

CRM & Field-Operations Platform

A complete operations platform 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.

ARLABS Sdn. Bhd. · Reg. 202001027077 (1383397-M) · hello@arlabs.my · arlabs.my

Overview

The CRM & Field-Operations Platform is a production platform designed, built and run by ARLABS. It brings a full set of operational capabilities into one role-based system, with a web dashboard, mobile apps and analytics on a single modern stack.

- 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

Next.js · React (web)

React Native · Expo (mobile)

PostgreSQL · Supabase · row-level security

REST APIs · Vercel · CI/CD

The platform in practice

REPRESENTATIVE USE CASE

An operations team replaces scattered spreadsheets and paper forms with one platform: field crews report on mobile, work orders route automatically with SLA timers, and management sees verified performance in real time.

The sections that follow describe each of the 14 modules — what it does, its key features, and a concrete use case showing how it is used day to day.

Modules & features

Module 01

Unified Dashboard & Access

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

KEY FEATURES

- My Modules & My Tasks
- Role-based module access

USE CASE

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

Module 02

Equipment Fault Management

Report, repair and verify equipment and systems faults.

KEY FEATURES

- Digital service reports
- Completion verification

USE CASE

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

Module 03

Systems Management

Maintain surveillance and communications equipment.

KEY FEATURES

- Fault reporting & routing
- Field reports routed in

USE CASE

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

Module 04

Asset Maintenance

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

KEY FEATURES

- Digital service reports
- Controlled verification

USE CASE

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

Module 05

Infrastructure & Structures

Track building and structural defects to resolution.

KEY FEATURES

- Digital intervention forms
- Defect-to-repair workflow

USE CASE

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

Module 06

Field Inspection & Reporting

Capture issues in the field, on mobile.

KEY FEATURES

- GPS location + photo capture
- Auto-routing & reinspections

USE CASE

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

Module 07

Booking & Scheduling

Schedule equipment, teams and machine usage.

KEY FEATURES

- Bookings & schedules
- Usage & completion records

USE CASE

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

Module 08

Operational Data & Reporting

Capture daily operational data with verification.

KEY FEATURES

- Data entry & bulk import
- Verified management reports

USE CASE

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

Module 09

Public Complaints

Handle public complaints from intake to closure.

KEY FEATURES

- Routing & department queues
- Approved responses & closure

USE CASE

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

Module 10

Claims Management

Process multi-stage claims to a final decision.

KEY FEATURES

- Document & department verification
- Sequential management review

USE CASE

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

Module 11

Oversight & Reporting

Department and organisation-wide oversight.

KEY FEATURES

- Role-based oversight
- Read-only management reports

USE CASE

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

Module 12

Asset Management

Central register of assets with full history.

KEY FEATURES

- Fault & breakdown history
- Import, update & audit

USE CASE

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

Module 13

User & Access Management

Accounts, roles, departments and permissions.

KEY FEATURES

- Granular role permissions
- Per-module access rules

USE CASE

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

Module 14

Shared Services

Cross-cutting services every module uses.

KEY FEATURES

- Notifications & SLA calendars
- Full audit trail

USE CASE

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