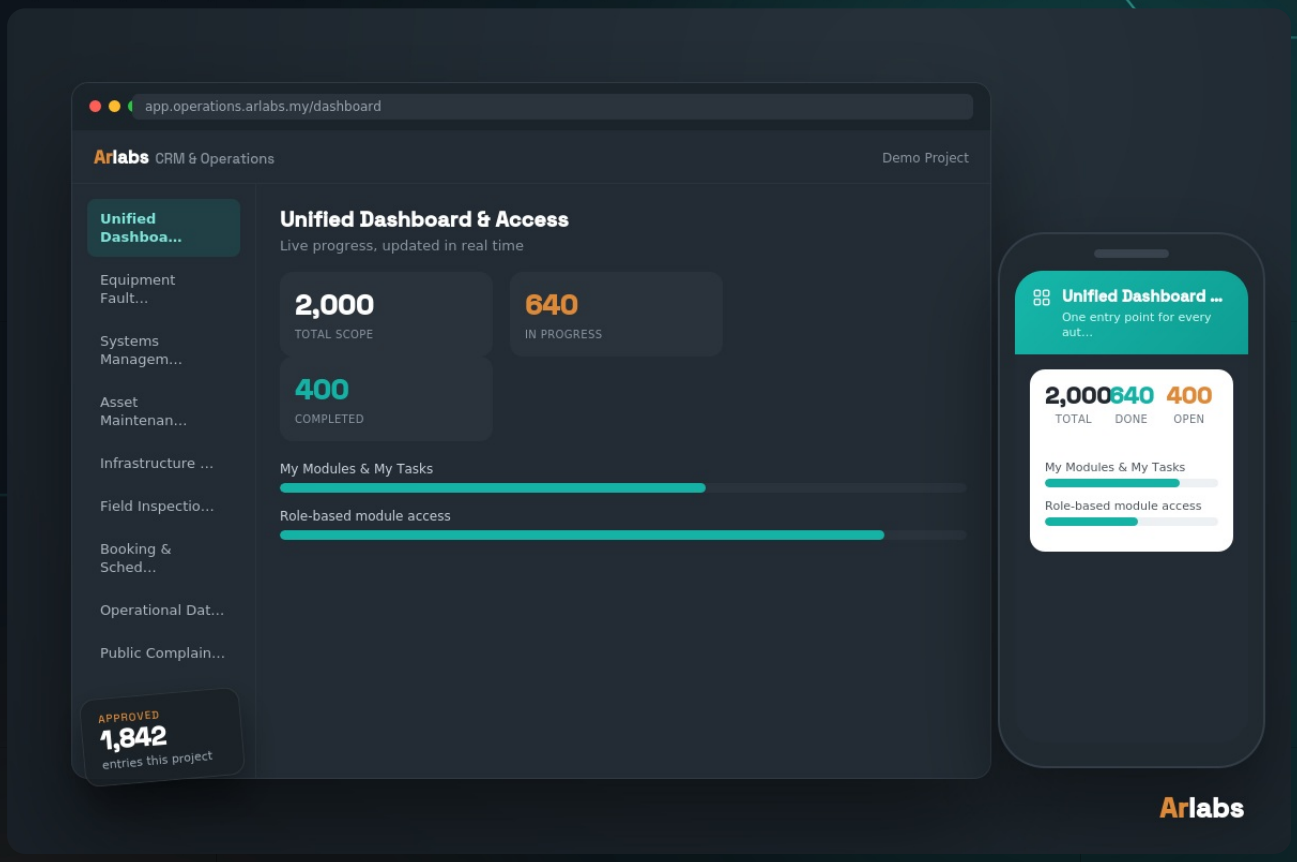
PRODUCT WHITEPAPER

ARLABS



FLAGSHIP PRODUCT

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.

Version 1.0 · September 2026 · Classification: Public · 14 modules · arlabs.my

ABOUT THIS DOCUMENT

Document information

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Contact	hello@arlabs.my · arlabs.my

CONTENTS

1 Executive summary 03

2 Solution overview 04

3 Architecture & how it works 05

4 Modules (14) 06

- 4.1 Unified Dashboard & Access 06
- 4.2 Equipment Fault Management 07
- 4.3 Systems Management 08
- 4.4 Asset Maintenance 09
- 4.5 Infrastructure & Structures 10
- 4.6 Field Inspection & Reporting 11
- 4.7 Booking & Scheduling 12
- 4.8 Operational Data & Reporting 13
- 4.9 Public Complaints 14
- 4.10 Claims Management 15
- 4.11 Oversight & Reporting 16
- 4.12 Asset Management 17
- 4.13 User & Access Management 18
- 4.14 Shared Services 19

5 Security, compliance & data 20

6 Deployment, engagement & support 21

SECTION 1

Executive summary

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.

14	1	3	MYT
MODULES	SHARED IDENTITY & AUDIT LAYER	CHANNELS: WEB · IOS · ANDROID	TIMEZONE & LOCAL RULES

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

Arlabs CRM & Operations is built for organisations whose work happens across offices, sites and the field — where activity is recorded by many people, has to be verified before it counts, and must be reportable to management and clients. It suits operators that have outgrown spreadsheets and chat groups but do not want a heavy enterprise suite.

Why it matters

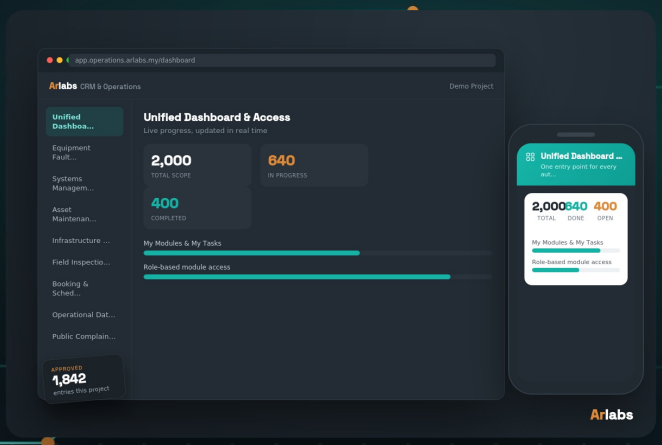
Manual and disconnected records cost operators in three places: time lost consolidating data, disputes over what was actually done, and decisions made on stale numbers. Arlabs CRM & Operations addresses all three by capturing work where it happens, gating it through approval, and presenting a live, verified picture to the people who need it.

> 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.

SECTION 2

Solution overview

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.



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

One system, 14 modules

Every module shares the same identity, access-control, notification and audit layer, so a record created in one place is visible, actionable and traceable everywhere it is permitted to be. Modules can be adopted individually and enabled over time.

- Unified Dashboard & Access
- Equipment Fault Management
- Systems Management
- Asset Maintenance
- Infrastructure & Structures
- Field Inspection & Reporting
- Booking & Scheduling
- Operational Data & Reporting
- Public Complaints
- Claims Management
- Oversight & Reporting
- Asset Management
- User & Access Management
- Shared Services

How work flows through the system

1 · Capture

Work is recorded at the point it happens — on mobile in the field or on the web in the office — with photos, timestamps and the identity of the person recording it.

2 · Verify

Entries pass through role-based review before they count. Supervisors approve, edit or return; every decision is logged with who and when.

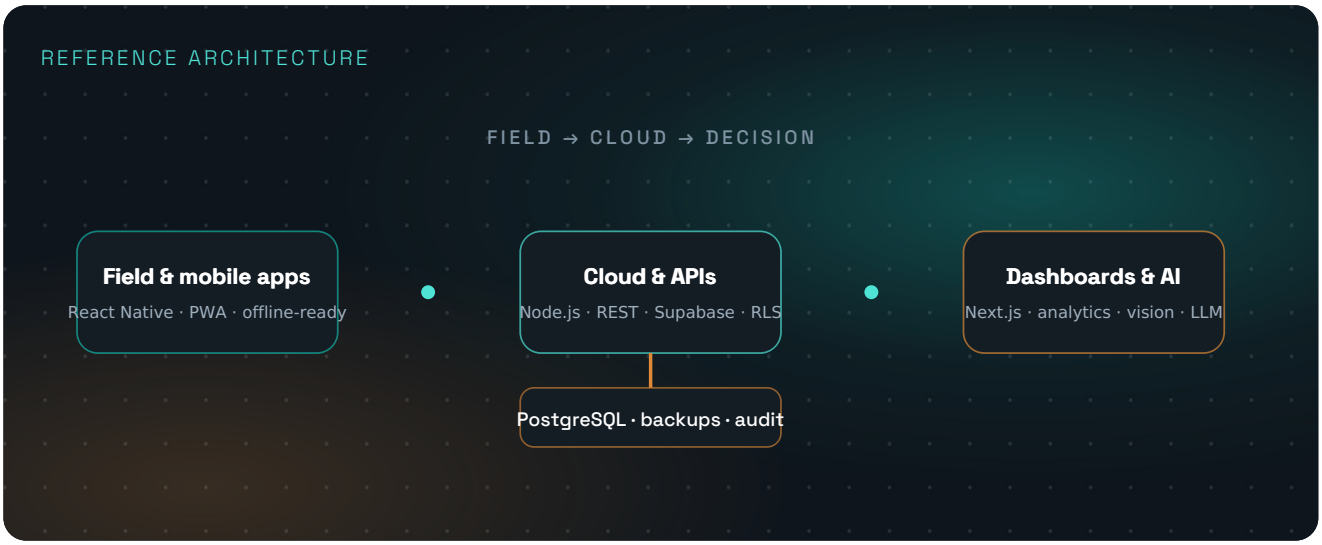
3 · Report

Verified records roll up into live dashboards and exportable reports, so management, clients and auditors see the same trusted numbers.

SECTION 3

Architecture & how it works

Arlabs CRM & Operations runs on a modern, cloud-hosted stack: mobile and web clients talk to a secured API layer over a PostgreSQL database, with access enforced at the database level rather than only in application code.



Clients

A responsive web dashboard for office, supervisory and management roles, and a mobile app for field users that works offline and syncs automatically when connectivity returns. Nothing to install for web users; the mobile app runs on iOS and Android.

Data & security

Every tenant's data is isolated with row-level security, so permissions are enforced by the database itself. All traffic is encrypted in transit, backups are automated, and every create, edit, approval and deletion is written to an immutable activity log.

Integration

REST APIs allow controlled exchange with other systems — inventory, finance, document stores or hardware — where a deployment requires it. Exports to PDF and Excel are built in.

Technology

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

The stack is shared across all Arlabs products, which keeps deployments consistent and maintainable over the long term.

SECTION 4.1

Module 1 / 14

Unified Dashboard & Access

One entry point for every authorised module, task and notification.

What it does

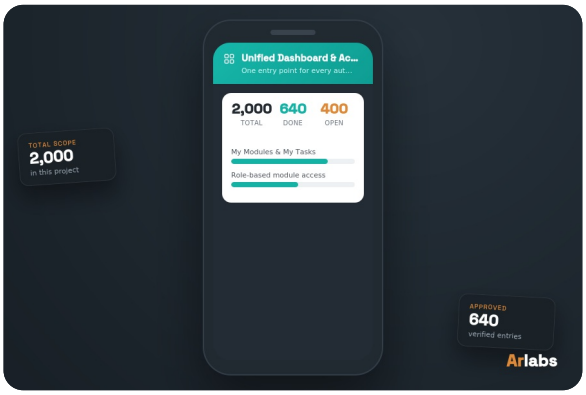
The Unified Dashboard is the single front door to the whole system. Every user signs in once and sees only the modules, tasks and records their role permits — no separate logins, no navigating systems they should not reach.

Key features

- ✓ Single sign-on entry to every authorised module
- ✓ Personalised ‘My Modules’ and ‘My Tasks’ views
- ✓ Role-based visibility — users see only what they should
- ✓ Live notifications and pending-action counts

Benefits

- ✓ One place to start work each day
- ✓ Less time lost switching between systems
- ✓ Access control enforced from the first screen



How it works

1. The user signs in and is authenticated
2. The system loads only their permitted modules and tasks
3. They act on records — every action is logged

USE CASE

A supervisor logs in and sees only the modules, tasks and records their role allows.

SECTION 4.2

Module 2 / 14

Equipment Fault Management

Report, repair and verify equipment and systems faults.

What it does

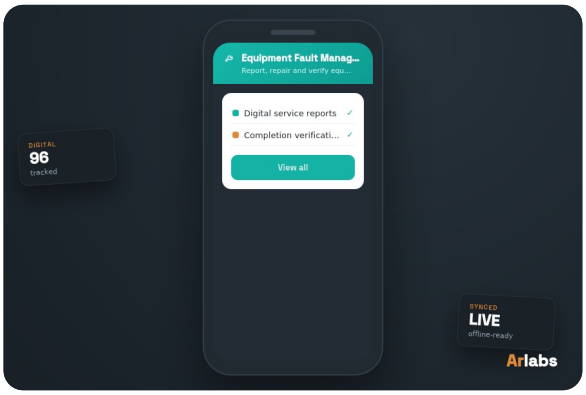
Equipment Fault Management runs the full lifecycle of an equipment or systems fault — from the moment it is reported, through assignment and repair, to a verified close with a digital service report as the permanent record.

Key features

- ✓ Log faults against equipment or systems
- ✓ Assign and track work orders to completion
- ✓ Digital service reports capture the work done
- ✓ Authorised verification before a fault is closed
- ✓ Status and history visible at a glance

Benefits

- ✓ Nothing slips through the cracks
- ✓ A defensible record for every repair
- ✓ Faster resolution with clear ownership



How it works

1. A fault is reported and logged
2. It is assigned, worked, and a digital service report filed
3. An authorised verifier closes it or returns it for rework

USE CASE

A reported fault is logged, assigned, repaired and signed off — with a digital service report as the permanent record.

SECTION 4.3

Module 3 / 14

Systems Management

Maintain surveillance and communications equipment.

What it does

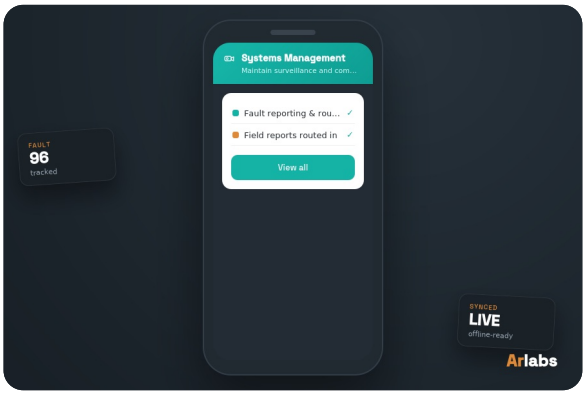
Systems Management keeps surveillance and communications equipment maintained. Faults — whether raised in the office or from the field — are captured, routed to the right team, and tracked to repair.

Key features

- Report faults on surveillance & communications equipment
- Field reports routed straight to maintenance
- Work-order tracking to completion
- Shared asset and history references

Benefits

- Critical monitoring stays online
- Field and office share one process
- Clear accountability per fault



How it works

1. A fault is raised in-office or from the field
2. It is routed to the responsible team
3. Work is completed and verified

USE CASE

A faulty surveillance unit flagged from the field is routed to the right maintenance team automatically.

SECTION 4.4

Module 4 / 14

Asset Maintenance

Manage M&E faults on registered assets or ad-hoc locations.

What it does

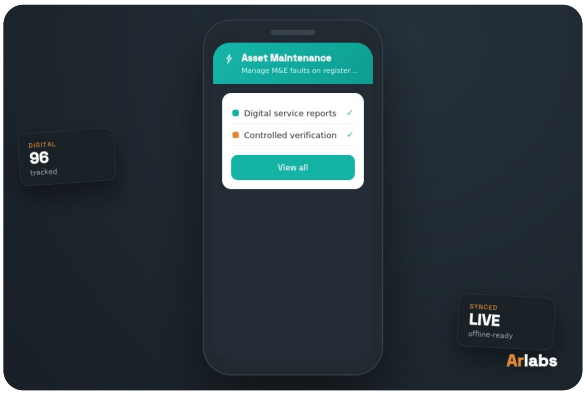
Asset Maintenance manages mechanical and electrical faults against registered assets or ad-hoc locations, with digital service reports and controlled verification so closure is always authorised.

Key features

- ✓ Raise M&E faults on assets or manual locations
- ✓ Digital service reports
- ✓ Controlled, role-based verification
- ✓ Links to the asset register and history

Benefits

- ✓ Consistent M&E fault handling
- ✓ Verified, auditable closure
- ✓ Full history against each asset



How it works

1. A fault is raised against an asset or location
2. Repair is carried out and documented
3. Authorised verification closes the job

USE CASE

An M&E breakdown is raised against a registered asset and closed only after authorised verification.

SECTION 4.5

Module 5 / 14

Infrastructure & Structures

Track building and structural defects to resolution.

What it does

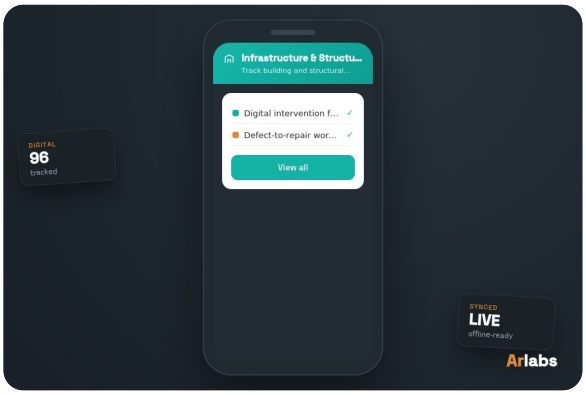
Infrastructure & Structures tracks building, structure and external-area defects from first report to repair, using a digital maintenance intervention form as the working record.

Key features

- ✓ Report civil & structural defects
- ✓ Digital maintenance intervention forms
- ✓ Defect-to-repair workflow
- ✓ Progress and status tracking

Benefits

- ✓ Structural issues handled systematically
- ✓ A documented trail for every defect
- ✓ Clear visibility of outstanding work



How it works

1. A defect is captured with a digital form
2. Work is scheduled and carried out
3. The repair is verified and recorded

USE CASE

A structural defect is captured, scheduled and tracked to repair with a digital intervention form.

SECTION 4.6

Module 6 / 14

Field Inspection & Reporting

Capture issues in the field, on mobile.

What it does

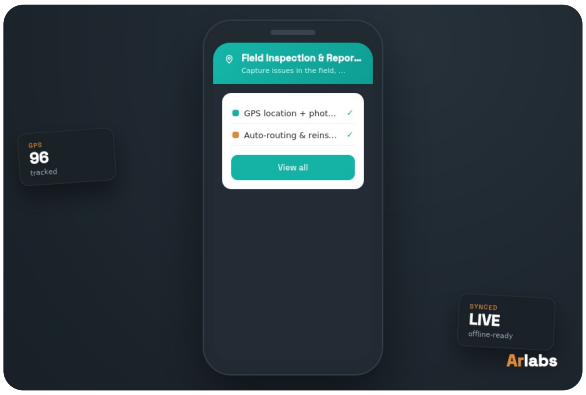
Field Inspection & Reporting puts the system in the hands of field teams. Officers capture issues on mobile with GPS and photos; each report is geotagged and routed automatically to the responsible team, with support for reinspections.

Key features

- ✓ Mobile capture with GPS location
- ✓ Photo evidence attached to each report
- ✓ Automatic routing to the right team
- ✓ Manually assigned reinspections
- ✓ Works on the move, syncs when connected

Benefits

- ✓ Issues reported the moment they are seen
- ✓ Accurate location and evidence every time
- ✓ No re-keying between field and office



How it works

1. An officer captures a defect on their phone
2. It is geotagged, photographed and routed
3. The receiving team actions and closes it

USE CASE

A patrol officer photographs a defect on their phone; it is geotagged and routed to the responsible team instantly.

SECTION 4.7

Module 7 / 14

Booking & Scheduling

Schedule equipment, teams and machine usage.

What it does

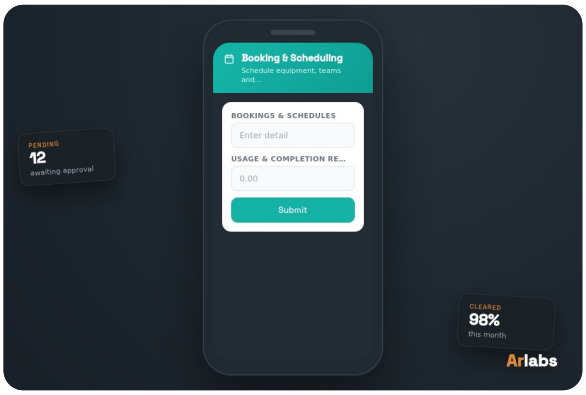
Booking & Scheduling coordinates shared equipment, crews and machine usage — bookings, schedules and completion records held as their own operational log.

Key features

- ✓ Create and manage bookings
- ✓ Schedule teams and equipment
- ✓ Record machine usage against jobs
- ✓ Completion and history records

Benefits

- ✓ No double-booked equipment or crews
- ✓ Usage tracked for cost and planning
- ✓ A clear record of every booking



How it works

1. A booking is created and scheduled
2. Equipment and crew are assigned
3. Usage and completion are recorded

USE CASE

Shared equipment and crews are booked, scheduled and their usage recorded against each job.

SECTION 4.8

Module 8 / 14

Operational Data & Reporting

Capture daily operational data with verification.

What it does

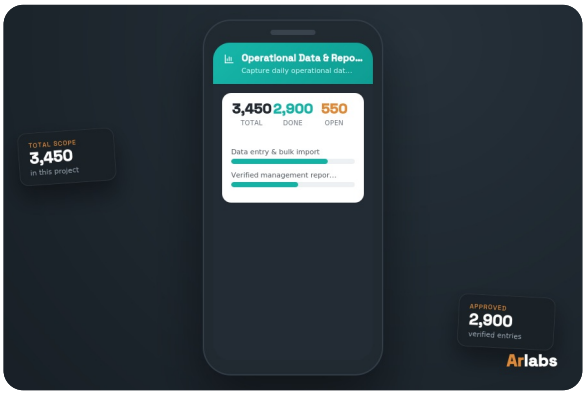
Operational Data & Reporting captures daily operational figures — by entry or bulk import — verifies them, and rolls them up into management reports.

Key features

- ✓ Manual data entry and bulk import
- ✓ Verification before figures are reported
- ✓ Management dashboards and reports
- ✓ Exportable outputs

Benefits

- ✓ Numbers management can trust
- ✓ Less manual compilation
- ✓ One source for operational reporting



How it works

1. Data is entered or imported
2. It is checked and verified
3. Verified figures feed management reports

USE CASE

Daily operational figures are entered or imported, verified, then rolled up into management reports.

SECTION 4.9

Module 9 / 14

Public Complaints

Handle public complaints from intake to closure.

What it does

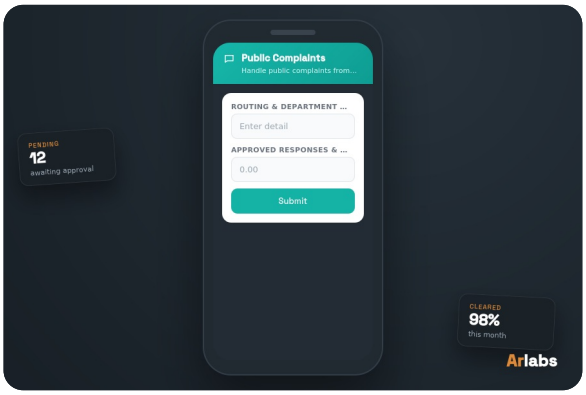
Public Complaints manages complaints end to end — intake, routing to the right department, an approved response to the complainant, and formal closure, all on the record.

Key features

- Complaint intake and logging
- Routing and department queues
- Approved responses to complainants
- Case control and formal closure
- Calendar and SLA awareness

Benefits

- No complaint is lost or forgotten
- Consistent, approved responses
- A full audit trail for oversight



How it works

1. A complaint is logged and routed
2. The department responds via approval
3. The case is closed and recorded

USE CASE

A public complaint is logged, routed to the right department, answered and formally closed — with a full trail.

SECTION 4.10

Module 10 / 14

Claims Management

Process multi-stage claims to a final decision.

What it does

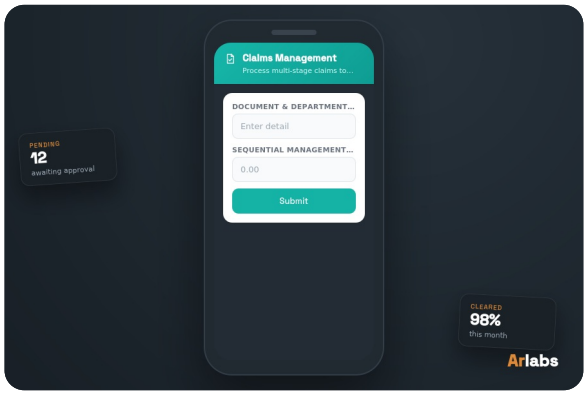
Claims Management handles multi-stage claims: claimant verification, documents, department findings, sequential management review, a final decision by the authorised approver, then payment and closure.

Key features

- ✓ Claimant and document verification
- ✓ Department findings and checks
- ✓ Sequential, multi-level management review
- ✓ Final decision, payment and closure
- ✓ Legal-cycle handling where needed

Benefits

- ✓ Every claim follows the agreed process
- ✓ Decisions are documented and defensible
- ✓ Clear status from intake to payment



How it works

1. Claim intake with documents
2. Verification and staged reviews
3. Final decision, payment and closure

USE CASE

A third-party claim moves through document checks and staged approvals to a final, auditable decision.

SECTION 4.11

Module 11 / 14

Oversight & Reporting

Department and organisation-wide oversight.

What it does

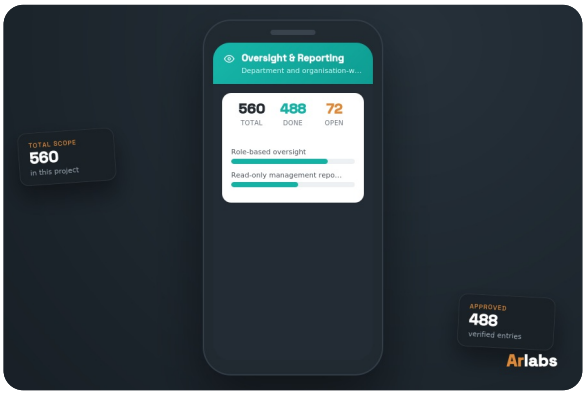
Oversight & Reporting gives heads of department and management a role-scoped view across the operation — authorised actions for those who need them, read-only reporting for those who do not.

Key features

- Department and organisation-wide oversight
- Role-based, scoped visibility
- Read-only management reporting
- Assigned approvals where applicable

Benefits

- Leaders see the right picture
- Access matches responsibility
- Reporting without operational risk



How it works

1. The user’s role sets their scope
2. They monitor records and reports
3. Authorised approvals are actioned

USE CASE

Managers monitor performance across departments through read-only, role-scoped dashboards.

SECTION 4.12

Module 12 / 14

Asset Management

Central register of assets with full history.

What it does

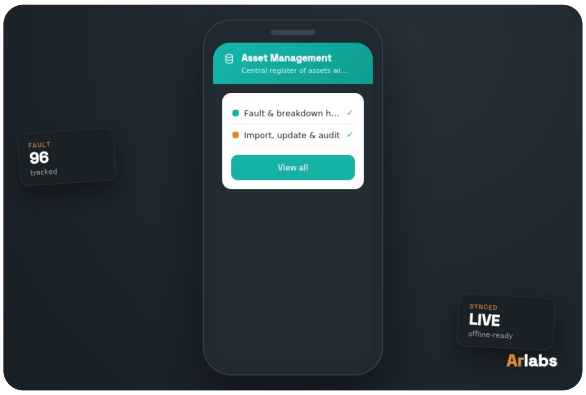
Asset Management is the central record of assets, each carrying its full fault and breakdown history, with controlled updates, import and audit.

Key features

- ✓ Central asset register
- ✓ Fault & breakdown history per asset
- ✓ Bulk import and controlled updates
- ✓ Deactivation and audit trail

Benefits

- ✓ One trusted source for assets
- ✓ History informs maintenance decisions
- ✓ Auditable changes



How it works

1. Assets are registered or imported
2. Faults link to their asset over time
3. Updates are controlled and audited

USE CASE

Every asset carries its complete maintenance and breakdown history in one register.

SECTION 4.13

Module 13 / 14

User & Access Management

Accounts, roles, departments and permissions.

What it does

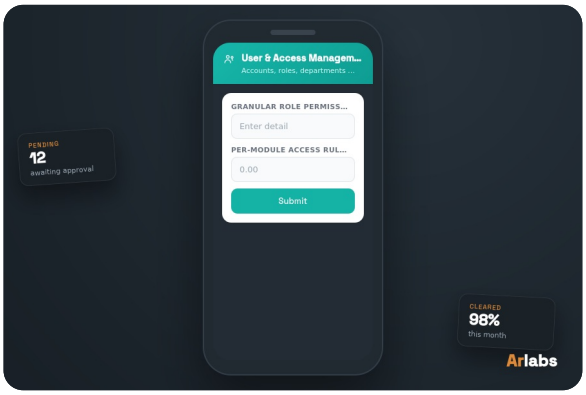
User & Access Management controls accounts, roles, departments and permissions — including per-module access — so people get exactly the access their role requires, and no more.

Key features

- Accounts, roles and departments
- Granular, per-module permissions
- Access rules that respect each module's workflow
- Changes tracked for audit

Benefits

- Least-privilege access by default
- Fast onboarding and role changes
- Security and compliance support



How it works

1. An account is created with a role
2. Module and action permissions are set
3. Access is enforced everywhere

USE CASE

Administrators grant precise, per-module permissions as teams and roles change.

SECTION 4.14

Module 14 / 14

Shared Services

Cross-cutting services every module uses.

What it does

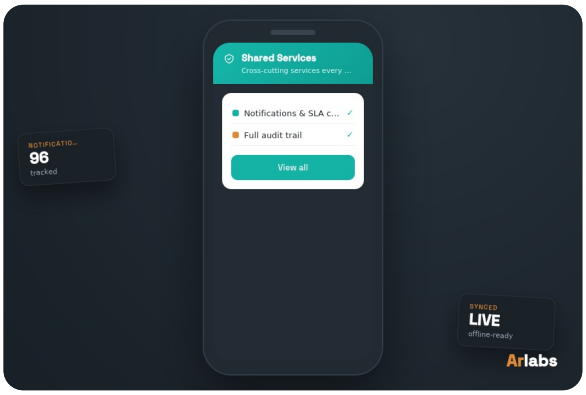
Shared Services are the cross-cutting capabilities every module relies on — notifications, working-hours SLA calendars, and a complete audit trail.

Key features

- Notifications across modules
- Working-hours / business-day SLA calendars
- Full, tamper-evident audit trail
- Consistent behavione system-wide

Benefits

- Deadlines tracked fairly
- Everyone kept informed
- A complete record for accountability



How it works

1. Modules raise events and timers
2. Notifications and SLAs apply consistently
3. Every action is written to the audit trail

USE CASE

Notifications, working-hours SLA timers and a complete audit trail run under every module.

SECTION 5

Security, compliance & data

Operational records are evidence. Arlabs CRM & Operations is designed so that data is isolated, actions are attributable and history cannot be quietly rewritten.

Role-based access control

Users see and do only what their role permits — enforced at the database with row-level security, not just in the interface.

Encryption in transit

All traffic between clients, APIs and the database is encrypted with HTTPS/TLS. Credentials are stored securely and never in application code.

Complete audit trail

Every create, edit, approval, rejection and deletion is logged with the acting user and timestamp. Logs are visible to authorised administrators and cannot be edited.

Backups & recovery

Automated backups with tested restore procedures. Retention periods are agreed per deployment.

Malaysia-ready by default

MYT-accurate timestamps, Malaysian public-holiday and rest-day rules, Bahasa Malaysia and English.

PDPA-aware handling

Personal data is collected and processed only for the purpose of the service. Data-residency and retention options are confirmed per engagement.

Data ownership

Customer operational data remains the customer's property. Records, reports and exports are available throughout the term, and structured data export is provided at termination as part of transition assistance.

Security and compliance features vary by product and deployment; specific controls, hosting region and retention periods are confirmed in the engagement agreement.

SECTION 6

Deployment, engagement & support

Arlabs deploys, configures and supports Arlabs CRM & Operations as one accountable partner — from scoping through go-live and ongoing operation.

Typical rollout

Discover

Confirm workflows, roles, sites and success criteria with process owners.

Configure

Set up modules, users, locations, assets and approval chains.

Pilot

Run one workflow with one team; verify data quality and reporting.

Go live

Train users, migrate data and switch official reporting to the system.

Support

Monitor, maintain, enhance and review against SLAs.

Engagement models

Build & run

Adopt the product as a hosted service. Arlabs deploys, configures and supports it for your team, with training and handover.

Custom build

Extend the product or build additional modules to your scope, with clear milestones and a fixed, transparent plan.

Managed support

Ongoing maintenance, enhancements and SLA-backed support for a live deployment, with tiered response targets.

What is included

- ✓ Web dashboard and mobile app access for licensed users
- ✓ Environment configuration, release records and documentation
- ✓ Administrator and process-owner training
- ✓ Defect rectification warranty after acceptance
- ✓ Support during Malaysian business hours; extended tiers available

Commercial terms, licensing model and support tiers are provided in a separate proposal. Pricing is available on request.

SECTION 7

About Arlabs

Arlabs Sdn. Bhd. is a Malaysian software and technology company. We design, build and run our own software products — and bring the same disciplined, accountable delivery to custom work for our clients.

Our products

- **Arlabs CRM & Operations** — Flagship product, 14 modules
- **Arlabs Command** — Command centre, 12 modules
- **Arlabs SiteTrack** — Field-ops product, 12 modules
- **Arlabs Hadir** — Attendance & HR product, 8 modules
- **Arlabs Kira Kira** — Accounting product, 10 modules

What we do

Software development, web and mobile apps, IT consultancy, system integration, cloud and infrastructure, cybersecurity, data and dashboards, AI and automation, and IT support and maintenance.

Registered name	Arlabs Sdn. Bhd.
Registration no.	202001027077 (1383397-M)
Incorporated	8 September 2020
MSIC codes	62010 · 62021 · 62099
Based in	Selangor, Malaysia
Email	hello@arlabs.my
Web	arlabs.my

Why teams choose us

- We build and run our own products
- End-to-end delivery, one accountable partner
- Senior, hands-on team
- Built for Malaysian conditions

See Arlabs CRM & Operations on your own operation.

Book a walkthrough with our team. We will map the modules to your workflows, confirm the scope, and show you exactly what your teams and management would see.

hello@arlabs.my · arlabs.my

Book a demo

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