



Next-Gen Mobility Solutions

**SWVL**<sup>®</sup>

# The Operating System for Modern Mobility >

**SWVL**<sup>®</sup>

A global mobility operating system built for scale, trusted by enterprises, and publicly listed on Nasdaq.



Swvl is a global technology company redefining mass transit for enterprises, cities, and governments.

Swvl has consistently delivered innovative, scalable solutions across mobility ecosystems for the world's leading organizations with its managed services and advanced technology stack.

# Swvl's Global Mobility Network >



Powers millions of trips, thousands of vehicles, and hundreds of deployments across the globe.

> 180Mn

Completed Bookings

> 390

Mobility Deployments



> 45K

Captains & Vehicles

> 240

Transport Vendors

# What Sets Swvl Apart >

**SWVL**

Proven in the most demanding transit environments worldwide.



Cairo, Egypt



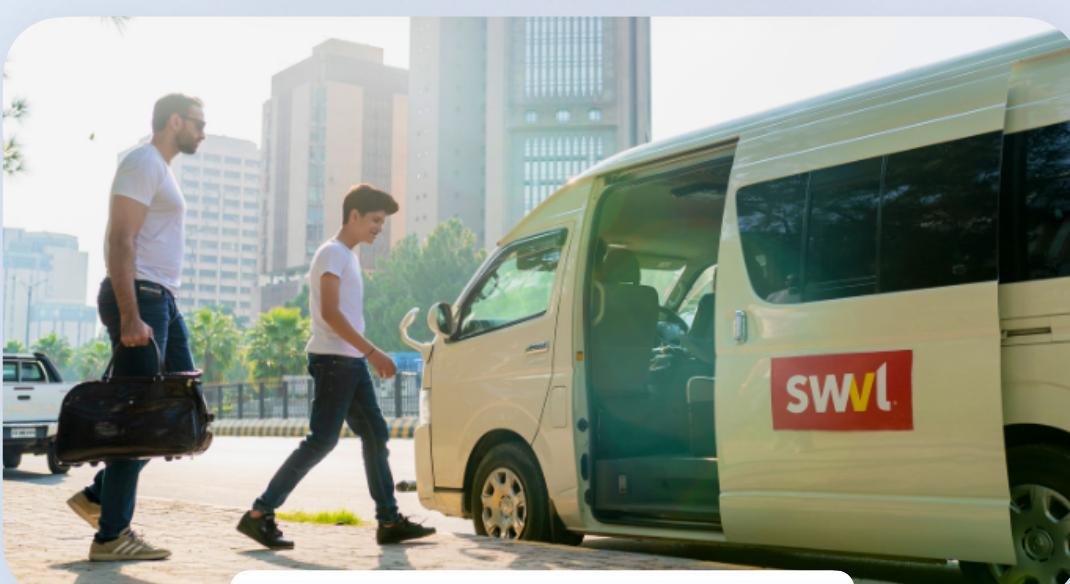
Nairobi, Kenya



Riyadh, Saudi Arabia



Karachi, Pakistan



Amman, Jordan



Buenos Aires, Argentina



Swvl's technology was pressure-tested in 20+ mass transit markets, managing thousands of daily rides.

That operational DNA powers every enterprise deployment Swvl operates today.

# Purpose-Built Mobility for Every Use Case >



We engineer mobility systems backward, starting with your operational reality, not generic software features.



We believe mobility is infrastructure, and access to it should be seamless, smart, and scalable.



An end-to-end, modular platform built to power enterprise and government mobility, tailored to each use case, driven by data, and optimized for outcomes.



We co-design with clients. Each feature in our platform is shaped by real-world deployments across industries, from warehouses to schools.

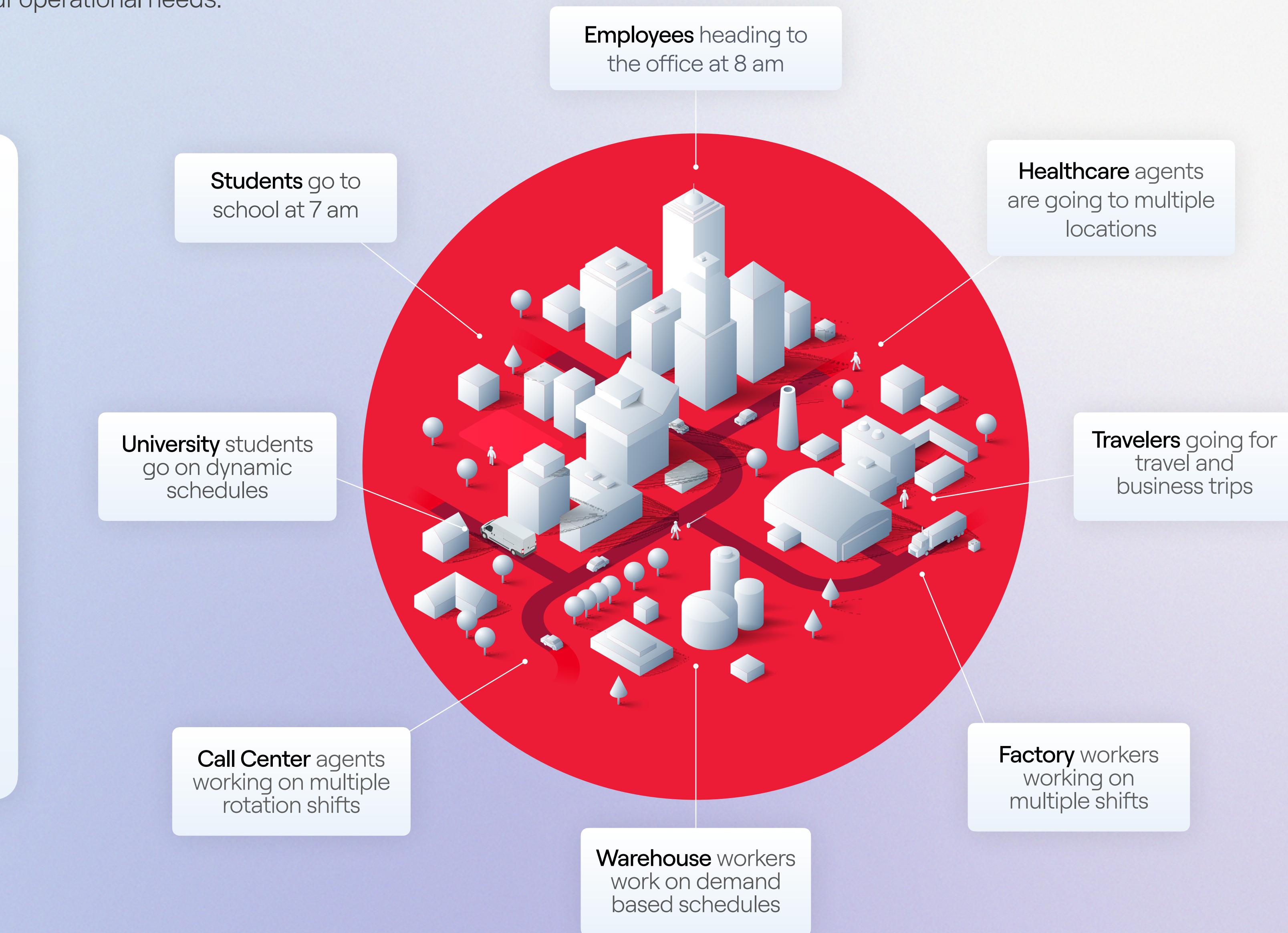
# Swvl Solves for Real-World Mobility >

SWVL®

We redesign it with a modular stack built backwards from your operational needs.

As cities grow and operations scale, the pressure on organizations to modernize how people move is only intensifying.

But most fleets are still built on rigid models. And most operators still operate in silos; fleet here, tech there, data nowhere.



# One Platform for Every Mobility Use Case ➤

**SWVL**

Swvl powers mobility across industries with tailored operations and technology designed for each environment.



Corporate



Manufacturing



Healthcare



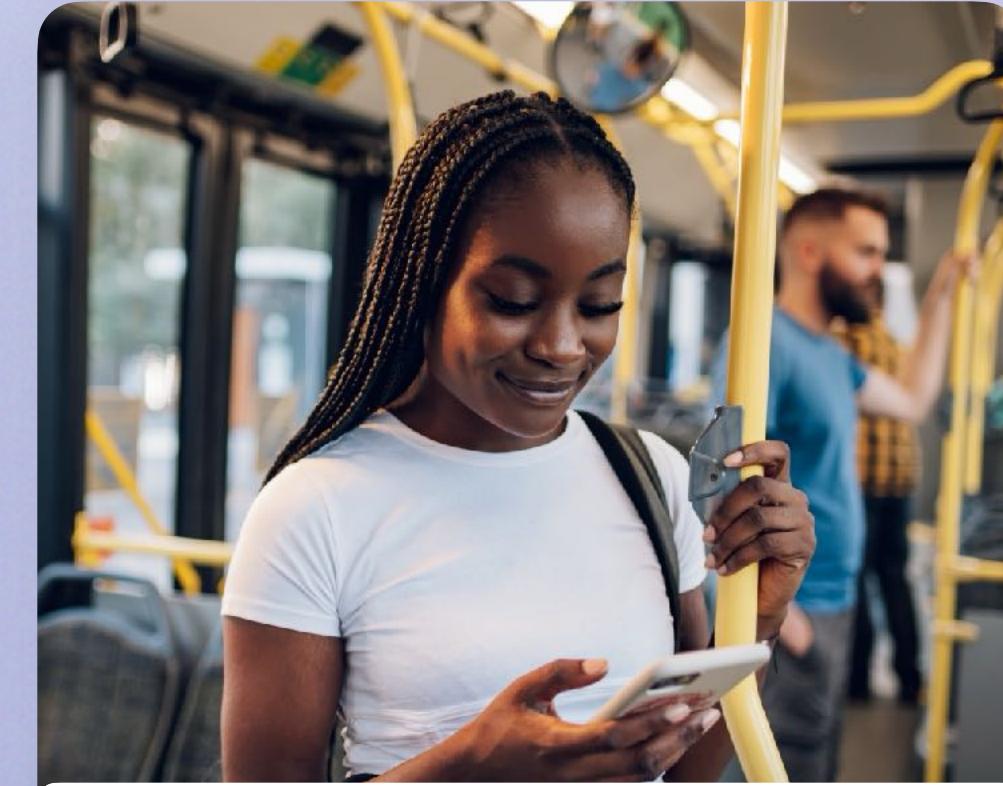
Schools



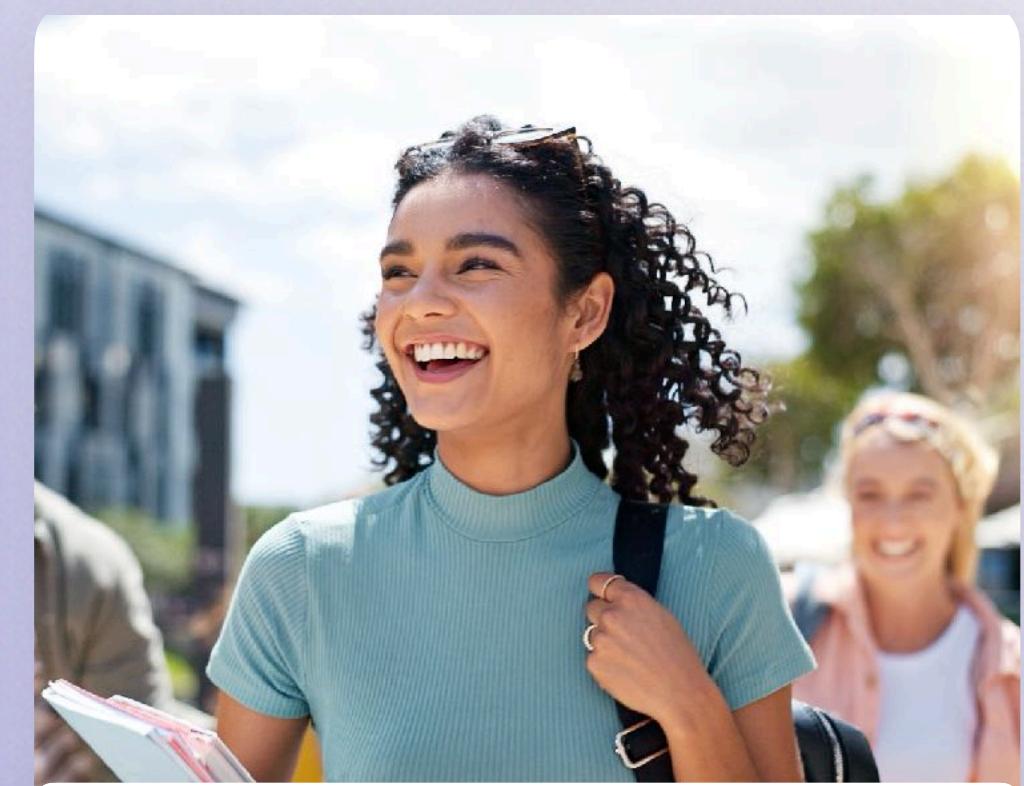
Call Centers



Warehouses



Shuttle



Universities

# Swvl's Managed Services & Software Stack >



Powers every layer of mobility with one platform and complete control.

## Software as a Service

The Software as a Service section displays three main components of the Swvl platform:

- Rides management:** A dashboard showing ride statistics like 1,286 rides completed yesterday, performance metrics (71%, 4.5, 12%, >5 min), and fleet details (324 vehicles, 289 drivers).
- Analytics:** A map view titled "Plaza near 23rd Street - Javits Center" showing a route from Hudson Yards to Madison Square Garden, with a callout for a driver named John Freeman.
- Captain & Vehicle:** A mobile application interface for drivers, showing a map of New York City with pickup and drop-off points, and options to "Navigate to station" or "Cancel booking".



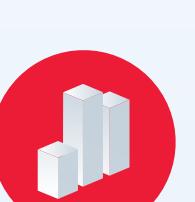
Route creation, network design and optimization



Integrated customer & captain applications



One platform for design, execution & analytics



Real-time monitoring, data & reports support

## Mobility as a Service

The Mobility as a Service section displays three main components of the Swvl platform:

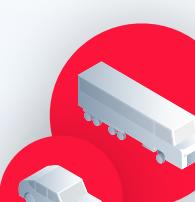
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Captain acquisition, verification & Onboarding



On-ground supervision & quality assurance



Asset-light, demand-matching vehicle sourcing



Fleet operations with 24/7 captain support

# On-Ground Supervision & Quality Assurance ➤

**SWVL®**

Operational oversight that drives accountability.



Swvl field officers enforce SOPs, monitor route performance, and ensure that captains and vehicles comply with safety, punctuality, and customer satisfaction benchmarks.

# Asset-Light, Demand-Matching Vehicle Sourcing >

**SWL**<sup>®</sup>

Smart sourcing. Maximum utilization. The right vehicle, only when you need it.



We dynamically source the optimal vehicle type for each route profile through an asset-light model, ensuring high utilization, cost efficiency, and flexibility.

# Fleet Operations with 24/7 Captain Support >



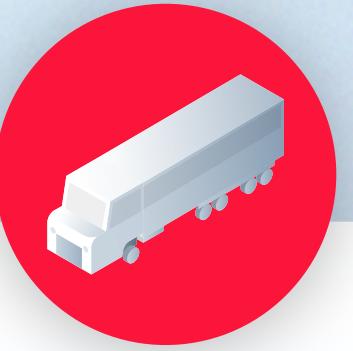
Emphasizes support as infrastructure, not just a help desk.



From check-in to crisis handling,  
our fleet operations center provides  
captains with real-time routing,  
troubleshooting, and human  
support 24/7.

# Measurable Gains Across the Entire Journey >

Swvl transforms fragmented mobility into scalable, data-driven efficiency.



## Cost Saving Strategies



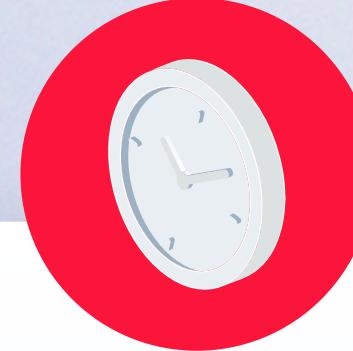
- Reduce unnecessary mileage and vehicle mismatch
- Pool demand intelligently to drive down costs
- Minimize shift delays and SLA breaches



## Automated Daily Operations



- Intelligent dispatch and route generation
- No manual coordination or spreadsheets
- Centralized controls across all locations and vendors



## Real-Time Visibility



- Live ride tracking and status monitoring
- Immediate response to delays or route issues
- Dashboards that empower decisions on the fly



## Decision-Grade Insights

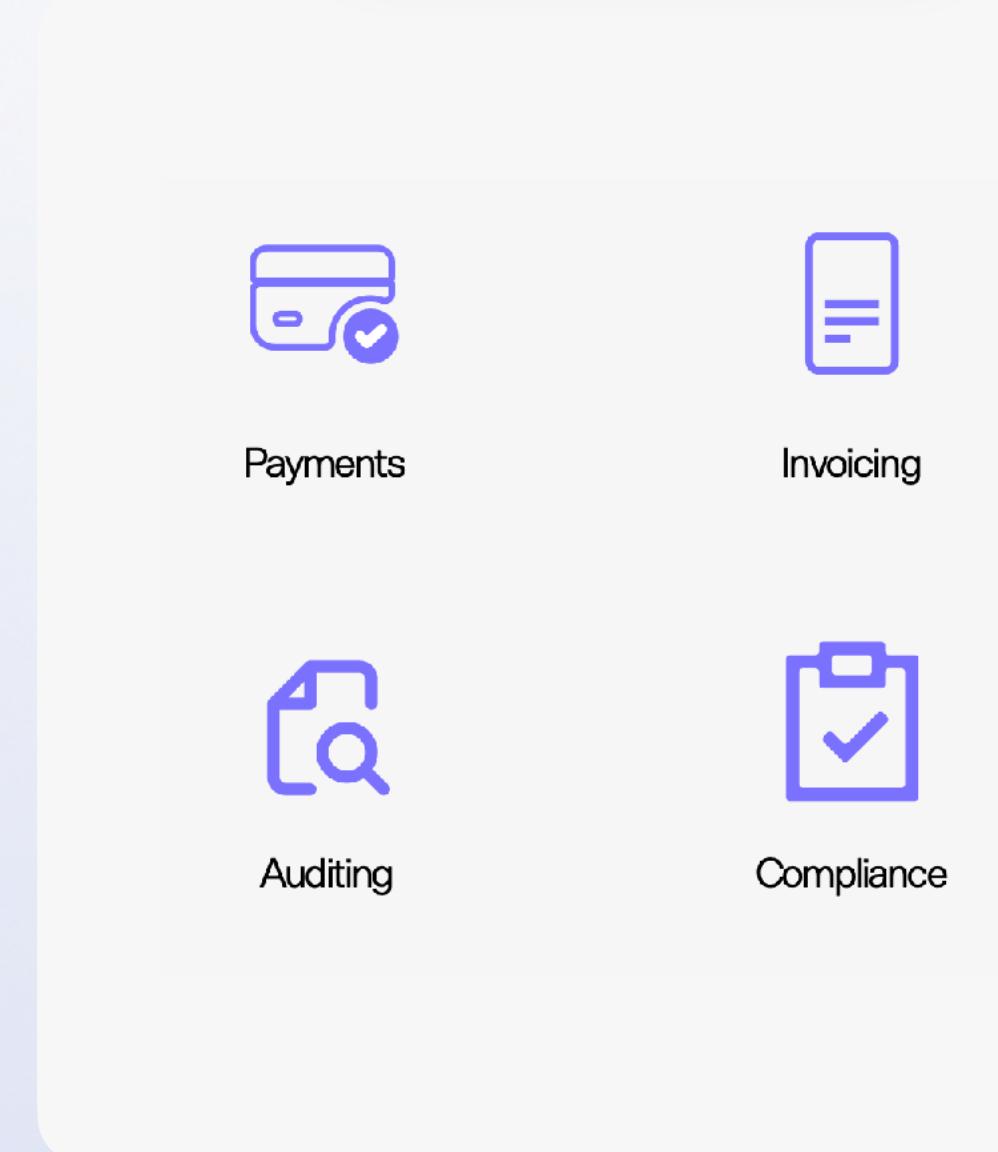
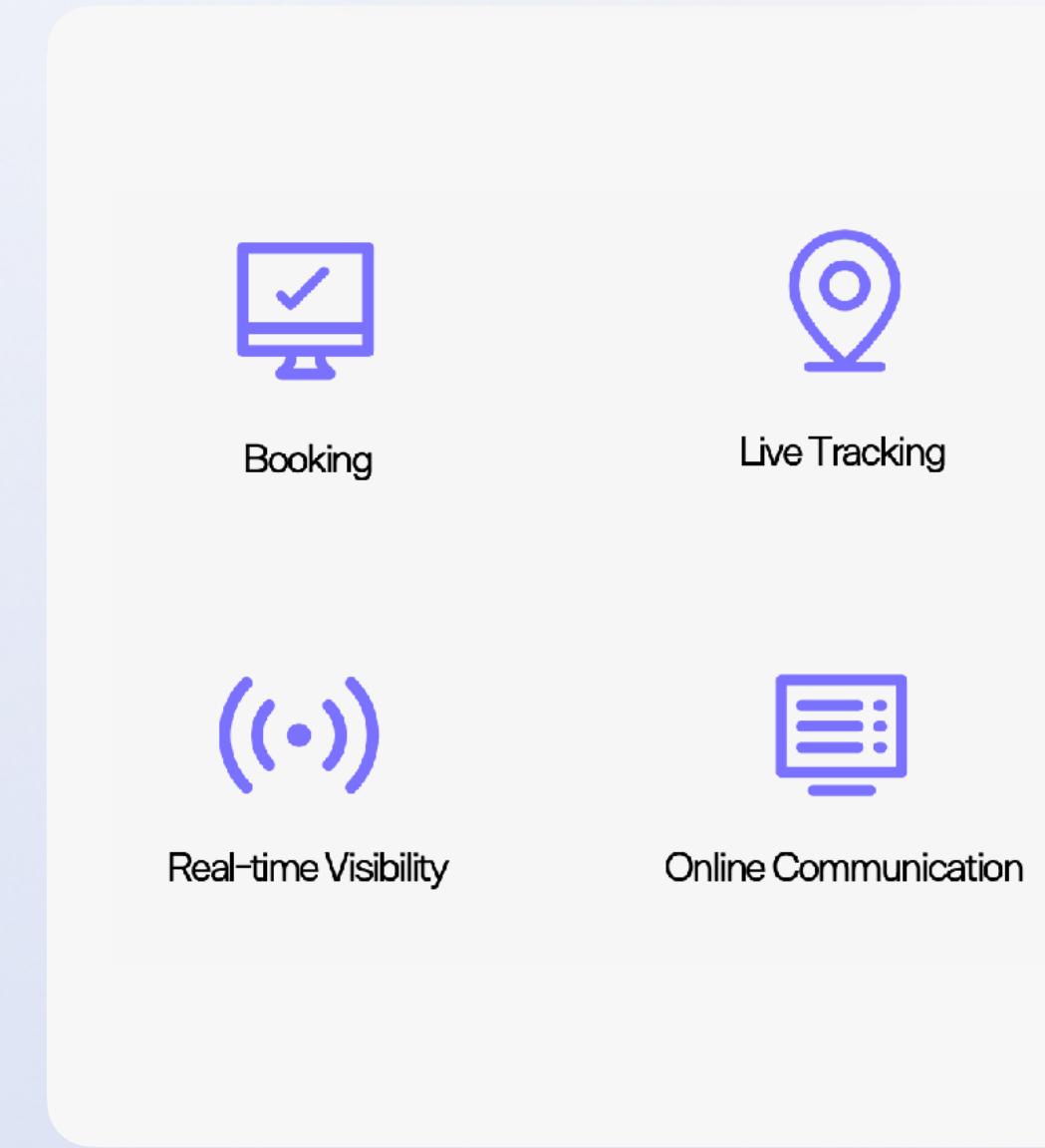
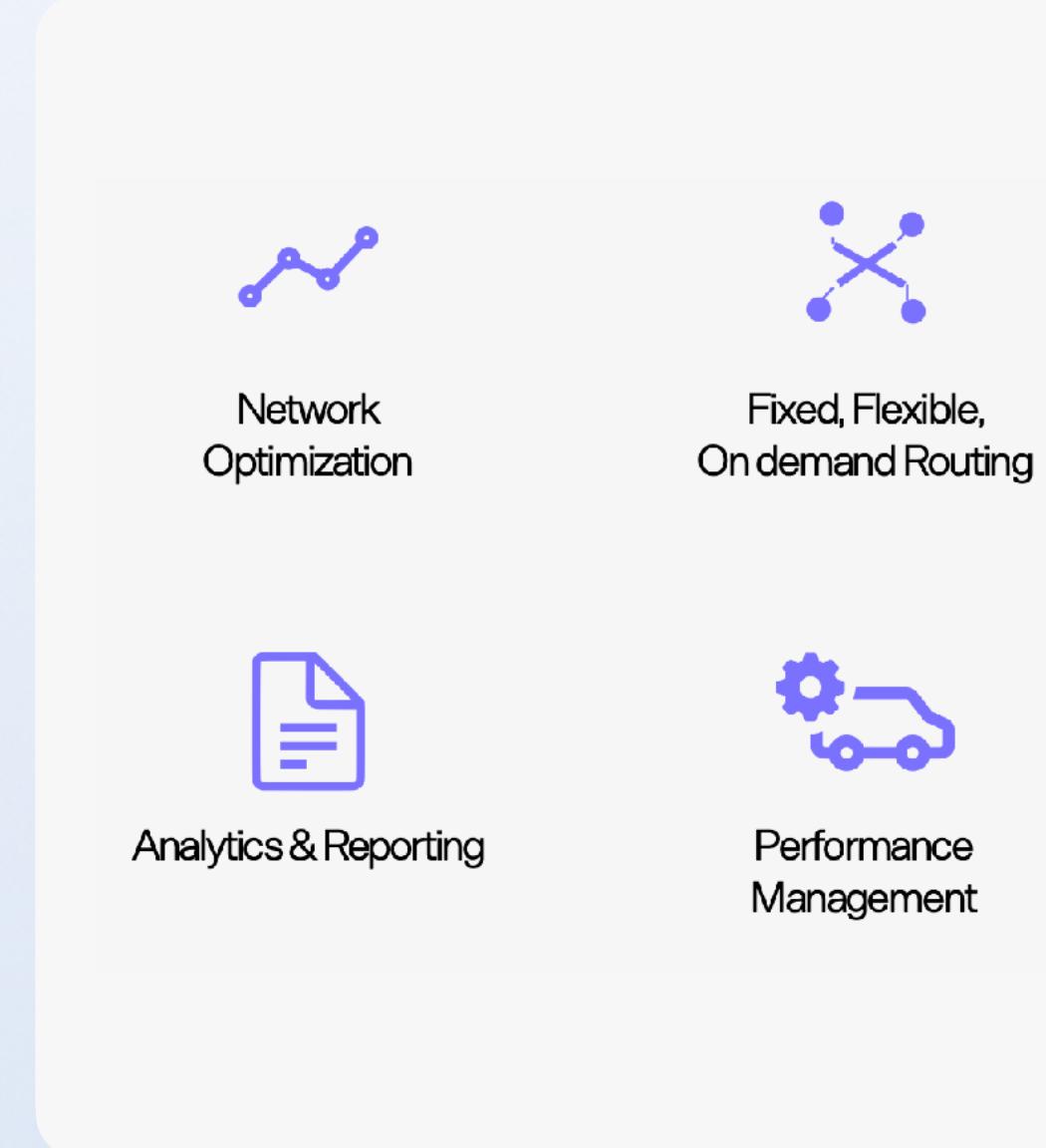
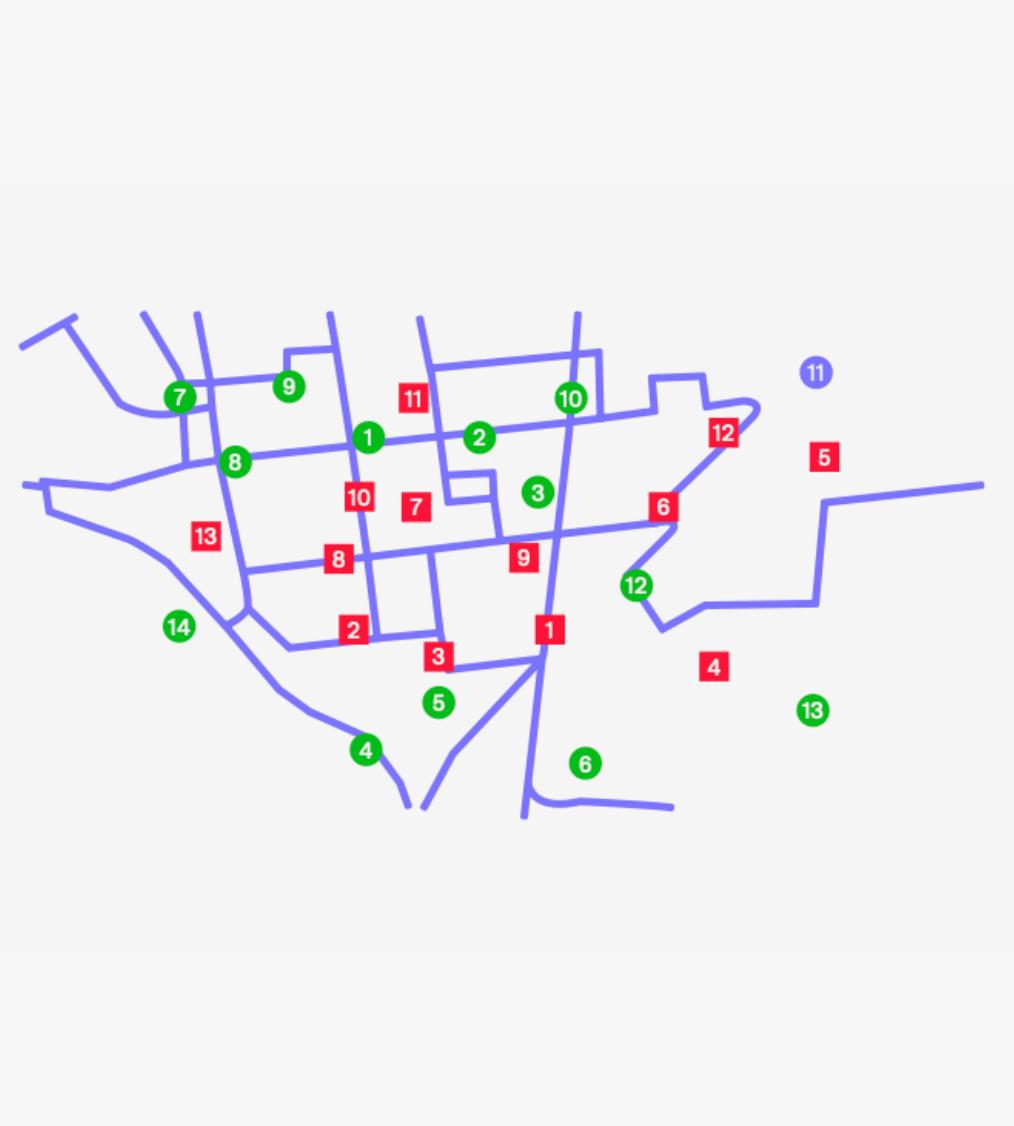


- Performance analytics for drivers, routes, and vendors
- SLA dashboards and operational benchmarks
- Predictive data to guide workforce and mobility planning

# Swvl's Platform Architecture >



Modular. Customizable. Built for outcomes.



Our end-to-end mobility operating system empowers accessible, efficient, and reliable transportation, driving smarter cities.

# Operational Readiness Starts with Captain & Vehicle Verification >

SWL®

A clean, centralized dataset to power routing, bookings, and vendor validation.

The screenshot shows the SWL platform's Fleet management interface. The left sidebar has 'Fleet' selected, with 'Vehicles' and 'Captains' as options. The main area is titled 'Captains' and displays a table of driver information. The columns are 'Captain name', 'Captain phone', 'Captain city', and 'Status'. The data includes entries like Charles Darwin (Cairo, Active), Ahmad Rhiel Madsen (Cairo, In progress), Brandon Carder (Alexandria, Inactive), Cooper Culhane (Alexandria, Active), Tim Brown (Cairo, Active), Leo Tolstoy (Cairo, Inactive), Brandon Carder (Alexandria, Inactive), and Cooper Culhane (Alexandria, Active). A search bar at the top allows filtering by captain name or phone number. A blue button labeled 'Invite captain' is located in the top right corner. At the bottom, there are pagination controls and a 'Rows per page' dropdown set to 10.

Captain Registration  
& Verification

Upload captain contact info,  
licenses, and permissions

The screenshot shows the SWL platform's Fleet management interface. The left sidebar has 'Fleet' selected, with 'Vehicles' and 'Captains' as options. The main area is titled 'Vehicles' and displays a table of vehicle information. The columns are 'Plate number', 'Bus type', and 'Captain assigned'. The data includes entries like EX 19203 (Toyota Hiace, Leonardo Da Vinci), MJS 726 J (Toyota Coaster, Charles Darwin), E 929381 (Toyota Coaster, Carl Marx), MUS 9192 IJS (Toyota Coaster, Brandon Carder), E-929102 (Mitsubishi, Alexander Fleming), S 929309 (Toyota Coaster, Dorian Yates), C-GX-02921 (Toyota Hiace, William Blakes), and H-21X-010-M (Toyota Hiace, Thomas Young). A search bar at the top allows filtering by plate number or bus type. A blue button labeled 'Add vehicle' is located in the top right corner. At the bottom, there are pagination controls and a 'Rows per page' dropdown set to 10.

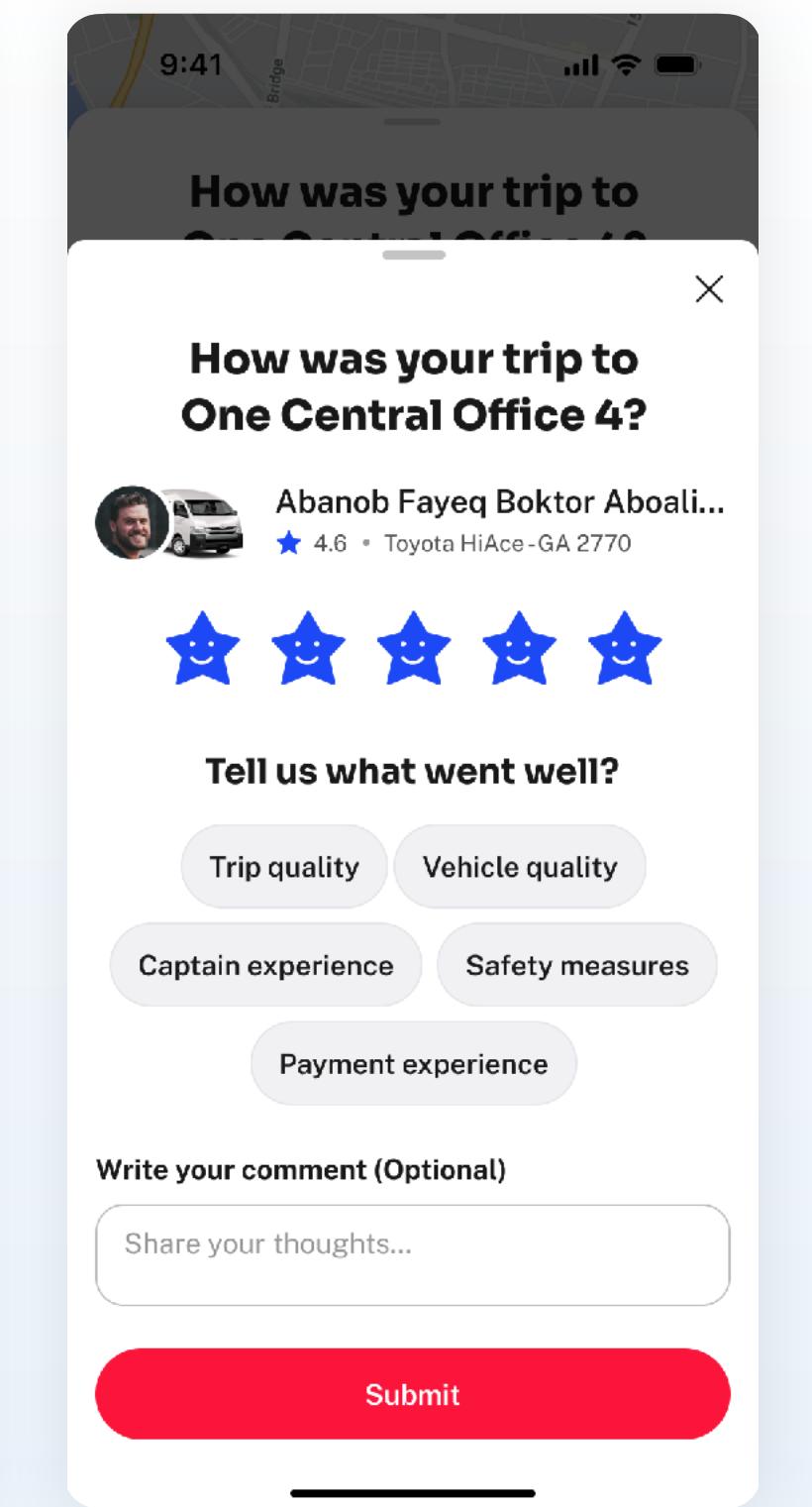
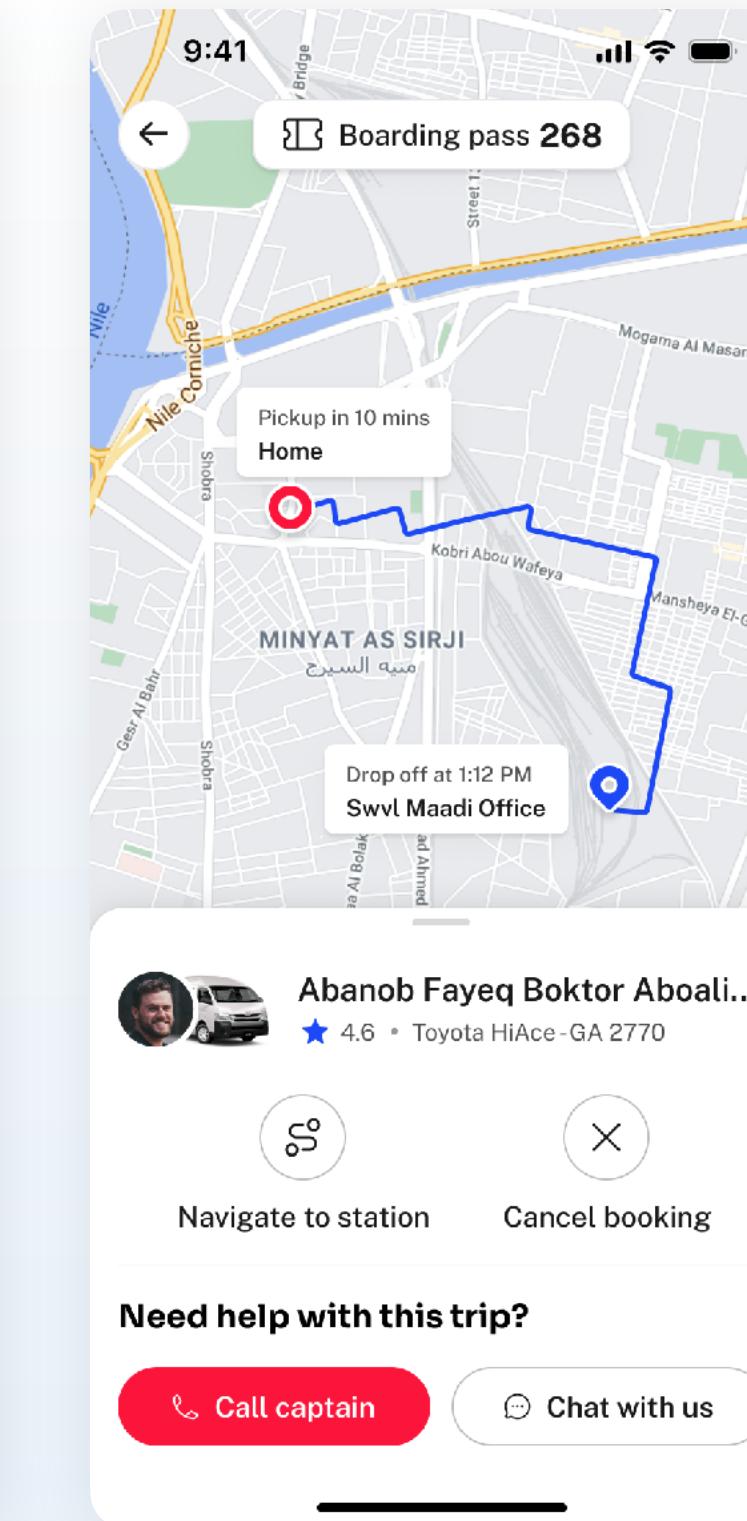
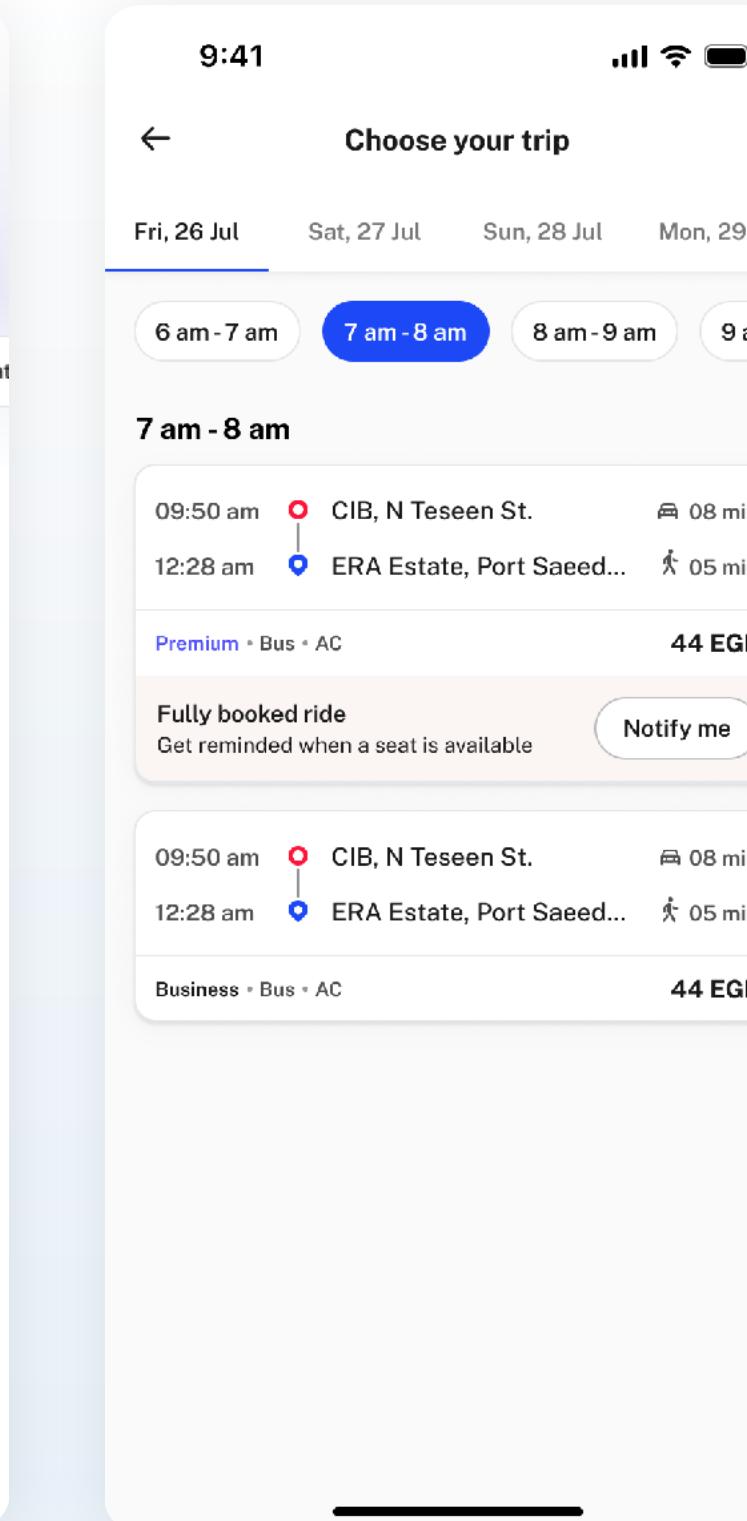
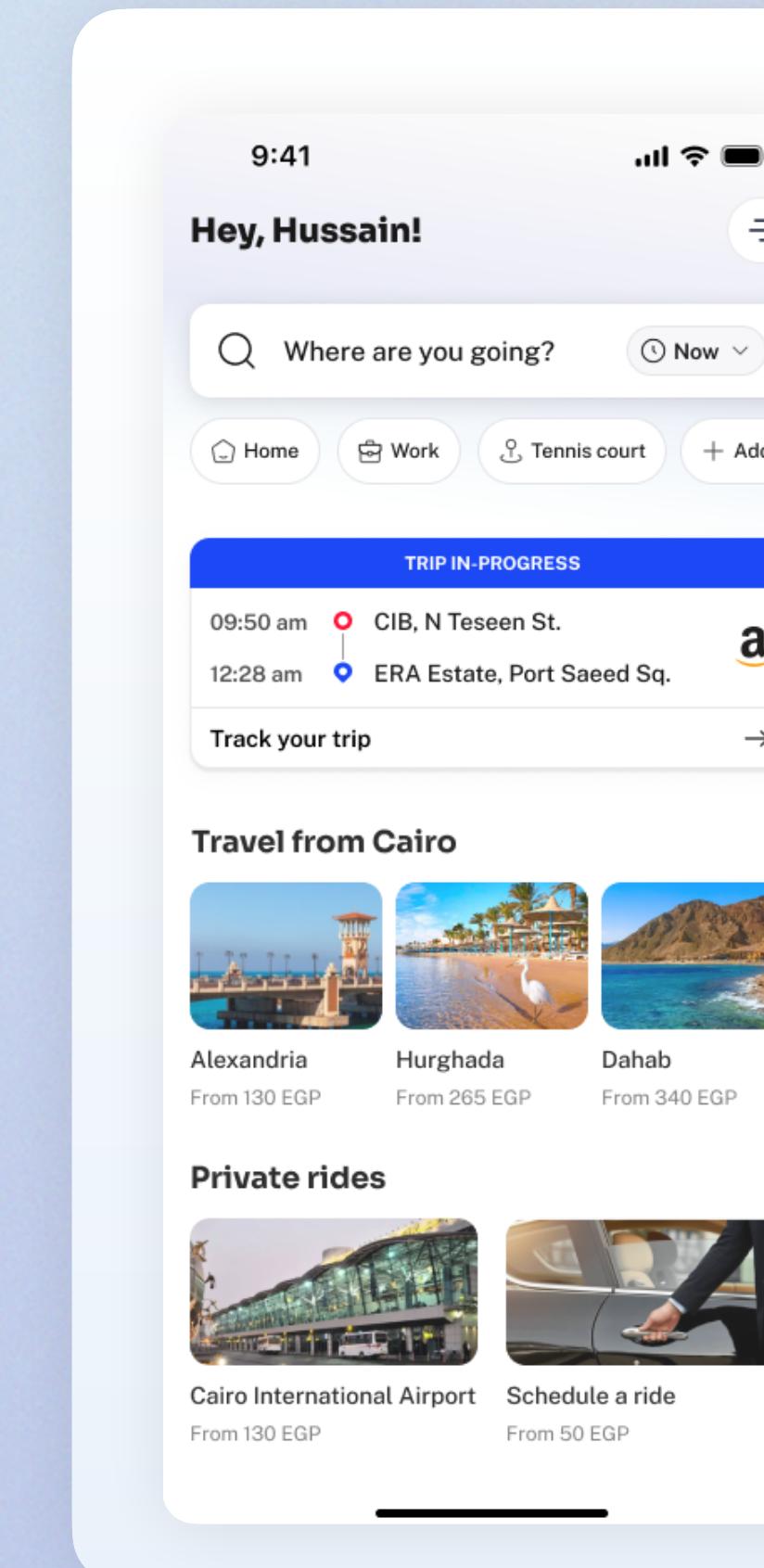
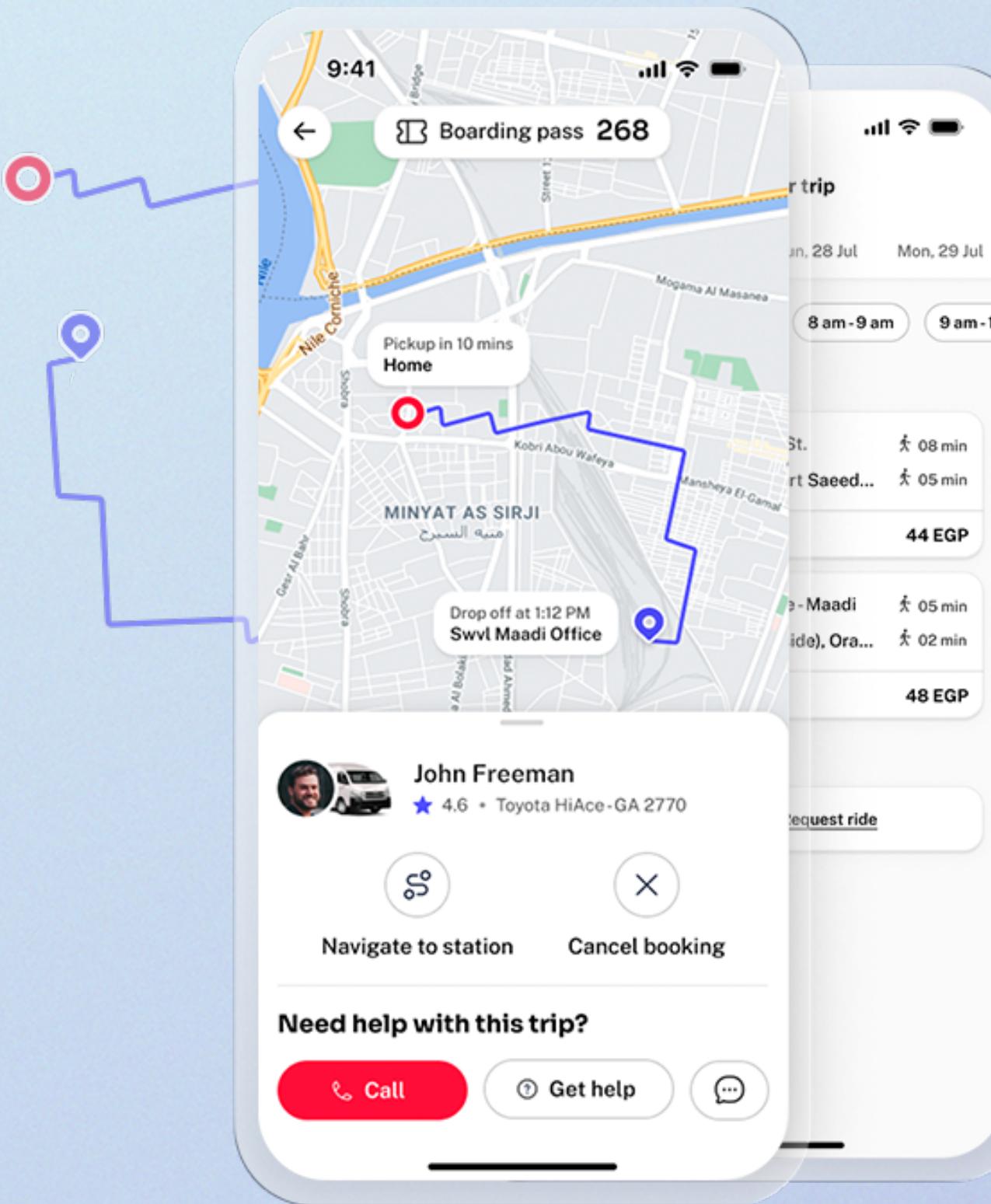
Vehicle Registration  
& Verification

Upload vehicle licenses and  
compliance documents

# Customer App with Frictionless Experience from Booking to Drop-Off >

SWVL®

Empowering riders with real-time visibility, control, and support.



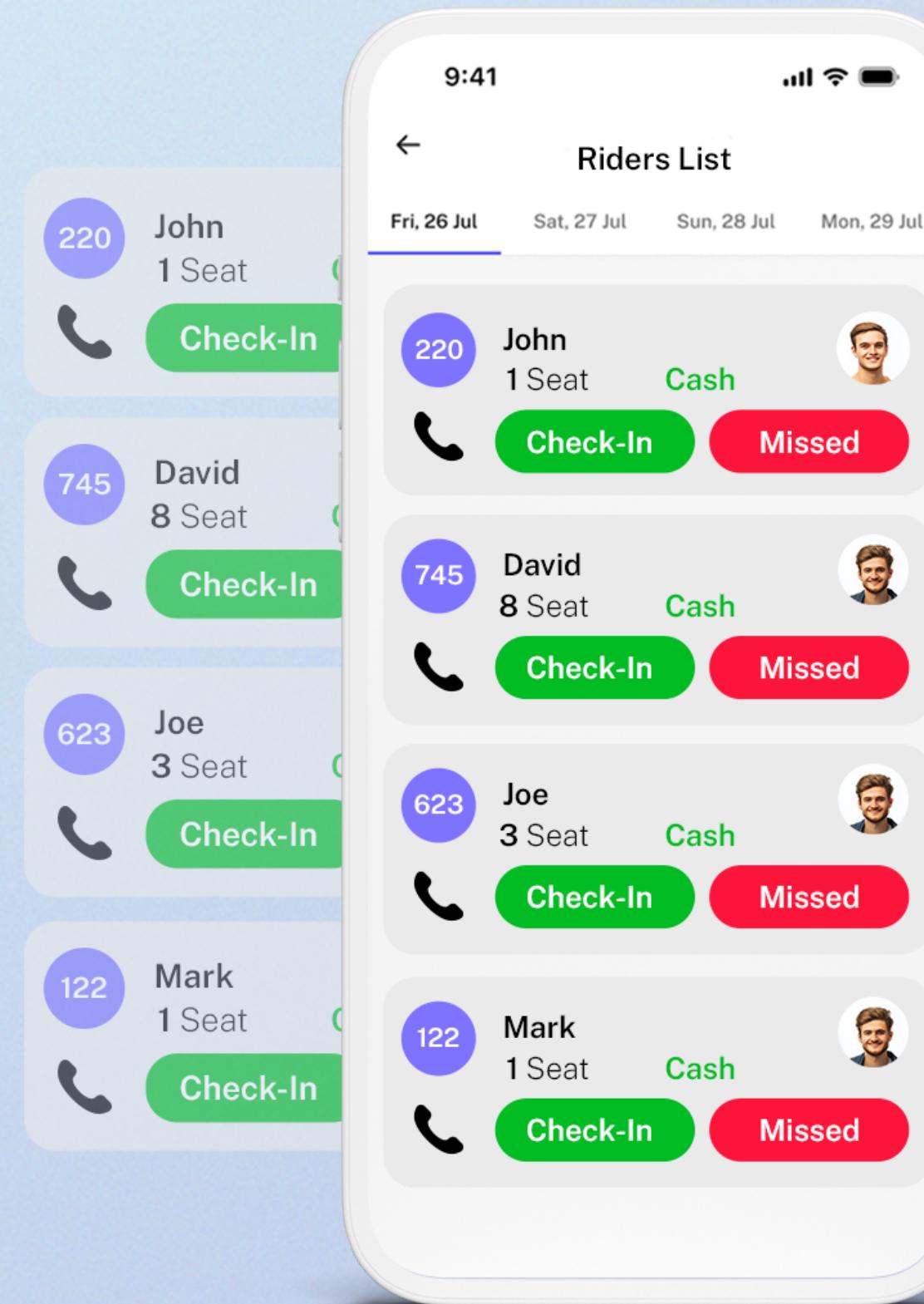
Customer App

Bookings - Ride Monitoring - In-app Support - Trip Rating

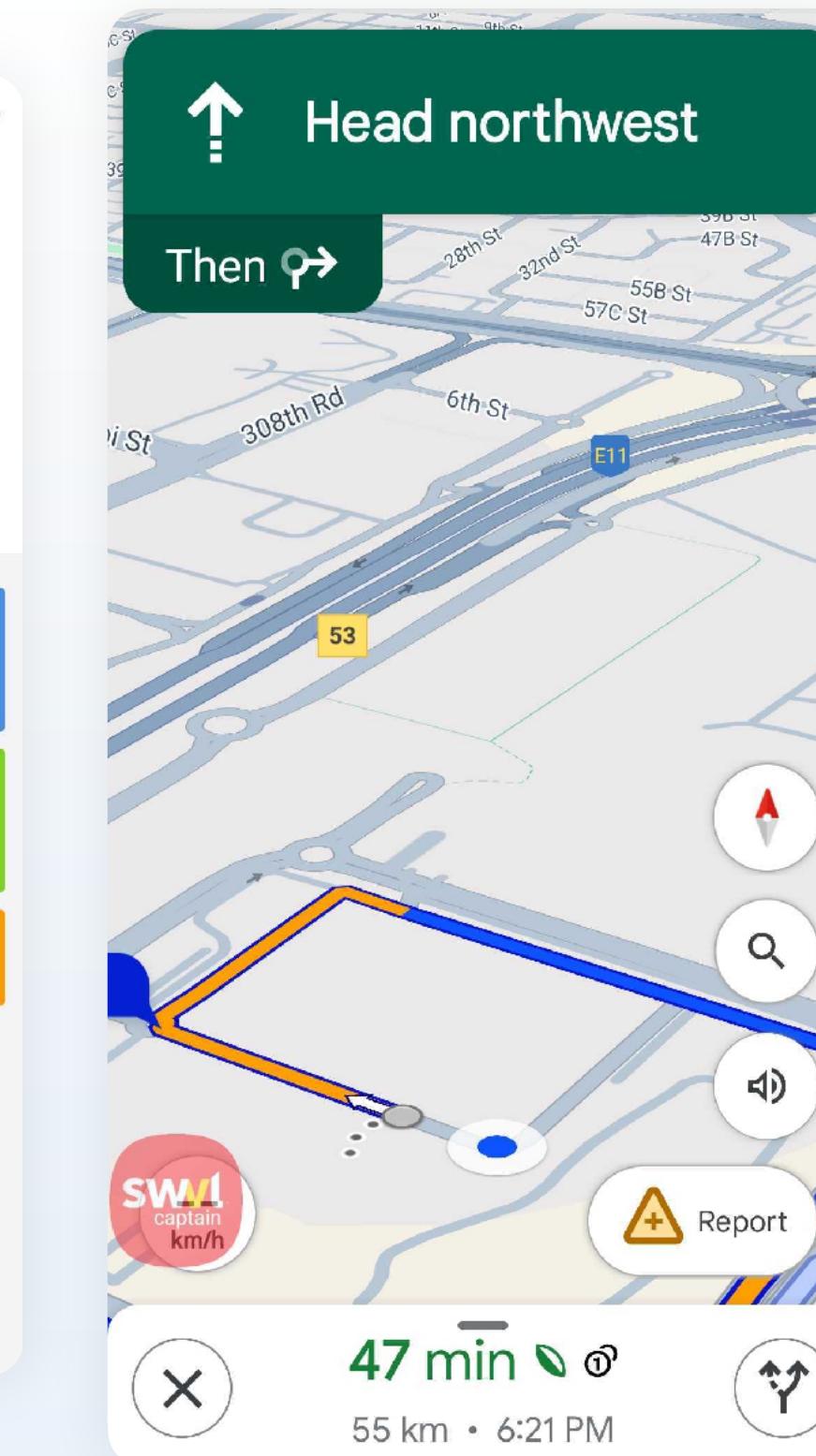
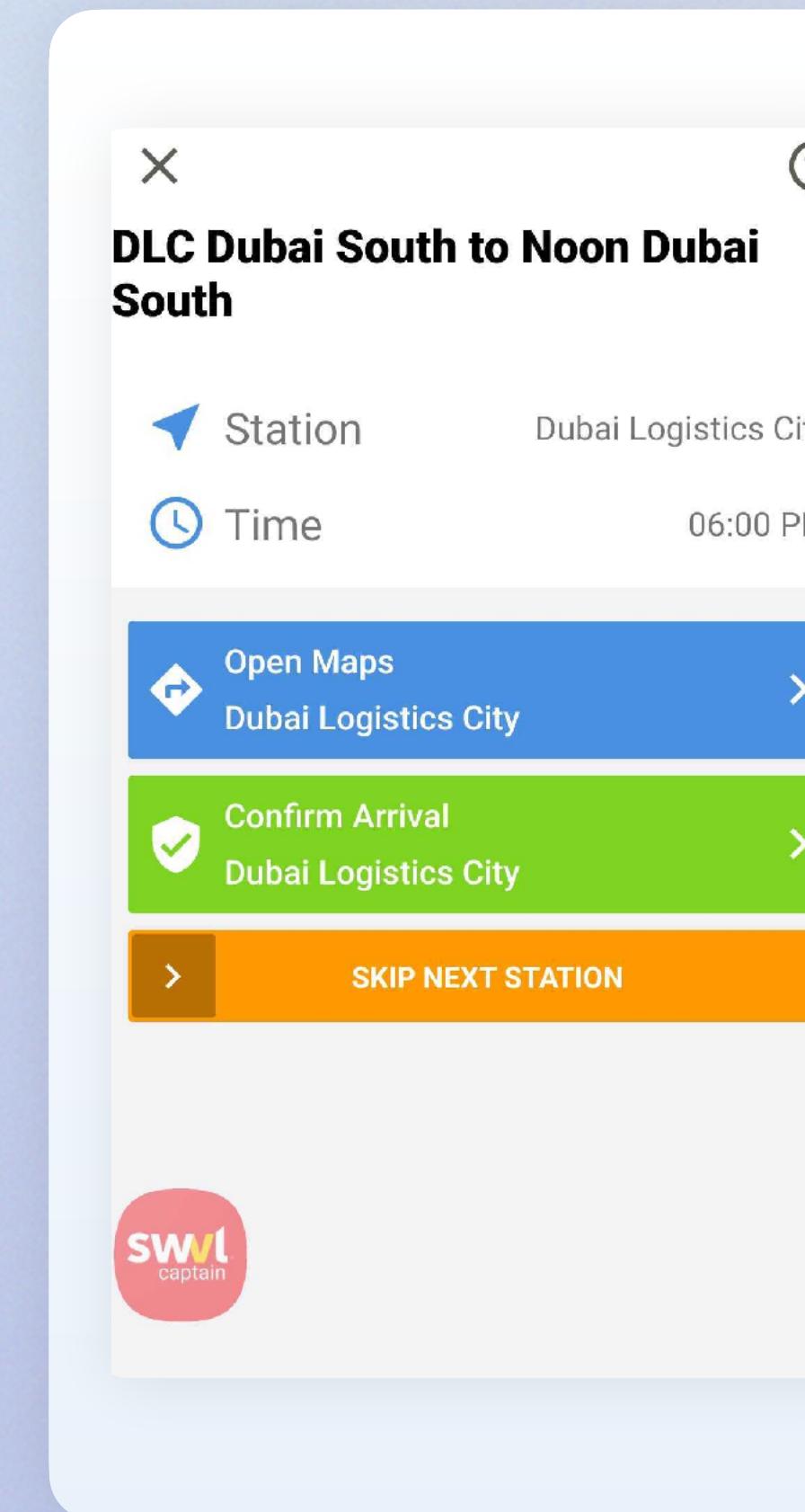
# Captain App for Rider Management and Route Execution ➤

SWVL®

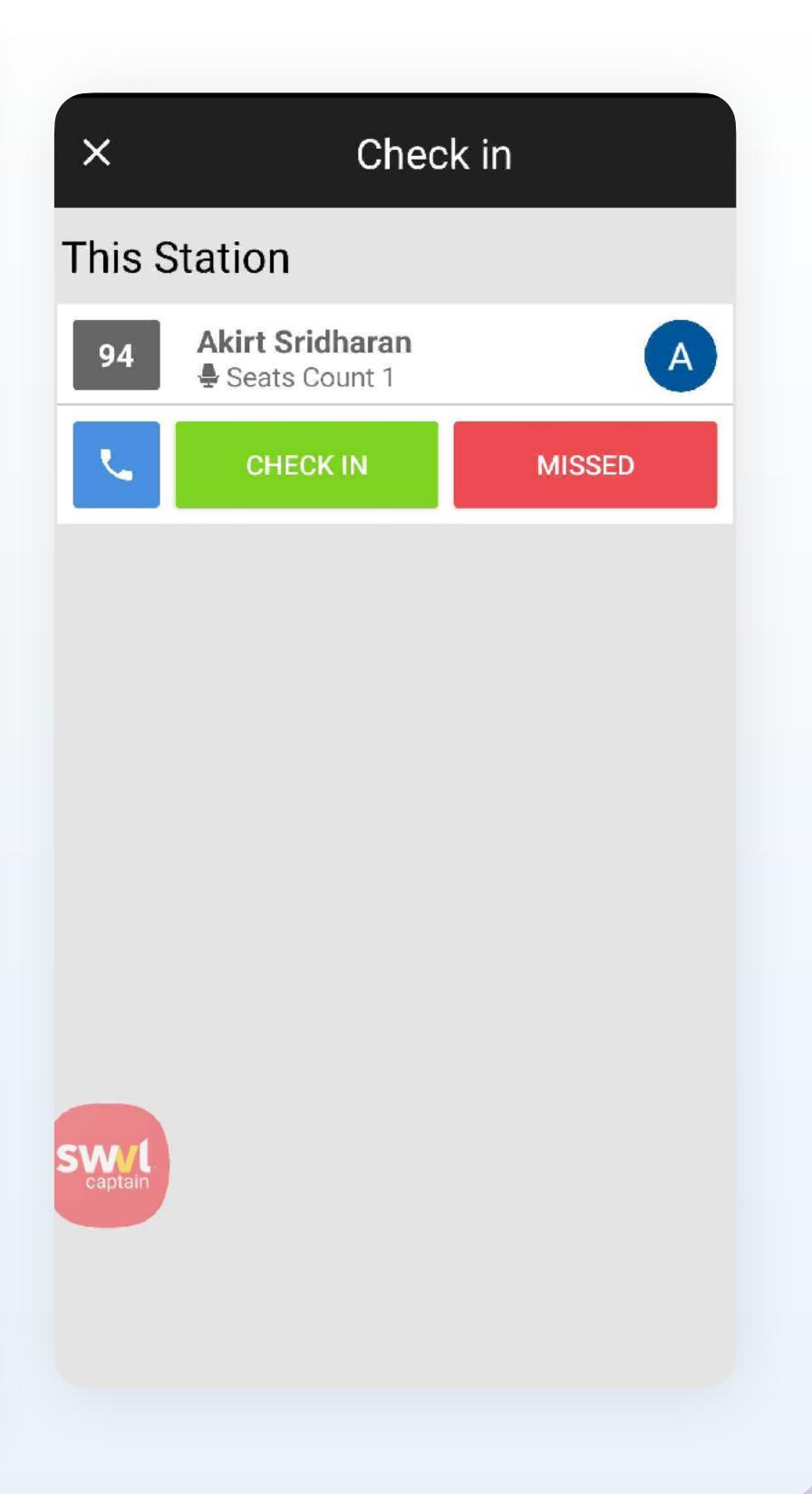
Empowering captains with navigation, check-ins, and real-time control.



Captain App



Route Navigation - Check In/Out Passengers



# Swvl's Control Tower for Mobility >

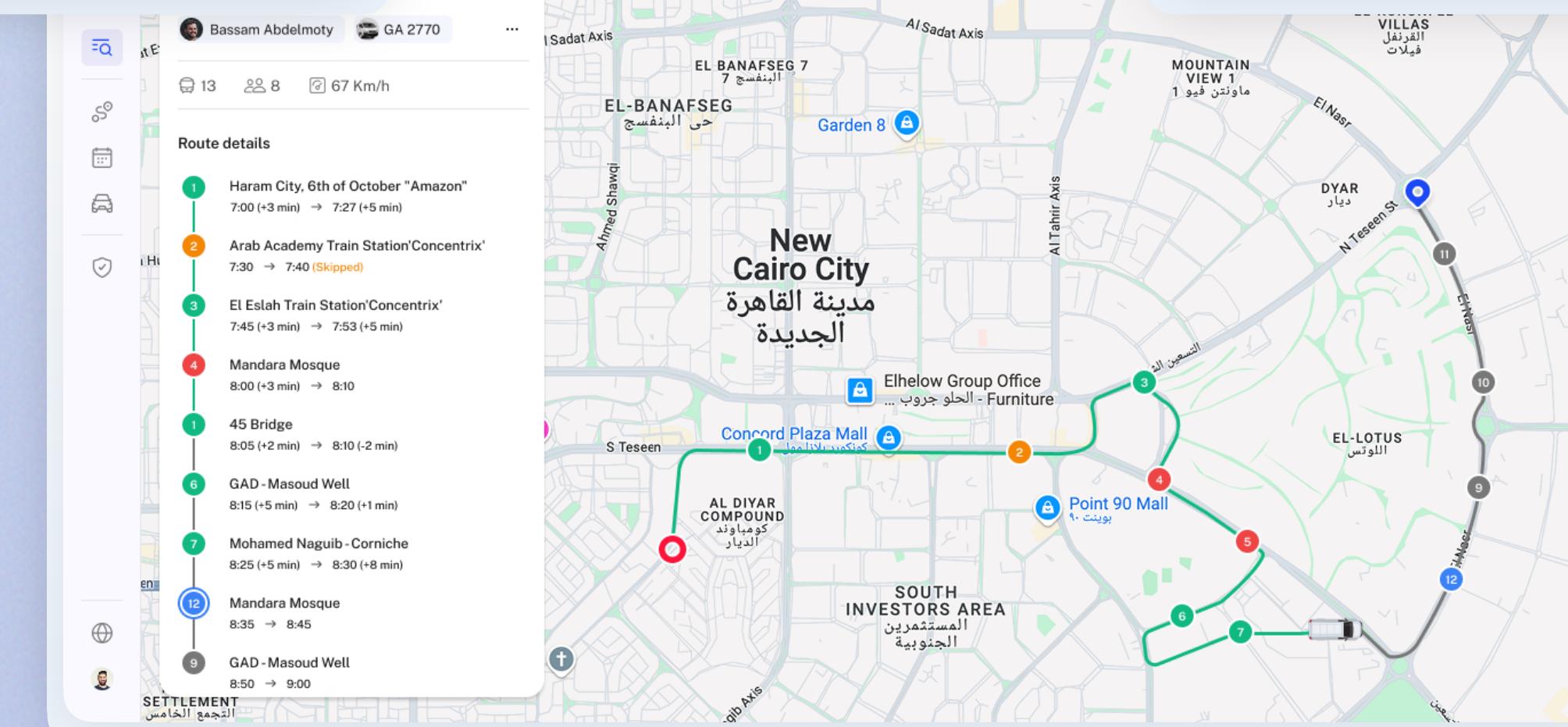
SWVL®

A centralized platform to plan, dispatch, track, and optimize rides in real time.

The screenshot shows the 'Recommended rides' section of the Swvl Control Center. It displays a list of 7 recommended rides with columns for route name, vehicle capacity, vehicle type, utilization, distance, duration, status, and action. The rides listed include Cairo-Ain Sokhna (Special Request), Cairo-Alexandria (Special Request) (Sandy), Haram (Sobhy St.)-Maadi "Amazon", Faisal (King Faisal St.-Dr. AbdelHaleem Mont...), Haram (Al Sherka Al Alamia-El Lebni Axis)-..., Haram (Al Sherka Al Alamia-El Lebni Axis)-..., Cairo-Ain Sokhna (Special Request) (Yara M...), and Cairo-Ain Sokhna (Special Request) (Yara M...). The interface includes filters for status, capacity, and search route name, along with buttons for 'Excluded employees' and 'Action'.

The screenshot shows the 'Rides management' section of the Swvl Control Center. It features a summary card with metrics for Rides (1,286), Bookings, Performance (71%, 4.5 rating, 12% late rides), and Fleet (324 Captains, 289 Vehicles). Below this is a table of ride details with columns for Date, Origin, Destination, Predicted end time, Organization, Route distance, and Action. The table lists several rides from March 18, 2025, such as Project 1185 -P&G, Emad Fekry, NCB Bank Main Branch, 800 Fadan Sector -P&G, Project 1185 -P&G, and Rojada Store, Al Thawra St.

Network Optimization  
& Ride Dispatch



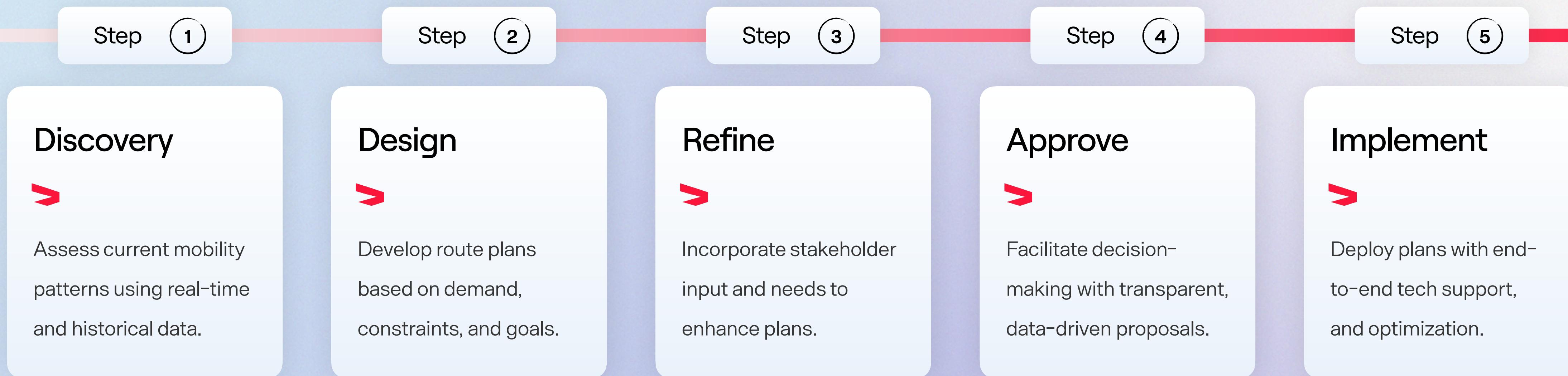
Ride Management  
& Analytics

Ride Monitoring  
In Real-time

# How Swvl Supports Strategic Mobility Planning ➤



From data to deployment, our platform enables smarter, scalable transportation decisions.



## Success Stories & Case Studies >



From data to deployment, our platform enables smarter, scalable transportation decisions.



25%



16%



22%



95%



2.6x



18%



3.5x

# Case Study: Amazon Call Center >



Solving commute inefficiencies at scale for Amazon.

## The Challenge



Amazon's call center was facing inefficiencies in commute capacity. Peaks and troughs in demand left half-empty.

Mismatched reservation patterns resulted in long wait times and inadequate resource planning.



- ✓ 25% increase in seat utilization
- ✓ Enhanced employee punctuality and satisfaction
- ✓ Reduction in unnecessary fleet usage, improving cost per seat

## The Solution



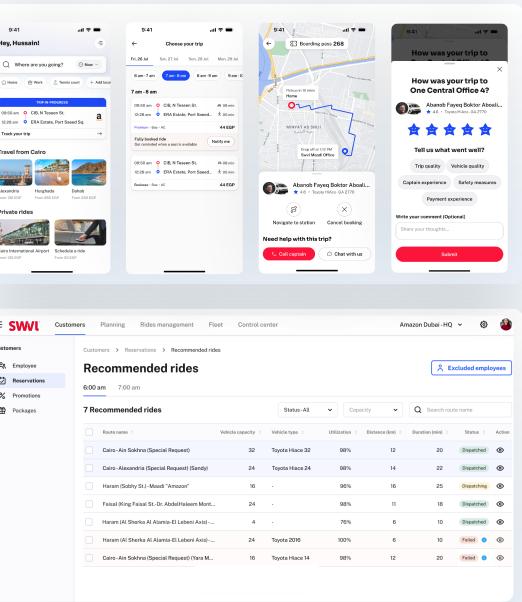
Swvl deployed its intelligent dispatch platform, customized for call center operations.

We introduced:

Reservation Window Controls to forecast and cap over-demand.

Dynamic Ride Allocation to match real-time seat availability with actual bookings.

## Technology



+25%

**SWVL**

# Case Study: P&G Manufacturing >



Reducing overhead through route consolidation.

## The Challenge >

P&G's multi-line factories required daily transportation for hundreds of workers across complex shift schedules.

Routes were fragmented, and partial vehicle loads inflated the cost per ride.



- ✓ 22% reduction in transportation overhead per shift
- ✓ Improved synchronization between staff arrivals and shift start
- ✓ Better predictability in operations and reduced line downtime

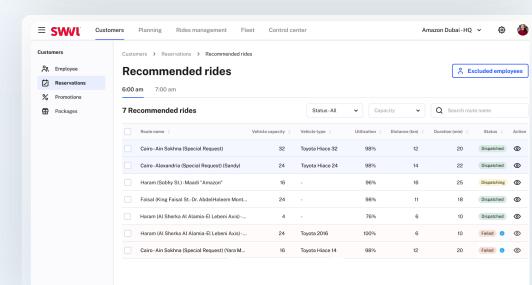
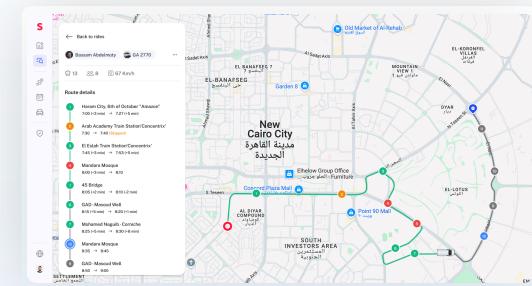
## The Solution >

Swvl introduced a shift-aligned routing model designed specifically for factory ecosystems. We implemented:

Batch Routing by Line & Shift to consolidate capacity.

Dashboards to track arrival, load factor in real time.

## Technology



22% 

# Case Study: G4S Security >



Cutting transport costs across decentralized operations.

## The Challenge



G4S operated one of the region's largest security forces across.

Transporting guards across 100+ daily deployments was decentralized, manually scheduled, and prone to high idle time, long detours, and trip mismatches.



- ✓ 18% reduction in total monthly transportation spend
- ✓ Improved shift punctuality and reduction in deployment delays
- ✓ Centralized visibility across all locations

## The Solution

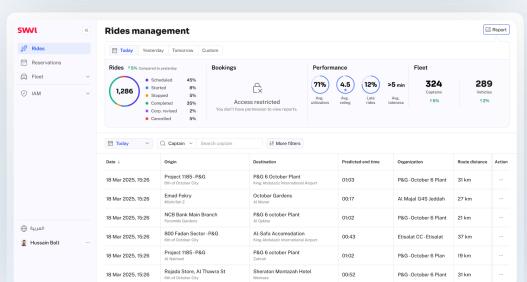
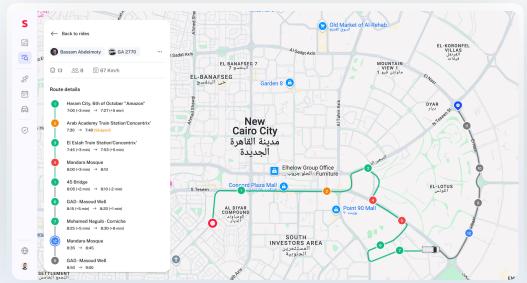


Swvl deployed a centralized transport command model tailored to manpower operations:

Automated Route Batching based on shift clusters.

Smart Cost Control using performance flags and route-level cost tracking.

## Technology



18%

# Case Study: Noon Warehousing >

Fixing clock-in failures in a rotating shift model.



## The Challenge >

Noon's sprawling warehouse zones operated on rotating shift cycles—morning, night, split shifts—spread across industrial districts.

Drivers missed key checkpoints. Staff clock-in reliability fell below SLA thresholds.



- ✓ 16% reduction in missed clock-ins across warehouses
- ✓ Higher staff coverage at shift start times
- ✓ Fewer service escalations and SLA violations

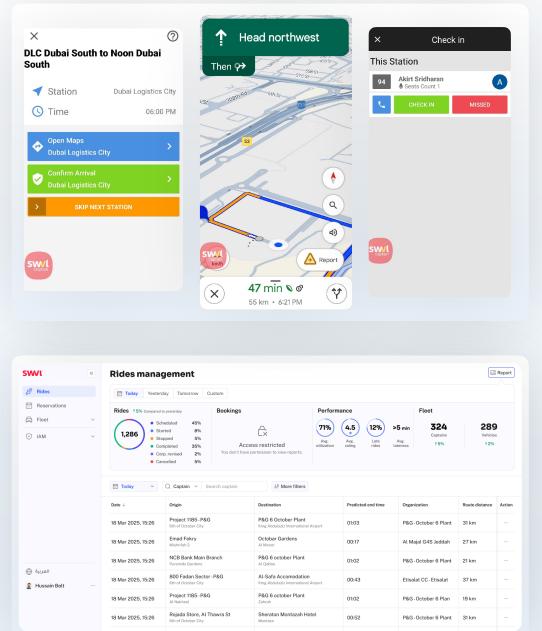
## The Solution >

Swvl designed a dynamic routing and dispatch model tailored for shift logistics:

Rolling Dispatch System aligned ride times with shift windows.

Real-Time Adjustments based on attendance rates and live traffic.

## Technology



16%

# Case Study: The American University in Cairo >

Fixing clock-in failures in a rotating shift model.



## The Challenge >

Static shuttle routes could not keep up with shifting student demand across campuses.

Unpredictable ridership patterns and frequent no-shows led to inefficiencies, student dissatisfaction, and scheduling gaps.



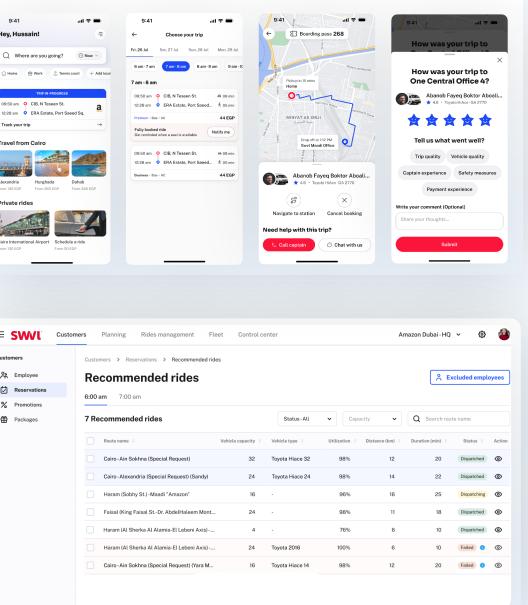
- ✓ 2.6x Increase in Daily Ridership
- ✓ 94% app adoption rate among students in the first 2 months
- ✓ 88% reduction in waiting time during peak hours

## The Solution >

Swvl deployed a dynamic pooling and dispatching system tailored to campus behavior.

Using real-time demand prediction and a student-facing booking app, Swvl enabled adaptive routing that matched actual usage patterns.

## Technology



2.6x ↗

# Case Study: MyClinic >

Streamlining complex healthcare mobility with dynamic routing.



## The Challenge



Patients and staff moved unpredictably between clinics and hospitals across the city.

Manual scheduling struggled with many-to-many trips, inconsistent appointment lengths, and uncoordinated ride timing.



- ✓ 3.5x Increase in Trip Efficiency
- ✓ 40% improvement in appointment punctuality
- ✓ End-to-end trip tracking with live updates for staff & patients

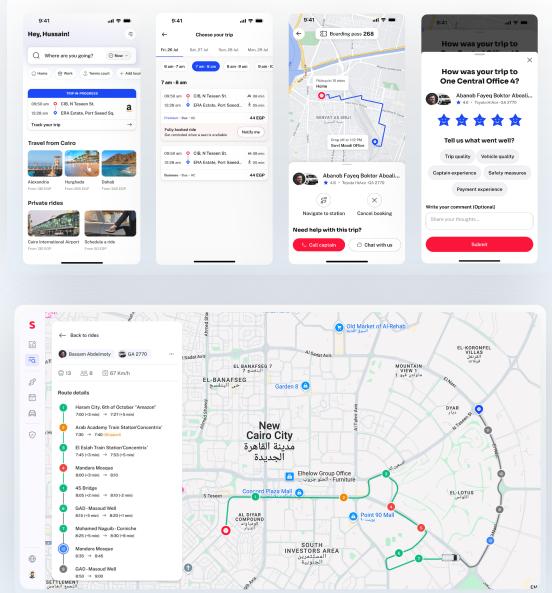
## The Solution



Swvl deployed a dynamic routing engine integrated with MyClinic's scheduling system.

Real-time trip updates, capacity batching, and predictive routing enabled optimal shuttle grouping based on location, availability.

## Technology



**3.5x** An bold black "3.5x" followed by a large green chevron-style arrow pointing upwards, indicating a significant performance improvement.

# Case Study: SABB Bank >



First/last-mile shuttle optimization for metro connectivity.

## The Challenge

>  
Bank staff commuting to metro stations faced significant delays due to mismatches in first- and last-mile transit.

Existing solutions lacked synchronization with metro schedules, resulting in inconsistent punctuality.



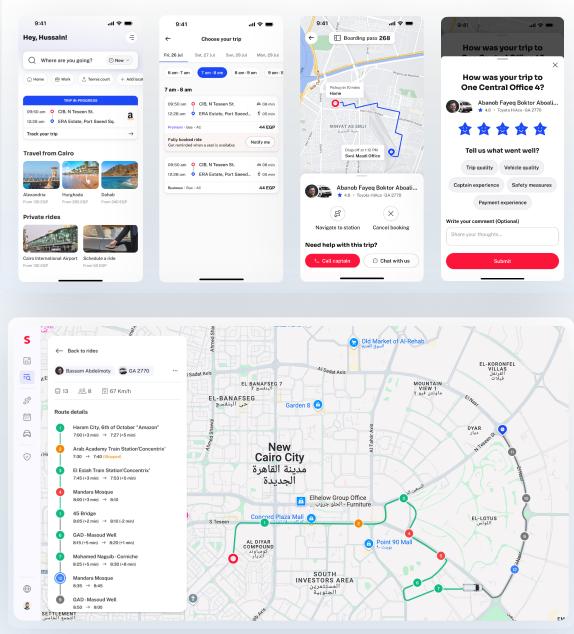
- ✓ 95% Improvement in On-Time Arrivals
- ✓ Increased employee satisfaction and operational reliability
- ✓ Reduced wait time between metro and shuttle by 40%

## The Solution

>  
Swvl designed a fixed-line shuttle network precisely aligned with metro departure and arrival times.

Using real-time route management and consistent timetables.

## Technology



95% A large black number "95%" followed by a green upward-pointing arrow icon.



Next-Gen Mobility Solutions

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