

# 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

50%

120–180%

Minutes trade license renewal

Reduction in call center load

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

#### ⌚ AFTER

Proactive digital renewal with dependency checks

#### \$ COST

Days of processing and physical visits

#### ✓ BUSINESS IMPACT

End-to-end renewal in under 5 minutes

### Lease Contract Renewal

#### ⌚ BEFORE

Offline negotiations with no audit trail

#### ⌚ AFTER

Digital negotiation with structured decision flows

#### \$ COST

Disputes, delays, and manual processing

#### ✓ BUSINESS IMPACT

Faster renewals with legal traceability

### Unified Citizen Support Agent

#### ⌚ BEFORE

Manual search across 900+ documents

#### ⌚ AFTER

Three-stage AI agent with validated answers

#### \$ COST

High call volumes and abandoned journeys

#### ✓ 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



### Model-agnostic AI

Embedded AI without locking into a single model



### Unified AI platform

Integrated data, workflows, and AI in one execution layer



### Built-in governance

Auditability and controls included from day one



### Reusable architecture

Shared integrations that cut the build cost for new use cases



### 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.