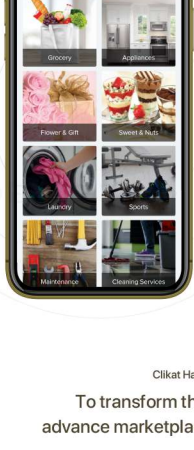


Delivering Online Home Needs In Dubai

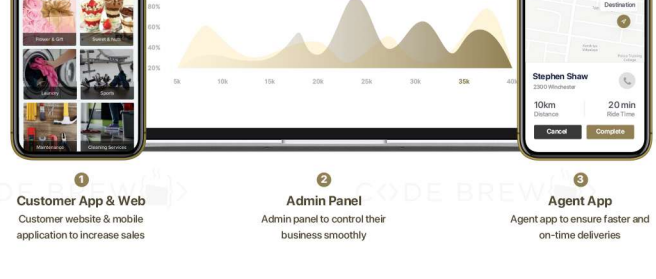
20K+ App Downloads | 12K Vendors | 200 Transaction/Day



“**CLIKAT** an innovative start-up offering a one-stop solution to people in Dubai for meeting their home requirements with a click of a button. Co-founded by five creative entrepreneurs, it delivers home needs by connecting users to local professional service providers. We helped them build their online marketplace, expand their customer base, grow sales, & multiply their revenue.

Clikat Had An Idea To Serve Different Home Needs Under One Roof

To transform their idea into reality, Code Brew created an advance marketplace, offering a complete tech-suite to help their business grow online.

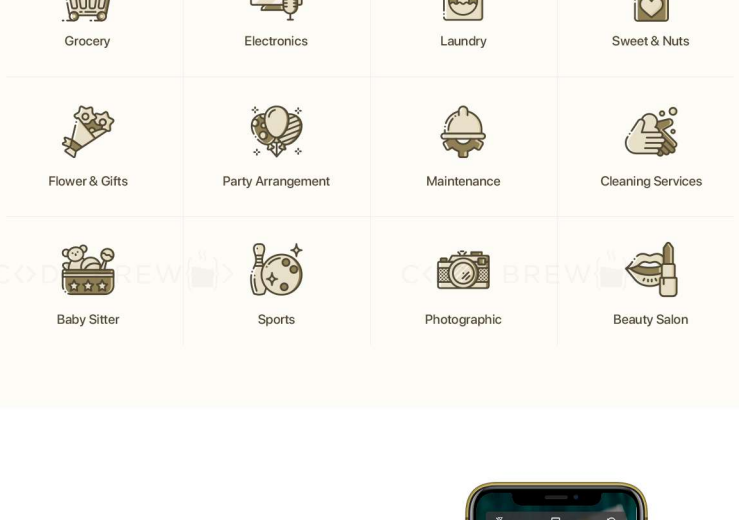


- 1 Customer App & Web: Customer website & mobile application to increase sales
- 2 Admin Panel: Admin panel to control their business smoothly
- 3 Agent App: Agent app to ensure faster and on-time deliveries

“Residents around Dubai showed great interest in the Clikat Application since its launch. The application exceeded 10,000 downloads, and appeared within just three weeks from its launch at the top trending shopping category in the Google Play Store”



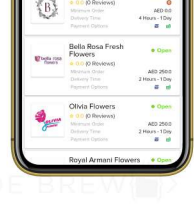
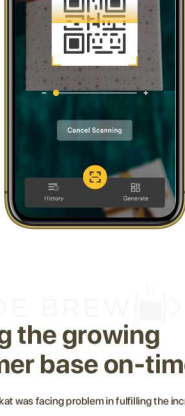
Clikat started offering 12 different services under the same application



Ordering Made Easy & Super Quick With Bar-code Scanner

- Challenge:** Clikat required a way out to simplify ordering & increase their number of orders.
- Solution:** We served them with a branded customer ordering app with a custom feature- Barcode Scanner. Using the same, users could simply scan the barcode of products and place orders within a second.
- Impact:** Clikat observed 62% increase in the total number of orders per month in the first quarter.

[Get A Bar-code Scanner >](#)



Serving the growing customer base on-time

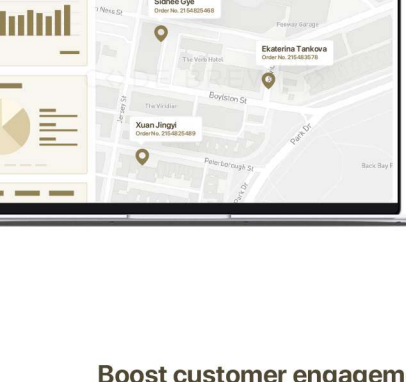
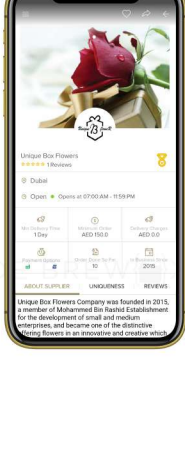
- Challenge:** Clikat was facing problem in fulfilling the increasing number of orders timely
- Solution:** Providing them with a powerful & easy-to-use driver app, we ensured that the delivery agent received visual and sound notification, whenever any order arrived or was assigned. Plus, optimized routes helped them in faster and on-time deliveries.
- Impact:** Clikat was able to deliver orders in a faster and efficient manner, which led to an increase in customer satisfaction rate up to 43%.

[Improve Your Delivery Today >](#)

Expanding The Brand Reach & Building Significant Trust

- Challenge:** For Clikat it was highly important to boost trust among their customers
- Solution:** To build a strong reputation and credibility for their brand, we added a rating and review system. It allowed their customers judge the quality of their offerings. Meanwhile, marketing the same to potential customers and creating a continual brand awareness.
- Impact:** Clikat noticed 29% increase in the number of new customers after the first month itself.

[Boost Your Brand Awareness >](#)



Tracking Agents In Real-Time Made Possible

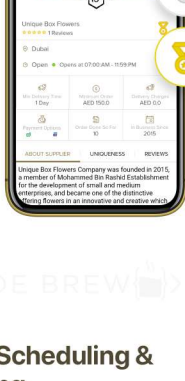
- Challenge:** It was becoming hard for Clikat to remotely track their agents in real-time
- Solution:** With an interactive map they could remotely track their agents in real-time across the defined geographic region, giving them a complete control and reducing the chances of late-deliveries.
- Impact:** It was helpful in reducing overall cost of operations by 47% for Clikat.

[Cut-Down On Your Operational Costs >](#)

Boost customer engagement & retention

- Challenge:** Another challenge for Clikat was to retain customers and keep them engaged
- Solution:** In order to enhance customer engagement, we suggested them to initiate with the loyalty program. The idea was to give rewards to loyal customers in the form of points which could be exchanged for discounts during their next purchase.
- Impact:** The loyalty program encouraged repeat purchases for Clikat, which added a boost to profitability by 68%.

[Engage & Retain Your Customers >](#)



Order Scheduling & Tracking

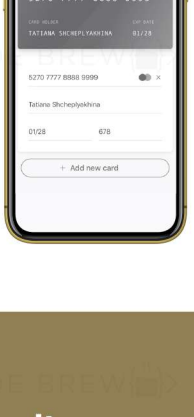
- Challenge:** Clikat wanted to give their users flexibility to schedule orders
- Solution:** We created an advance order management software which added scheduling and tracking flexibility to their marketplace. Users could easily schedule the required service or product, as per their availability. Also they could track their confirmed orders.
- Impact:** With the ease to schedule their orders, an increase in customer satisfaction rate up to 43% was observed.

[Improve Your Customer Satisfaction Rate >](#)

Live Support To Convert More Visitors In Real-Time

- Challenge:** Clikat wanted to enhance their conversion rate.
- Solution:** We provided live support feature to stimulate their customers through a welcome message. Also they could assist customers quickly with a personalized live chat support.
- Impact:** This made Clikat generate 46% more leads, meanwhile helped them engage, route and convert in a better way.

[Boost Your Conversion Rate >](#)



Giving A Choice Of Payment

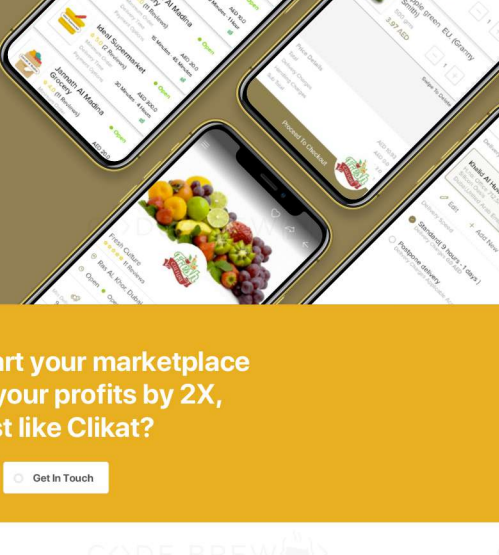
- Challenge:** Next big challenge for Clikat was to add the right payment system
- Solution:** Code Brew performed a thorough market research and studied closely the most commonly used payment systems by people in Dubai. For this, we added option to pay through cash or credit card.
- Impact:** Clikat observed an increase in average transaction value by 44%.

[Improve Your Customer Satisfaction Rate >](#)

Results

With the help of a comprehensive marketplace, Clikat was able to start and scale their business efficiently. Over the time, they benefited from

- Efficient streamlining of delivery operations
- On-time deliveries
- Real-time tracking of delivery agents
- Better data-driven decisions
- Increased number of orders & customers
- Improved customer satisfaction rate
- Reduction in the operational costs



Need to start your marketplace & boost your profits by 2X, Just like Clikat?

[Get In Touch](#)

We'd Love To Get In Touch