

Fix the ERP. Answer every call. Ship the website. Run HR **properly.**

Dynamics 365 CRM and Finance & Operations support, AI voice agents, websites and Dmatics HRMS, from one Dubai team.

Four services. One accountable team.

This profile covers the business applications side of Dmatics: the software your staff and your customers touch every day. Each service stands on its own. Most clients start with one.

Dynamics 365 CRM and F&O

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Fixes, performance tuning and process clean-up for systems that are already live.

AI voice agents

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Phone agents that answer, check your calendar, book the meeting and send the email.

Websites

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Designed from scratch, fast on any connection, and simple for your team to keep current.

Dmatics HRMS

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Our own HR platform, made in the UAE, built around UAE labour rules and priced for SMEs.

Your ERP should not need a **workaround** spreadsheet.

We take on Dynamics 365 CRM and Finance & Operations environments that are live but slow, unreliable or half-adopted, and make them run the way the business actually works.

WHAT WE FIX

Batch jobs that fail and postings that get stuck
Integrations and data entities that drop records
Customisations that break with every update
Security roles and segregation-of-duties gaps
Reports that do not reconcile with the ledger

WHAT WE MAKE FASTER

Slow forms, queries and overnight processing
Manual steps, moved into Power Automate flows
Month-end close and approval chains
Master data, cleaned and de-duplicated
Power BI dashboards people open every morning

Health check

We review the environment and talk to the people who use it.

Ranked fix list

Every issue, ordered by what it costs the business.

Fixes in sprints

Tested in sandbox, released without stopping operations.

Ongoing support

One team that already knows your system.

A phone agent that finishes the job.

It speaks naturally, checks real availability in your calendar, books the meeting and sends the confirmation email before the caller hangs up.



The call comes in

Any hour of the day. No queue and no voicemail.



The agent answers

Your script, your tone. It asks what your own team would ask.



Checks the calendar

Reads live availability, so it only offers slots that are free.



Books the meeting

The invite is created while the caller is still on the line.



Sends the email

A confirmation to the caller and a summary to your team.

WHERE IT EARNS ITS PLACE

- Reception and inbound enquiries
- Appointment and demo booking
- After-hours and overflow cover

WHAT YOU CONTROL

- The script, the voice and the working hours
- Which calendars and mailboxes it can use
- When it hands the caller to a person

WHAT YOU GET BACK

- A written summary of every call
- Meetings in the diary, not on sticky notes
- No enquiry lost to a missed call

A website that **sells** while you are in meetings.

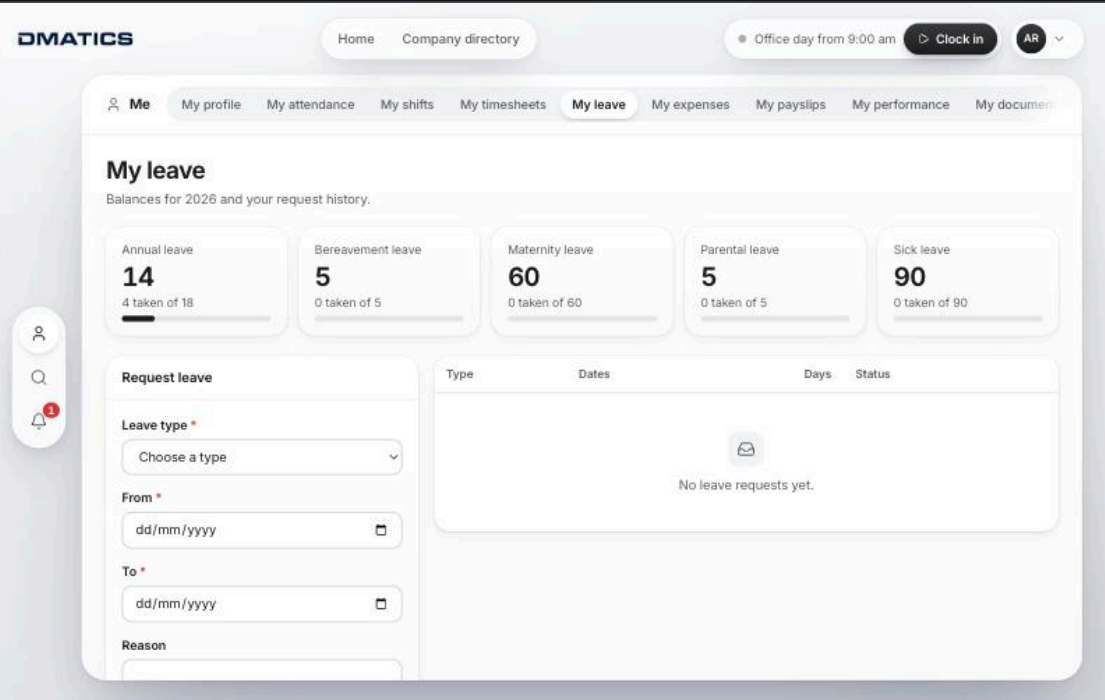
Designed for your brand, not adapted from a template. Our own site, dmaticonline.com, is built and run by the same team.

Designed from scratch Layout, type and imagery made for your brand and your buyers.	Fast everywhere Lightweight pages served from the network edge, on desktop and mobile.
Secure by default Hardened headers, protected forms and spam filtering from day one.	Built to be found Clean structure, metadata and analytics so search and sales can measure it.
AI assistant on the page A chat assistant trained on your services that answers visitors and passes on leads.	Looked after Content updates, new pages and monitoring handled by us after launch.



HR software built for UAE employers.

Dmatics HRMS is made in the UAE, and it is the platform we run our own company on. One system for people, time, pay and compliance, on web and mobile, at a price an SME can sign off.



People

- Employee records with visa and Emirates ID fields
- Positions, departments and organisation chart
- Onboarding and exit checklists
- Hiring requests with approvals

Time

- Clock in and out with late flags
- Leave requests, approvals and balances
- Client timesheets and overtime
- Shift rosters and public holidays

Pay

- Monthly payroll runs and payslips
- WPS salary file for the bank
- Expense claims with receipts
- Medical insurance and renewals

Standards

- Performance reviews, goals and feedback
- Company policies with acceptance records
- Role-based access for HR, accounts and managers
- Full audit log of every change

Made in the UAE

Designed, built and supported by our own team in Dubai.

WPS ready

Salary information file generated from each payroll run.

UAE leave rules

Balances accrue under Federal Decree Law 33 of 2021.

End of service

Gratuity and final settlement built into the exit process.

Start with one problem.

Pick the system that costs you the most time today. We will scope it, fix it and show you the result before you commit to anything larger.

Discovery call

Thirty minutes on your setup, what hurts and what good looks like.

Scoped proposal

A fixed scope with clear deliverables and dates.

Build in sprints

Short cycles with a working result at the end of each one.

Handover and support

Training for your team, and the same people on call afterwards.

2009 Established in Dubai	250+ Customers served	50+ Engineers and analysts	ISO 27001 ISO/IEC 27001:2022 certified	DESC Dubai DESC registered
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