

Unifying Government Services into a Proactive, AI-Native Digital Experience

How an emirate-wide digital authority collapsed licensing, leasing, and citizen support into a single, proactive service layer.

<5

Minutes trade license renewal

50%

Reduction in call center load

120–180%

ROI within 12 months

AT-A-GLANCE

Company: Emirate Digital Authority

Industry: Government & Public Sector

Department: Operations & Data / Analytics

HQ / Location: UAE

Scale: Emirate-wide digital services

Challenge

At an emirate digital authority, citizens navigated disconnected systems for licensing and leasing, relying on manual verification and offline negotiations that caused delays and disputes. At the same time, support teams were overwhelmed by repetitive queries because policies were scattered across hundreds of unstructured documents, making consistent, authoritative answers impossible.

Use Cases Transformed Into AI-Native

With UnifyApps, the authority unified citizen services and knowledge workflows into a reusable, AI-Native execution model:

Trade License Renewal

⌚ BEFORE

Separate systems and late lease validation

\$ COST

Days of processing and physical visits

⚡ AFTER

Proactive digital renewal with dependency checks

✓ BUSINESS IMPACT

End-to-end renewal in under 5 minutes

Lease Contract Renewal

⌚ BEFORE

Offline negotiations with no audit trail

\$ COST

Disputes, delays, and manual processing

⚡ AFTER

Digital negotiation with structured decision flows

✓ BUSINESS IMPACT

Faster renewals with legal traceability

Unified Citizen Support Agent

⌚ BEFORE

Manual search across 900+ documents

\$ COST

High call volumes and abandoned journeys

⚡ AFTER

Three-stage AI agent with validated answers

✓ BUSINESS IMPACT

50% reduction in call center load

Scalable, Reusable Foundation

Shared licensing, leasing, identity, and knowledge data objects—including DED License Data, Municipality Lease Records, and Service Catalogue Metadata—enabled reuse across citizen services and support workflows.

Integrations Used

Government Systems:
DED License Systems,
Municipality Lease
Modules

Identity & Payment:
UAE Pass, Secure
Payment Gateways

Channels: AjmanOne
App, WhatsApp, Web
Portals

Knowledge Sources:
Service Catalogue API,
SharePoint (900+
Unstructured Docs)

80% faster time-to-value

UnifyApps deployed in under 3 months, with up to 180% ROI in year one.

Previously, traditional builds took 12–18 months.

The core capabilities behind **AI-Native** transformation



Unified AI platform

Integrated data, workflows, and AI in one execution layer



Reusable architecture

Shared integrations that cut the build cost for new use cases



Model-agnostic AI

Embedded AI without locking into a single model



Built-in governance

Auditability and controls included from day one



Low-code delivery

Faster builds with smaller teams—without sacrificing reliability

Master Agents & App Catalog (MAAC)

Explore 200+ Production-Proven AI Agents Across Finance, HR, Supply Chain, Sales & IT

[Explore Use Cases →](#)



About UnifyApps

UnifyApps is the AI Agent and App Builder for the enterprise that empowers organizations to transform into AI-Native enterprises. The AI OS platform connects systems of record, knowledge, and activity, enabling enterprises to turn stalled GenAI pilots into scalable, production-grade solutions.