reads your services, prices, areas, crews and rules from the ERP.

3 Act
It answers, books, reminds and reports — every action saved in the ERP.

4 You control
Approvals, limits and a full log of what the AI did. Your team can step in anytime.

THE BUSINESS IMPACT

More done, by the same team.

24/7
customers answered, even after office hours

Faster
cash in — dues chased before they are forgotten

Fuller
schedules — gaps filled, cancellations rebooked

Fewer
calls & admin hours for your office team

WHY MITHAQ

Made for cleaning companies, not adapted for them.

Designed with real cleaning teams in the UAE — every screen answers a question your office asks every day.

Collect every dirham

Every job, every payment, every handover is matched — leaks and forgotten dues show up the same day.

Hours back every week

No more calls to find crews or chase receipts — the system tells everyone what they need to know.

Happier customers

Live tracking, instant receipts and a beautiful app make your company look premium — and win repeat bookings.

Safe & in control

Permissions per user, approvals, a full activity log and security built in — you decide who sees what.

GETTING STARTED

Live in days, not months.

We set it up, move your data in and train your team — you simply start working.

1

Setup

Your company, services, areas, prices, teams and users — configured for you.

2

Data migration

Customers, locations, staff and open balances moved in from your Excel or old system.

3

Online training

Short live sessions for the office, drivers and cleaners — in their own language.

4

Go live & support

First week by your side, then local support whenever you need it.

- No hardware to buy
- Simple per-staff pricing
- Works on any phone & PC
- Your data moved in for you
- Local UAE support
- Upgrade any time

PLANS START AT

AED 5

per staff / month

Enterprise power. Small-business budget.

Three simple plans — Basic, Standard and Enterprise. Start small and switch on more as you grow.

Pricing on the next page →

PRICING

Simple plans. Honest prices.

Save up to 15% with yearly payment

Pay only for the field staff on the app. No hardware, no long contracts — upgrade the day you need more.

BASIC

Get organised

AED **5** per staff / month

Up to **15 cleaners**

- Bookings & job scheduling
- Team scheduler & job board
- Driver & cleaner app
- Customers & locations
- Collections, receipts & VAT invoices
- Standard reports
- 2 office users · email support
- ~~Customer app & payment links~~
- ~~Two-way WhatsApp~~
- ~~AI assistant & bots~~
- ~~Advanced accounting~~
- ~~Loyalty & referral program~~
- ~~HR & payroll~~

Best for: small teams moving off WhatsApp & Excel

STANDARD

MOST CHOSEN

Run it all

AED **10** per staff / month

Up to **60 cleaners**

- **Everything in Basic, plus**
- Customer app & payment links
- Live crew tracking
- Two-way WhatsApp
- Advanced accounting — ledgers, statements, VAT
- Loyalty & referral program
- HR, attendance & payroll
- 5 office users · priority support
- ~~AI assistant, bots & agents~~
- ~~e-Invoicing integration~~
- ~~Booking portal & sales agents~~

Best for: growing companies that want happy, loyal customers

ENTERPRISE

No limits

AED **15** per staff / month

Unlimited cleaners

- **Everything in Standard, plus**
- AI assistant, bots & agents
- e-Invoicing integration
- Online booking portal
- Sales agents & commissions
- Multi-branch & custom reports
- Unlimited office users
- Dedicated account manager

Best for: large operations, many branches & agents

ONE-TIME SETUP FEE

AED 500

only once — any plan

- **Full setup** of your company, services, areas & users
- **Data migration** — customers, locations, staff & balances
- **Online training** for office, drivers & cleaners

TERMS & CONDITIONS

1. Prices are in UAE Dirhams (AED) and exclude 5% VAT. "Staff" means each active cleaner or driver using the app in the month.
2. Billing is monthly, paid quarterly in advance (3 months at a time); pay a full year in advance and save up to 15%. The one-time setup fee and paid subscription periods are non-refundable.
3. Training is delivered online. On-site visits, on-site training or extra data work are charged separately on request.
4. Data migration covers data supplied in Excel / CSV or a standard export; heavy cleaning of old data is quoted separately.
5. Third-party charges (WhatsApp messages, SMS, payment gateway, e-Invoicing provider) are paid by the customer directly.
6. Change plan any time — the new plan applies from the next billing quarter. Prices may change with 30 days' notice.

See your business run itself — in 30 minutes.

Book a free live demo with your own services and areas. We will show you exactly how your bookings, crews and payments would look in MITHAQ Cleaning Suite.

Book your free demo →

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