



Integra IT Solutions FZE LLC

Sharjah • United Arab Emirates

ERP • WMS • EDMS • CRM • AI

AI-INTEGRATED FLEET MANAGEMENT SUITE

Integra Fleet

TRACK • PROTECT • RECOVER

A cloud-native fleet management platform built for the UAE and GCC — connecting to the GPS units you already own, watching every vehicle and driver in real time, and closing the loop global fleet software leaves open: from inspection photo to damage case to driver debit note — with an AI layer that runs on your own key.



UAE / GCC Native

Mulkiya • Asateel • Permits • Salik • Darb •
Emirates ID • Arabic RTL

AI-Integrated

Vision damage estimates • Copilot •
predictive maintenance • fuel fraud •
BYOK

Hardware-Agnostic

Your GPS vendor • your map provider •
cloud or on-premise

ABOUT THE COMPANY

Integra IT Solutions FZE LLC

Integra IT Solutions — formerly Edocs Solutions & Computer Consultants — has spent two decades building ERP, WMS, EDMS, CRM and BPM platforms for organisations that live and die by the clock.

Headquartered in Sharjah, UAE, our systems run inside top-tier courier, logistics and trading enterprises across the GCC, India, Africa and Southeast Asia. We build purpose-built platforms — not generic software bent out of shape — and we own the compliance burden so our customers don't have to.

Integra Fleet is the vehicle and driver operations backbone of the Integra platform suite. It runs standalone, or alongside Integra Finance, Integra Ontrack ERP and WMS, and connects to the telematics you already own.

Company at a glance

ORIGIN

Sharjah Publishing City Free Zone, UAE

EXPERIENCE

20+ years · 100+ global clients

REACH

Live deployments across GCC, India, Africa & Southeast Asia

PRODUCT LINES

Courier ERP · Cargo & Logistics · Warehouse WMS · Integra Finance · Integra Fleet · Integra AI · EDMS · CRM

DELIVERY

Cloud SaaS or on-premise · UAE data residency · 24/7 support

THE PRODUCT

What is Integra Fleet?

A complete fleet operations system — from the GPS ping to the recovered dirham — designed around how fleets in the Gulf actually run: vehicles that must clear twelve onboarding stages before they earn a dirham, drivers whose visas and licences expire, damage that nobody bills, tolls that land on the wrong cost centre, and a GPS vendor that owns your data.



Live Operations

Real-time map over WebSocket from your telematics, 25 alert types to in-app, email and WhatsApp, geofences, optimised route dispatch and a customer tracking link.



Damage Recovery

Inspection → Vision AI estimate → damage case with SLA → driver acknowledgement → debit note with instalments → recovery dashboard. The loop nobody else closes.



GCC Compliance Built In

12-stage UAE onboarding, Mulkiya and permit expiries, Emirates ID / visa / ILOE, Salik and Darb, per-emirate mileage, UAE driving-hour rules — plus EU and US packs.

68

SCREENS ACROSS
8 MODULES

21

REPORTS · PDF ·
EXCEL · SCHEDULED

24

BACKGROUND
ENGINES

2

LANGUAGES
ENGLISH · ARABIC RTL

Benefits at a Glance



Recovery, Not Just Records

Every scratch becomes a case with an owner, an estimate and a deadline — and, where a driver is at fault, a debit note. Recovery rate and aging sit on the CFO dashboard.



Act in Seconds, Not at Month-End

Speeding, harsh events, idling, offline units, geofence breaches and SLA overruns reach the right role the moment they happen — in-app, by email and by WhatsApp.



Compliance Ownership

Mulkiya, Asateel, permits, Emirates ID, visa, ILOE and licence expiries are product features with staged alerts and a report. Nothing lives in a forgotten spreadsheet.



Keep Your Hardware, Keep Your Data

Connect the GPS vendor you already pay for. Your positions, trips and history live in your database, exportable, whichever vendor you use next year.



AI that Proposes, Humans that Approve

Predictive maintenance, driver coaching, fuel-fraud and cost forecasts run overnight on your own AI key. Automated actions wait for a human click.



Every Seat Covered

Dispatcher, inspector, workshop, HR, finance, management and the driver each get their own scope — 10 roles with a permission matrix generated from the code that enforces it.

Major Features

- ✓ Browser-based; English and Arabic with full RTL
- ✓ Hardware-agnostic telematics — SamTech live today
- ✓ Real-time map and 25 alert types — in-app, email, WhatsApp
- ✓ Geofences, route optimisation, customer tracking link
- ✓ 12-stage UAE vehicle onboarding pipeline
- ✓ Permit, document and licence expiry ladders
- ✓ Inspector desk with Vision AI damage estimates
- ✓ Damage cases with SLA by severity on a kanban
- ✓ Accident register and insurance claim packs
- ✓ Driver debit notes with acknowledgement and instalments
- ✓ Driver Performance Index, accident risk, AI coach
- ✓ Preventive and predictive maintenance, work orders, parts
- ✓ Fuel fraud detection; Salik & Darb tolls into TCO
- ✓ Budgets vs actual; 30 / 90-day and 12-month forecast
- ✓ GCC, EU and US rule packs; ELD / HOS; IFTA
- ✓ 21 reports — interactive, PDF, Excel, scheduled email
- ✓ AI Copilot on Gemini, OpenAI, Claude — your key
- ✓ 10 roles, generated permissions, audit trail, backups

Modules



Live Map, Alerts, Geofences & Dispatch

Integra Fleet does not sell you GPS boxes. It connects to the telematics account you already have, normalises the feed, and turns positions into trips, tolls, events and alerts — pushed to the right person over a real-time channel scoped to your organisation.

Telematics Marketplace

- ✓ **SamTech Smarttrace** live today — positions, trips, tolls and camera token, polled every minute by the sync engine
- ✓ Hardware-agnostic adapter model: Wialon (Gurtam), Geotab and a generic REST connector on the roadmap
- ✓ Separate ingestor service accepts direct GPS / OBD pushes and broadcasts them live
- ✓ Choose your map: OpenStreetMap, Mapbox or Google Maps, set per organisation

Real-Time Alerting — 25 Types

Group	Alert types
Driving behaviour	Speeding · harsh braking · harsh acceleration · excessive idle · panic button
Location	Geofence entry · geofence exit · vehicle offline · vehicle unused
Maintenance	Maintenance due · overdue · frequent workshop visits · repeat repair · tyre replacement
Compliance	Licence expiry · document expiry · permit expiry · ELD / driving-hours violation
Fuel	Low fuel · fuel-efficiency drop
Workflow	Damage case · violation · accident · approval request · vehicle ready

Critical alerts go to **WhatsApp and email immediately**; every user chooses an email digest cadence for the rest. Thresholds — speed, idle minutes, offline minutes, expiry lead days — are set per organisation.

Dispatch, Jobs & Customer Link

- ✓ Routes with stops, dispatch board and **OR-Tools optimisation** with time windows, capacity and GCC rush-hour-aware ETAs; AI optimise option
- ✓ Jobs kanban — create, assign, track status
- ✓ **Customer delivery portal**: a public, rate-limited tracking link with live vehicle, stop status and a rating form — no login needed

What this means for you

- ✓ The control room sees every vehicle move, not a report of where it was yesterday
- ✓ A speeding event reaches the supervisor's phone before the driver reaches the next exit
- ✓ Geofence breaches, offline units and unused vehicles surface themselves
- ✓ Customers stop calling "where is my delivery?"
- ✓ Switching GPS vendors no longer means losing history

DELIVERED OVER

In-app live

WebSocket

Email

WhatsApp

Digest

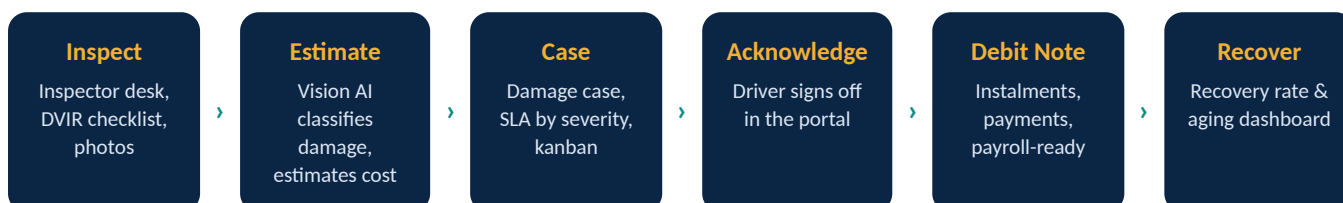
TRIPS & PLAYBACK

Every trip is stored with distance, duration, harsh events and a safety score; replay any trip on the map with breadcrumbs.

From Inspection Photo to Recovered Dirham

The capability Gulf fleet owners ask for first — and the one global fleet platforms do not have. In most fleets, damage is reported in a chat group and quietly paid for by the company. In Integra Fleet it is a case, with an estimate, an owner, a deadline and a debit note.

The Recovery Chain



Inspection & Vision AI

- ✓ **Inspector desk** — a field workspace for the inspector role: pending inspections, photo capture, checklist, findings
- ✓ **Damage photo analysis** — upload photos; the AI classifies the damage, estimates repair cost and can open the case automatically
- ✓ **3-stage transport inspection** — before / during / after photo sets compared by Vision AI to detect damage that happened in transit
- ✓ **DVIR** — pre- and post-trip driver inspections with an 18-item checklist

Damage Cases, Accidents & Claims

- ✓ Eleven-state case workflow on a kanban; **SLA deadlines by severity** with automatic breach flags from the SLA engine
- ✓ Accident register at police-report detail, linked to the damage case and the insurance claim
- ✓ Insurance claims lifecycle with surveyor review and a **claim pack** that checks required documents — Mulkiya, driving licence, police report
- ✓ Garage work orders raised from the case; repeat-repair flags per garage

Debit Notes & Recovery

- ✓ Convert a damage case or any of the 12 violation codes into a **driver debit note**
- ✓ Driver acknowledgement recorded; instalment plans and payments tracked
- ✓ **Cost Recovery Analytics** — damage cost, recovery rate, aging and open exposure for the CFO

What this means for you

- ✓ No more "noted" in WhatsApp — every scratch has a case number
- ✓ An estimate in seconds, before the vehicle leaves the yard
- ✓ Supervisors see breached SLAs, not forgotten tickets
- ✓ Driver-caused damage is recovered, with a signed acknowledgement
- ✓ Insurers get a complete claim pack the first time
- ✓ Finance sees recovered vs written-off, month by month

VIOLATION CODES THAT CAN BECOME DEBIT NOTES

- Speeding
- Harsh driving
- Seatbelt
- Phone use
- Fatigue
- Route deviation
- Unreported damage
- Fuel-card misuse
- Protocol breach

Vehicles, Drivers, Maintenance & Fuel

Vehicles & Assets

Master record with an 8-tab profile: documents, permits, maintenance, fuel, trips, damage, TCO and telematics.

Replacement Intelligence scores each vehicle replace-now / six-months / keep. **Tyre Intelligence** tracks tread life, rotations and predicted km to replacement. **EV fleet** view for charging sessions, state of charge and battery health. A **Digital Twin** shows six subsystem health rings per vehicle.

Drivers & Safety

Driver master with Emirates ID, passport, visa, licence, ILOE, medical and contract documents — all with expiry ladders. **Driver Performance Index** from seven components with leaderboard, badges and risk bands. Predictive **accident-risk score** with explanation. Daily **AI coaching plans**. Leave with live on-duty counts. A **driver portal** limited to the driver's own trips, documents, leave and acknowledgements.

Maintenance & Workshop

Preventive schedules triggered by odometer or date with due and overdue alerts. **Predictive maintenance** scores component failure risk with an AI narrative and one-click work order. Work orders, garage / vendor master, parts stock with usage and low-stock warnings. **Maintenance intelligence** flags frequent workshop visits and repeat repairs and attributes them to the garage.

Fuel, Tolls & Cost

Fuel entries with L/100 km per vehicle and efficiency alerts. **Fuel-fraud detection** with pattern, confidence and evidence. **Salik and Darb** toll crossings captured from telematics and posted to the vehicle's TCO. Total cost of ownership per vehicle across fuel, maintenance, tyres, insurance and tolls; monthly budgets vs actual; **30-day, 90-day and 12-month forecasts** with an AI narrative.

Requests & Approvals

- ✓ Vehicle purchase requests approved by the Operations Manager
- ✓ Driver headcount requests approved by HR
- ✓ Workflow: submit → approve / reject → start → fulfil, with alerts at each step
- ✓ Driver acknowledgements on violations and debit notes
- ✓ AI-proposed automated actions approved or rejected by a human

Driver Performance Index

- ✓ Safety score recalculated every 10 minutes from trips — starts at 100, penalties per harsh or speeding event
- ✓ Seven DPI components: safety, violations, fuel behaviour, inspections, compliance, attendance and incidents
- ✓ Leaderboard, badges and risk bands drive the daily AI coaching plan
- ✓ R03 Driver Scorecard and R04 Driver Risk & DPI reports

Vehicle Onboarding

Twelve UAE-specific readiness stages from motor insurance to data entry; a "vehicle ready" alert when the pipeline completes. See page 7.

Excel Import

Vehicle and driver lists imported from your existing spreadsheets with validation flags and a review report — a 120-vehicle fleet is live in an afternoon.

Multi-Currency & Dimensions

AED default with spot, forward and budget rates and history; branch and cost-centre dimensions on vehicles and spend.

UAE, GCC & Cross-Border Compliance — Built In

Compliance is where global fleet software hands you a spreadsheet. Integra Fleet ships the permits, certificates, toll gates and driving-hour rules of a Gulf fleet as product features — each with its own expiry, alert ladder and report.

12-Stage Vehicle Onboarding Pipeline



Documents & Permits

- Vehicle: Mulkiya, insurance, Asateel, DNATA, operating, advertisement and CID permits
- Driver: Emirates ID, passport, visa, licence, ILOE, medical, contract, entry pass
- Staged expiry alerts — organisation-defined lead days, then 14, 7 and expired
- Central document store; R18 Document Expiry report scheduled to HR and fleet

Tolls & Mileage

- Salik and Darb crossings from the telematics feed, posted to vehicle TCO
- GPS mileage per UAE emirate — Dubai, Abu Dhabi, Sharjah, Ajman, RAK, Fujairah, UAQ
- GPS mileage per GCC state — KSA, Qatar, Oman, Kuwait, Bahrain — with PDF export
- Multi-currency with AED default for cross-border fleets

Regional Rule Packs

- **GCC pack:** UAE 8 h continuous and 10 h daily driving, 30-minute rest after 4 h, commercial vehicle age limits
- **EU pack** and **US pack** — 18 seeded rules, applied to an organisation in one action
- Compliance engine checks hours, rest, speed and vehicle age every 30 minutes

Cross-Border

- US ELD / Hours of Service — 11-hour and 14-hour limits, 70 hours in 8 days
- IFTA mileage per US state and Canadian province from GPS
- Carbon & ESG — monthly emissions from fuel; full Arabic RTL; per-organisation timezone and formats

The compliance calendar we are built for

Every day

Tolls, driving hours, speed and idle checked against the rule pack

Every month

Emirates ID, visa, ILOE and licence expiries; emissions computed

Every year

Mulkiya, insurance, Asateel and operating permit renewals — alerted 30, 14, 7 days out

Every new vehicle

Twelve onboarding stages tracked to "vehicle ready"

Reports, Executive Dashboards & AI

Twenty-one reports from one Reports hub — every one interactive on screen, exportable to PDF and Excel, and schedulable to land in the right inbox on Monday morning — plus an executive command centre and an AI layer that runs on your own provider key.

Group	Reports
Executive	R01 Fleet Executive Summary · R14 Financial / TCO · R20 AI Insights
Vehicles	R02 Vehicle Health & Utilisation · R15 EV Performance · R21 Truck Utilisation & Idle
Drivers	R03 Driver Scorecard · R04 Driver Risk & DPI · R10 Violations & Penalties
Operations	R05 Trip Activity · R12 Geofence Activity · R13 Alerts & Incidents · R19 Jobs & Dispatch
Workshop	R07 Maintenance & Work Orders · R16 Parts & Inventory · R06 Fuel & Energy
Recovery	R08 Inspection & DVIR Compliance · R09 Damage Case & Recovery · R17 Debit Notes & Recovery
Compliance	R11 ELD / HOS · R18 Document Expiry & Compliance · GCC & per-emirate mileage PDF



Scheduled Delivery

Any report, any filter, daily / weekly / monthly to a list of recipients as PDF or Excel. The scheduler renders and emails every minute it is due.



AI Copilot

Ask in plain language — "which drivers had harsh braking in Sharjah this week?" — and get an answer grounded in live fleet data, gated by your role.

AI, on your key

- ✓ Providers: Google Gemini, OpenAI, Anthropic Claude, or any OpenAI-compatible endpoint — configured per organisation, encrypted at rest, with priority order and failover
- ✓ Vision AI for damage photos and transport inspection; narratives for predictive maintenance, accident risk, cost forecast; daily driver coaching and fleet recommendations
- ✓ **AI evaluation harness** — build a suite from your own cases and compare providers before you commit
- ✓ Automated actions proposed by AI are approved or rejected by a human — never executed silently

Dashboards

MAIN DASHBOARD

KPI cards, live activity feed, risk panel, alerts, live driver counts

EXECUTIVE COMMAND CENTRE

Fleet health gauge, cost leakage, risk grid, savings realised — for CEO and CFO

FLEET OVERVIEW

Health matrix, driver roster and cost summary in one view

COST RECOVERY ANALYTICS

Damage cost, recovery rate, aging and open exposure

BENCHMARKING

Five KPIs against industry standards on a radar chart

CARBON & ESG

Monthly emissions from fuel per vehicle and fleet

PLATFORM

FastAPI · PostgreSQL 16 · Redis · React · WebSocket · Docker · cloud or on-premise · UAE data residency

SECURITY

10 roles · generated permissions · audit trail · encrypted secrets · scheduled backups · HTTPS, HSTS, CSP

BOOK A LIVE DEMO

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