

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

One foundation. Compounding returns.

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 CIO'S PLATFORM

One horizontal standard across the enterprise



THE ENTERPRISE BRAIN

One truth across every system



ASSEMBLY-FIRST METHODOLOGY

Compose, don't hand code



ADDITIVE

Your CRM stays your CRM



DEPLOY ANYWHERE

Your cloud, network, or on-prem



MODEL AGNOSTIC

Any model, any step, your choice

Master Agents & App Catalog (MAAC)

Explore 295+ Production-Proven AI Agents Across Finance, HR, Supply Chain, Sales & IT

[Explore Use Cases →](#)



ABOUT UNIFYAPPS

UnifyApps is the Horizontal AI Operating System for the enterprise — the agentic automation platform that does the 80% of Enterprise AI the models can't, unifying every system into one Enterprise Brain and letting teams assemble agents, apps, and workflows to go from pilot to production up to 10x faster, cheaper, and easier to maintain.