شركة الراتب للبرمجة

Al-Rateb Software Company

Multi-Tenant Car Rental Agency Management Platform

(Features Overview)

info@alrateb.net

1. Multi-Tenancy & Platform Architecture

Tenant Management

- Multi-tenant architecture (isolated data per agency)
- Agency onboarding & setup wizard
- Custom subdomain per agency (e.g. `agencyname.platform.com`)
- Custom branding per tenant
    - Logo
    - Brand colors
    - Invoice & contract branding
- Tenant subscription plans
- Feature-based access per plan
- Tenant usage limits (cars, bookings, users)
- Soft delete / suspend tenants
- Tenant data export

Super Admin (Platform Owner)

- Global dashboard
- Tenant overview & health monitoring
- Revenue & subscription management
- Plan & pricing management
- Feature toggles per tenant
- Global system logs
- Support & ticket visibility
- Platform analytics

2. User & Role Management

User Accounts

- Multi-user per tenant
- Role-based access control (RBAC)
- Custom roles & permissions
- Staff invitation via email
- Account activity logs
- Multi-language user interface

Roles Examples

- Owner / Admin
- Branch Manager

- Operations Staff
- Finance / Accountant
- Customer Support
- Read-only / Auditor

3. Branch & Location Management

- Multiple branches per agency
- Branch-specific fleets
- Branch opening hours
- Location-based pricing rules
- Pickup & drop-off branch mapping
- Inter-branch vehicle transfers
- Branch performance analytics

4. Fleet Management (Core Module)

Vehicle Profiles

- Make, model, year, trim
- License plate & VIN
- Category (Economy, SUV, Luxury, etc.)
- Color, fuel type, transmission
- Mileage tracking
- Images & documents upload
- Status (Available, Rented, Maintenance, Reserved)

Fleet Operations

- Bulk vehicle import
- Vehicle availability calendar
- Vehicle assignment logic
- Fleet depreciation tracking
- GPS / Telematics integration
- Fuel level tracking
- Damage & condition history

AI Fleet Intelligence

- Predictive maintenance alerts
- Vehicle utilization optimization
- Demand-based fleet allocation
- AI suggestions for fleet expansion or reduction

5. Booking & Reservation Management

Reservations

- Walk-in, phone, online bookings
- Date & time-based reservations
- Partial day & hourly rentals
- Long-term leasing support
- Real-time availability engine
- Overbooking protection
- Reservation modification & extensions

Pricing Engine

- Daily, weekly, monthly rates
- Seasonal pricing
- Location-based pricing
- Customer-specific pricing
- Discounts & promo codes
- Taxes & fees configuration

AI Pricing Optimization

- Demand forecasting
- Dynamic price adjustment
- Competitor price comparison
- Revenue maximization recommendations

6. Customer Management (CRM)

Customer Profiles

- Individual & corporate customers
- Personal details & documents
- Driving license verification
- ID & passport upload
- Customer notes & history
- Rental history timeline

Customer Intelligence (AI)

- Customer risk scoring
- Late return prediction

- Fraud risk detection
- Loyalty score calculation
- Upsell recommendations

7. Contracts & Agreements

- Digital rental contracts
- Auto-generated agreements
- E-signature support
- Multi-language contracts
- Custom contract templates per tenant
- Contract versioning
- Damage responsibility clauses
- Late return & penalty rules
- PDF export & email delivery

8. Vehicle Inspection & Damage Management

- Pre-rental inspection checklist
- Post-rental inspection
- Photo & video upload
- Damage annotation
- Comparison (before vs after)
- Damage cost estimation
- Insurance claim integration
- AI-assisted damage detection (image analysis)

9. Payments, Billing & Invoicing

Payments

- Cash, card, bank transfer
- Online payment gateways
- Deposits & refunds
- Partial & split payments
- Late fees automation

Invoicing

- Auto-generated invoices
- Custom invoice templates
- VAT / tax compliance

- Multi-currency support
- Invoice history
- Credit notes & adjustments

AI Finance Assistance

- Revenue forecasting
- Cash flow predictions
- Outstanding payment risk alerts

10. Insurance & Compliance

- Insurance policy management
- Insurance expiry tracking
- Coverage level assignment
- Accident reporting
- Compliance checklists
- Regulatory document storage
- Automated compliance alerts

11. Maintenance & Service Management

- Scheduled maintenance plans
- Service reminders
- Vendor / workshop management
- Service cost tracking
- Maintenance history per vehicle
- Downtime tracking
- AI predictive maintenance planning

12. Online Booking Website

- White-label booking website
- Real-time availability
- Online payments
- Promo codes
- Multi-language & currency
- SEO-friendly pages
- Mobile-optimized UI
- Booking widget for external websites

13. AI Automation & Intelligence Layer

AI Assistants

- Admin AI assistant (operations questions)
- Fleet planning assistant
- Revenue optimization assistant
- Customer support chatbot

Automation

- Auto assignment of vehicles
- Smart rescheduling
- AI-based alerts & notifications
- Fraud & abuse detection
- Demand & supply forecasting

14. Reporting & Analytics

Standard Reports

- Revenue reports
- Utilization rate
- Fleet performance
- Booking trends
- Customer behavior
- Staff performance

Advanced Analytics

- Custom report builder
- Export (PDF, Excel, CSV)
- Real-time dashboards
- AI insights & recommendations

15. Notifications & Communication

- Email notifications
- SMS notifications
- WhatsApp integration (optional)
- Push notifications
- Automated reminders
- Contract & invoice delivery

- Late return alerts

16. Integrations & APIs

- REST / GraphQL APIs
- Mobile app support
- Accounting software integration
- Payment gateway integration
- GPS & telematics
- Insurance providers
- Government ID verification (where applicable)

17. Security & Data Protection

- Data isolation per tenant
- Role-based access
- Audit logs
- Activity tracking
- 2FA / MFA
- Encryption at rest & in transit
- GDPR-ready architecture
- Backup & disaster recovery

19. Support & Helpdesk

- Ticketing system
- Internal notes
- SLA management
- Knowledge base
- AI-powered support suggestions

20. Platform Scalability & Performance

- Horizontal scaling
- High availability
- Caching & performance optimization
- Background job processing
- Monitoring & alerting
- System health dashboard

21. Future-Ready Features (Optional Add-Ons)

- Ride-sharing integration
- EV charging management
- Carbon footprint tracking
- Marketplace for third-party services
- AI voice assistant for staff
- Smart contracts (blockchain-ready)

This platform supports:

- Single agency
- Multi-branch companies
- Regional rental chains
- Franchise models
- White-label SaaS business