



AwraOpsHub

The Operations Platform for Modern Enterprises

SYSTEM REPORT

Inventory · Procurement · Sales · Point of Sale · Financial Reporting

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For investors, enterprise clients, partners and technical evaluators



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1. Executive Summary

AwraOpsHub is an enterprise operations platform that unifies the systems a modern business runs on - inventory and warehouse management, procurement and supplier collaboration, sales and customer invoicing, point of sale, and a complete financial reporting suite - inside a single, multi-tenant cloud product, with a tightly integrated mobile companion for field teams and managers on the go.

The platform is built for organisations that have outgrown spreadsheets and disconnected point tools, but for whom traditional ERP deployments are too heavy, too slow to deploy, and too expensive to maintain. AwraOpsHub bridges that gap with the depth of an enterprise system and the speed of a modern SaaS product.

300+ API endpoints	100+ Eloquent domain models	34+ Mobile screens	11 Functional modules
Multi-tenant isolation by design	300+ role permissions	TLS 1.2+ transport encryption	24/7 platform availability target

Vision

To become the operating system for mid-market and emerging-enterprise organisations - the single place where leaders see the truth of their business and where teams execute the work that moves it forward.

Mission

To deliver enterprise-grade operations software that is honest about cost, transparent about data, designed for the realities of multi-currency and multi-jurisdiction commerce, and accessible from anywhere - in the warehouse, on the shop floor, in the office, or in the field.



Target industries and users

AwraOpsHub is designed for organisations whose day-to-day operations span inventory, procurement, sales and finance. The platform is in active use across:

- Distribution and wholesale - importers, distributors, FMCG and B2B sellers managing multi-warehouse stock and supplier networks.
- Retail and hospitality - chains and independents with point-of-sale, multi-store inventory and customer-loyalty needs.
- Light manufacturing and assembly - businesses that purchase components, assemble products and sell finished goods.
- Healthcare, pharmacy and regulated retail - operations that require lot, expiry and audit-grade traceability.
- Construction, services and professional firms - project-driven businesses that need integrated procurement, invoicing and financial reporting.
- Multi-entity groups and franchises - organisations operating multiple legal entities, branches or outlets under a single corporate roof.

"The operational event is the financial event."

Core value proposition

AwraOpsHub delivers four outcomes that are difficult to obtain from any single competing tool:

- **One platform for the full operations arc.** A purchase requisition, a stock receipt, a customer invoice, a POS sale and a journal entry live in the same system. There is no integration layer to maintain between modules and no reconciliation lag at month-end.
- **Built-in intelligence.** The Awra AI layer surfaces anomalies, replenishment suggestions, supplier-performance signals and forecast risks alongside the data it analyses - not as a separate report.
- **Mobile parity by design.** The companion mobile application is not a viewer; it is a working surface. Warehouse staff, store managers, vendors and approvers complete real transactions from their devices, including offline.
- **Regionally aware, globally capable.** The platform persists currency and country context with every transaction, allowing the same product to operate across markets with different tax regimes, payment rails and reporting requirements.



2. Why We Built AwraOpsHub

Most businesses we meet have outgrown spreadsheets but cannot stomach an ERP project. The ones that try to grow with point tools - one app for inventory, another for invoicing, a separate POS, a spreadsheet for procurement, a bookkeeper for accounts - end up spending the first week of every month reconciling them. Their data tells them what happened weeks ago, not what is happening now.

We built AwraOpsHub because there is a better answer. The modules a business uses every day belong in one place, with one model of customers, items, vendors and money. The mobile workers who actually move the inventory and meet the customers deserve a real working surface, not a stripped-down viewer. The intelligence that surfaces anomalies, forecasts demand and scores suppliers should live inside the work, not in a separate analytics product.

We also believe that good operations software should respect the operating reality of the customer, not assume a North-American single-currency, single-tax-regime world. Mobile money, regional payment rails, variable connectivity, multiple currencies on the same chart of accounts, and jurisdiction-specific e-invoicing are first-class concerns in AwraOpsHub - not afterthoughts.

"Mobile parity by design."

The pace of change in business has accelerated. Reporting that was acceptable monthly is now expected weekly; weekly insight is now expected daily; daily reporting is now expected live. AwraOpsHub is engineered for that pace - operational events post their financial consequences in the same transaction, AI insights refresh continuously, and managers see the state of their business from wherever they are.

And we built it transparently. The roadmap is published, the architecture is documented, the security posture is described in plain language. Our customers should know exactly what they are buying and what we are building next.

3. Platform Overview

Architecture and design approach

AwraOpsHub is engineered as a modular, multi-tenant SaaS platform with a clear separation between presentation, business logic and data. The system is built around a service-oriented backend with well-defined domain boundaries (inventory, procurement, sales, accounting, security and intelligence), a modern responsive web client for desk-based users, and a native mobile companion for field and on-the-go work.

Every customer organisation operates as its own tenant. Tenant data is isolated at the application, database and access-control layers, so the same physical infrastructure can serve many organisations safely while each customer sees only their own information. Roles, permissions, branding and configuration are scoped per tenant.

Layer	Description
Client experience	Responsive web application for staff, managers, executives; native mobile application for warehouse, sales and field teams; dedicated portal for vendors and suppliers.
API surface	Versioned JSON APIs covering 300+ endpoints across inventory, procurement, sales, POS, accounting, security and intelligence. Bearer-token authentication with scoped abilities.
Domain services	Inventory and warehouse, Procurement and RFQ, Vendor management, Sales and CRM, Point of sale, Accounting and reporting, Awra AI, Security and audit, Notifications.
Data and persistence	Multi-tenant relational data store with per-tenant isolation, transactional integrity, point-in-time auditability and document-level snapshot capture.
Infrastructure	Modern cloud hosting with horizontal scaling, scheduled job processing, queued background work and observability throughout.

Technology stack

The platform is built on production-proven, widely supported technologies. This is a deliberate choice: enterprise customers should know that the technology underpinning their operations is well-understood, well-staffed and unlikely to become a single-vendor liability.



- **Backend:** Laravel (PHP) - a mature, fast, secure web framework with first-class support for queues, scheduling, broadcasting and authorisation.
- **Web client:** Server-rendered and progressively enhanced views, optimised for responsive use on tablet and desktop.
- **Mobile client:** React Native, delivering a native experience on Android with an iOS build on the roadmap.
- **Data:** Relational SQL with structured migrations, indexed for high-volume transactional workloads.
- **Messaging:** Firebase Cloud Messaging for push, established providers for email and SMS, and configurable per-tenant notification preferences.
- **Payments:** Native integrations with M-Pesa, PayPal and Paystack today, with additional gateways on the roadmap.
- **Intelligence:** The Awra AI service layer for anomaly detection, forecasting and recommendation, designed with tenant-scoped retrieval and human-in-the-loop guardrails.

Multi-tenant capabilities

Multi-tenancy is foundational, not retrofitted. Every domain object - from an inventory item to a journal entry - is scoped to its tenant, and the access path enforces that boundary at every layer.

- Per-tenant configuration: roles, permissions, plan, branding, currency, country, fiscal calendar, notification preferences, integrations.
- Per-tenant data isolation: queries, caches, exports and reports never cross tenant boundaries.
- Per-tenant operational settings: document numbering sequences (per-tenant, per-document-type, per-year - applied uniformly across invoices, quotations, purchase orders, credit notes and vendor portal documents), default warehouses, default tax treatment, audit retention.
- Per-tenant subscription plan: feature availability and entitlement are evaluated as the intersection of role permissions and plan permissions.

4. Platform Architecture

AwraOpsHub is a clean, layered system: three client surfaces (web, mobile, vendor portal) speak to a single API layer, which dispatches to clearly-bounded domain services backed by a multi-tenant data store. The Awra AI layer reads and writes alongside the domain services with the same authorisation and audit controls.

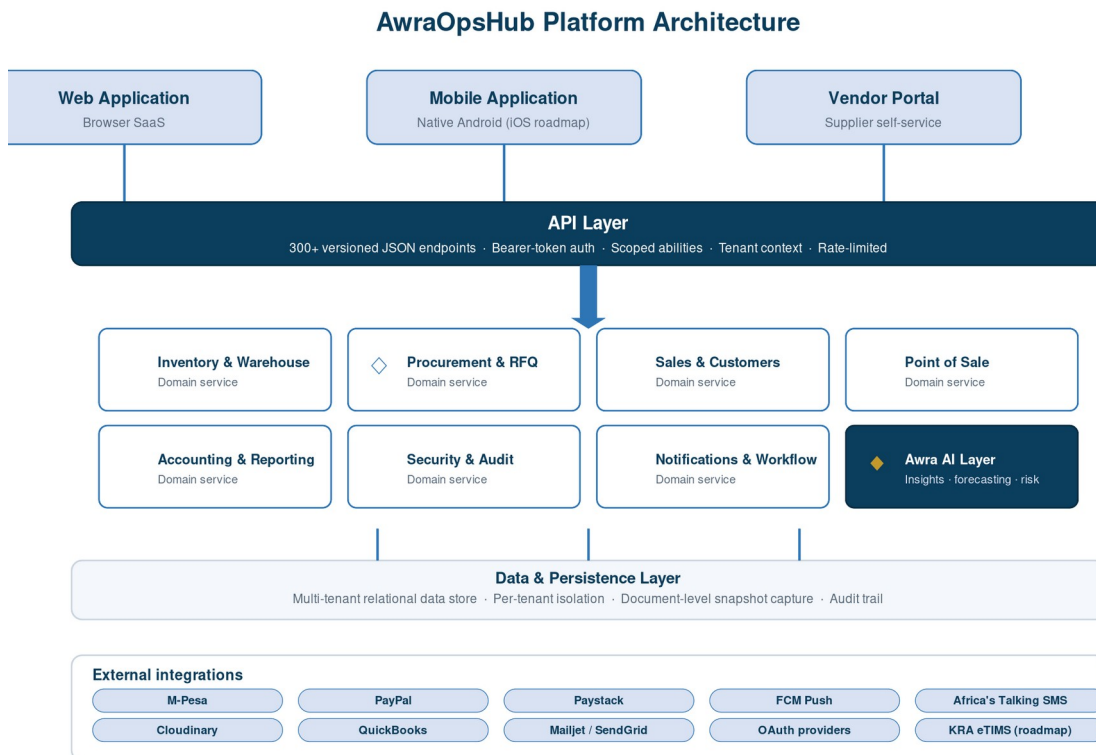


Figure 1. AwraOpsHub layered architecture. Three client surfaces converge on one API; domain services share one data store; integrations attach laterally.

5. Core Modules and Capabilities

AwraOpsHub is delivered as one integrated platform. The modules below cooperate seamlessly: a purchase order written in Procurement updates Inventory on receipt, posts to Accounting on invoice, and is visible to suppliers in the Vendor Portal throughout.

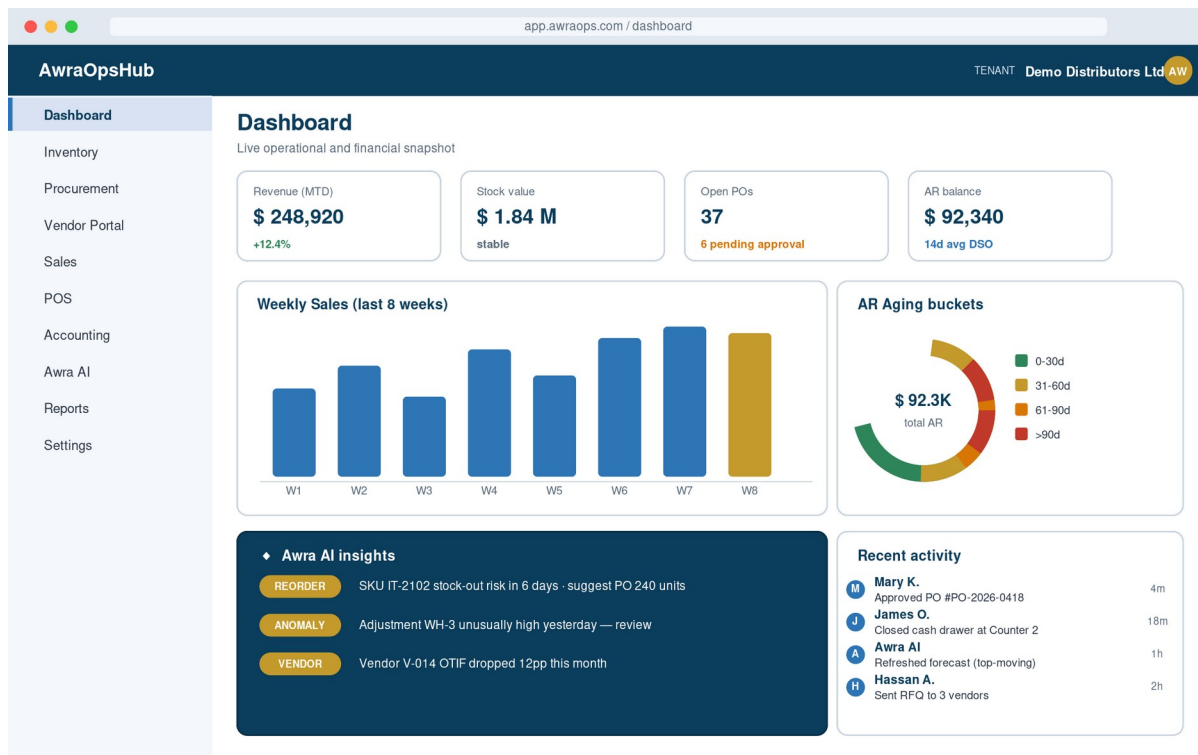


Figure 2. The unified dashboard combines operational KPIs, AR aging, weekly sales and live Awra AI insights.

Inventory and Warehouse Management

A comprehensive system for managing stock across multiple warehouses and locations, with full visibility from receipt to issue.

- Multi-warehouse, multi-location inventory with hierarchical organisation.
- Item master with categories, suppliers, barcode generation and lookup.
- Stock transfers with full in-transit lifecycle: dispatch, in-transit allocation, receipt, shrinkage

capture, return-to-source.

- Adjustments with check-in / check-out, bulk operations, reason codes, restore from trash.
- Replenishment intelligence and low-stock alerts.

Business value: reduces stock-outs, eliminates phantom inventory, and provides audit-grade history of every unit's movement.

◇ Procurement and RFQ Workflows

An end-to-end procure-to-pay engine covering the full lifecycle from internal requisition to vendor payment.

- Procurement requests with itemised needs, departmental routing and status workflow.
- Requests for Quotation (RFQs) sent to selected vendors, with creation, approval, send, and rejection paths.
- Vendor quotations with AI-assisted comparative analysis, including category-level and price-level analytics.
- Purchase orders with payment recording, three-way matching against goods receipt and supplier invoice, and landed-cost allocation.
- Supplier performance analytics, order tracking and exception queue.

Business value: shortens procurement cycles, improves spend visibility, surfaces the best vendor for each line.

app.awraops.com / procurement / purchase-orders

Procurement · Purchase Orders

Requests RFQs Quotations **Purchase Orders** Vendors

PO #	Vendor	Items	Total	Status	Date
PO-2026-0418	BlueOcean Supplies Ltd	12	\$ 24,860.00	Acknowledged	15 May 2026
PO-2026-0417	Hardware Pro East Africa	6	\$ 8,420.00	In Transit	14 May 2026
PO-2026-0416	Mwangi & Sons Wholesale	21	\$ 41,180.00	Received	14 May 2026
PO-2026-0415	Lagos Industrial Co	8	\$ 12,200.00	Pending Approval	13 May 2026
PO-2026-0414	Cape Town Hardware	4	\$ 4,840.00	Draft	13 May 2026
PO-2026-0413	Accra Distributors	17	\$ 32,140.00	Paid	12 May 2026
PO-2026-0412	Kigali Trade Hub	9	\$ 14,200.00	Acknowledged	12 May 2026

— click any row to open 3-way match, landed costs and vendor scorecard side-by-side —

Figure 3. The procurement view shows the live state of every purchase order, from draft through paid, with one-click access to three-way matching and supplier scorecards.

Vendor and Supplier Management

A dedicated, controlled environment that brings suppliers into the same operating loop as internal teams.

- Vendor master with contacts, banking, categories and document history.
- Dedicated vendor portal: suppliers see only their RFQs, quotations and purchase orders.
- Vendor self-service: submit quotations, acknowledge purchase orders, update shipping status, upload invoices.
- Welcome-email automation, password reset, and per-vendor access control.

Business value: reduces email back-and-forth with suppliers, accelerates RFQ-to-PO conversion, and creates a real-time view of supplier responsiveness.



app.awraops.com / vendor / dashboard

Vendor Portal — BlueOcean Supplies Ltd Preferred vendor

Open RFQs

3 response window 4d avg

Active POs

7 \$ 64,200 in transit

Invoices to upload

2 after delivery

Open RFQs awaiting your quote

RFQ-2026-119 Industrial fasteners — 12 SKUs	Due in 2 days	Est. \$ 18,400	Submit quote
RFQ-2026-118 Cable assemblies — 4 SKUs	Due in 5 days	Est. \$ 8,200	Submit quote
RFQ-2026-115 Safety equipment — 9 SKUs	Due in 1 day	Est. \$ 12,900	Submit quote

Active purchase orders

PO-2026-0418	Acknowledged	Update shipping →
PO-2026-0411	Shipped	Upload invoice →
PO-2026-0407	Delivered	Upload invoice →

Figure 4. Vendors see only their own RFQs, POs and invoices. The portal is the same architecture as the buyer-side B2B portal on the roadmap.

📌 Sales, Invoicing and Customer Management

A full sales engine that takes customers from quote to payment, with the controls a growing business needs.

- Customer master with contacts, multiple addresses, credit limits and statement-of-account emailing on demand.
- Customer invoices with creation, approval, checkout, PDF generation, email delivery and payment recording.
- Credit-hold workflow with snapshot of credit exposure at invoice time and a fully audited override path for authorised users.
- Sales payments with reconciliation against invoices and aging-based reminders.
- Currency and country snapshot persisted on every quotation, invoice and sale for time-correct reporting.

Business value: reduces days sales outstanding, protects gross margin through controlled credit decisions, and accelerates collection.

◆ Point of Sale (POS)

A retail-grade POS surface integrated with the same inventory, customer and accounting backbone.

- POS counters configurable per outlet, with sales summary and per-shift reporting.
- Cash drawer reconciliation: open with float, mid-shift cash drops, close with counted cash, automatic variance.
- Multi-tender sales: cash, card, mobile money on the same sale.
- Returns at POS with reason codes, refund tender, exchange flow, restock decision and cash-drawer-safe variance handling.
- Receipt customisation per outlet (logo, footer copy) and digital receipts delivered via email or SMS.
- Items-in-stock lookup at the till, integrated with the same item master used elsewhere.

Business value: unifies retail floor activity with back-office finance in real time, eliminates end-of-day reconciliation friction, gives every outlet branded receipts that customers can keep digitally.

The screenshot shows a POS interface for 'Counter 2 · James O.' with a session status of 'OPEN - float \$200.00'. The main area displays a grid of 9 items, each with a color-coded background, a circular icon, and a price tag. The items are:

Item ID	Item Name	Price
A-1001	Cement bag 50kg	\$ 8.50
A-1002	PVC pipe 1.5m	\$ 12.00
A-1003	Paint 5L white	\$ 22.50
A-1004	Hammer claw	\$ 9.40
A-1005	Light bulb LED	\$ 3.20
A-1006	Power drill	\$ 89.00
A-1007	Garden hose 15m	\$ 18.50
A-1008	Insulation roll	\$ 32.00
A-1009	Screws box 200	\$ 4.80

The right-hand panel shows the sale summary for 'Sale #POS-2026-1844' (Customer: Walk-in):

Quantity	Item	Price
4 x	Cement bag 50kg	\$ 34.00
2 x	PVC pipe 1.5m	\$ 24.00
1 x	Power drill	\$ 89.00
6 x	Light bulb LED	\$ 19.20
Subtotal		\$ 166.20
VAT (16%)		\$ 26.59
TOTAL		\$ 192.79

Payment options are 'Cash', 'Card', and 'M-Pesa'. A large 'COMPLETE SALE' button is at the bottom.

Figure 5. The POS surface combines item scanning, multi-tender payment and cash drawer state in a single screen, optimised for tablet use at the counter.

■ Accounting and Financial Reporting

A complete double-entry accounting suite that captures the financial consequences of every operational event automatically.

- Chart of accounts, journals, ledgers and trial balance.
- Statutory statements: income statement, balance sheet, cash-flow statement.
- Accounts receivable and accounts payable with aging analysis and reminder workflow.
- Fixed asset register, tax configuration, reconciliation with exception management.
- Period close with open / close / reopen and status verification; sync-health monitoring for accounting integrity.

Business value: real-time, audit-ready view of the organisation; shortens month-end close; removes the bridge between operations and the general ledger.

◆ Reporting and Analytics

Operational and financial insight is built in, not bolted on.

- Operational dashboards: inventory levels, item activity, low-stock, stock movement, location throughput and usage.
- Sales analytics: POS sales summaries, shift summaries, payment reports.
- Financial reports: trial balance, P&L, balance sheet, cash flow, AR/AP aging.
- Awra AI insights: anomaly radar, smart alerts, replenishment suggestions, forecast top-movers and stock-out risks, supplier performance, quality check and exception queue.
- Ops Pulse: a real-time operations control surface across the platform.
- Saved filters and saved searches per user across list-heavy modules - POS reports, invoices, customers, items, purchase orders, quotations, cash drawers.
- Scheduled report delivery: PDF, CSV or XLSX reports automatically emailed on daily, weekly or monthly cadence.

Business value: turns operational data into daily decisions, and pushes the right view to the right inbox without anyone having to log in.



Figure 6. The analytics view brings revenue trend, KPIs, channel mix and live Awra AI recommendations onto one canvas.

6. Operational Workflows

AwraOpsHub is most powerful when modules cooperate. The three workflows below illustrate how a single business event propagates through the platform without manual re-entry.

The procurement lifecycle (procure-to-pay)

A purchase requisition is the moment an operational need becomes a financial commitment. AwraOpsHub turns the journey from requisition to payment into a single, transparent flow:

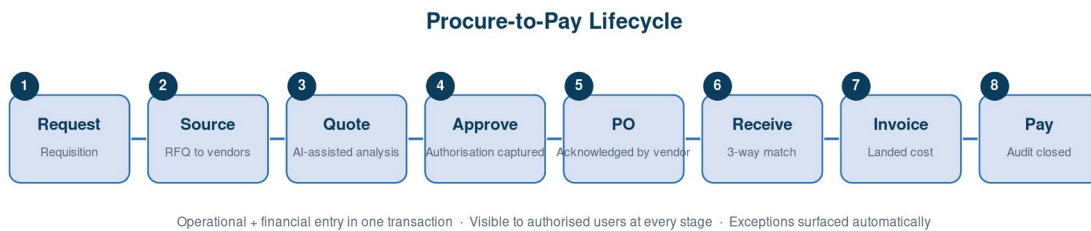


Figure 7. The eight-stage procure-to-pay lifecycle. Every stage is visible to authorised users in real time; exceptions surface automatically.

Inventory transfer lifecycle

Inventory movements between warehouses pass through an explicit in-transit state, with received quantity and shrinkage captured on arrival, and a return-to-source path if the receipt cannot complete.

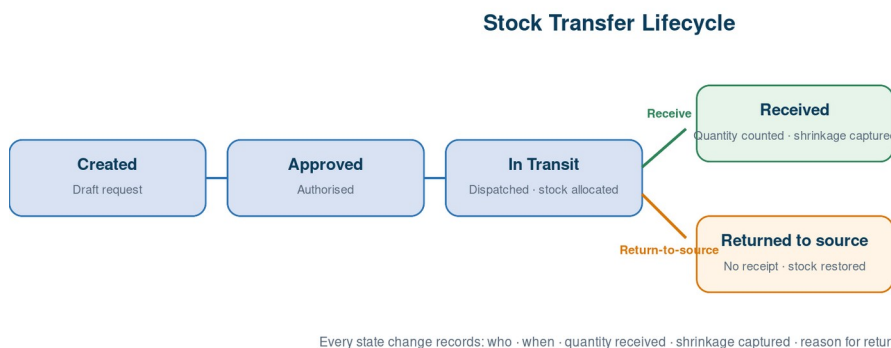


Figure 8. The inventory transfer state machine. Shrinkage is captured at receipt; failed receipts are routed back to source.

Point-of-sale flow

Every POS sale closes inventory, books revenue, records the tender, updates the cash drawer if cash, and posts to accounting - in one atomic transaction.

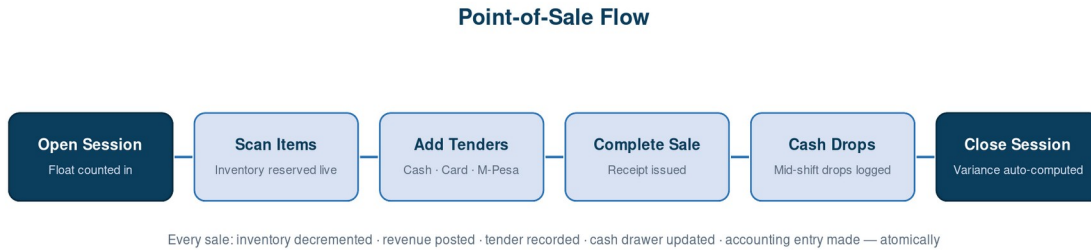


Figure 9. The POS session lifecycle. Cash drawer state is monitored end-to-end; variance is auto-computed at close.

Approval workflow

All authorisations - PO approval, journal entry approval, credit-hold override - flow through the same configurable engine. Customers define their own matrices by amount, category, currency and department. Every approval is recorded with the approver, timestamp and reason.

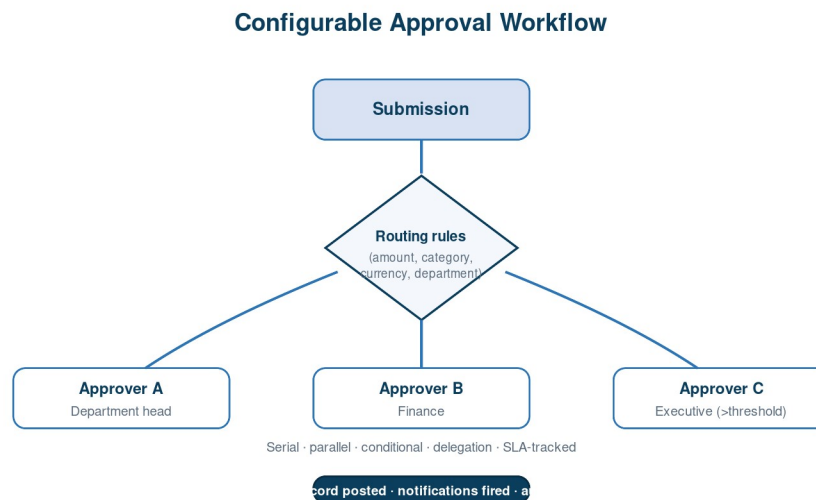


Figure 10. The configurable approval engine. Serial, parallel, conditional and delegation patterns are all supported; SLAs are tracked.

"The integration layer is not the customer's problem."

7. Mobile Application

The mobile companion is a first-class working surface, not a viewer. Field teams, store managers, warehouse staff, vendors and approvers complete real work directly from their devices.

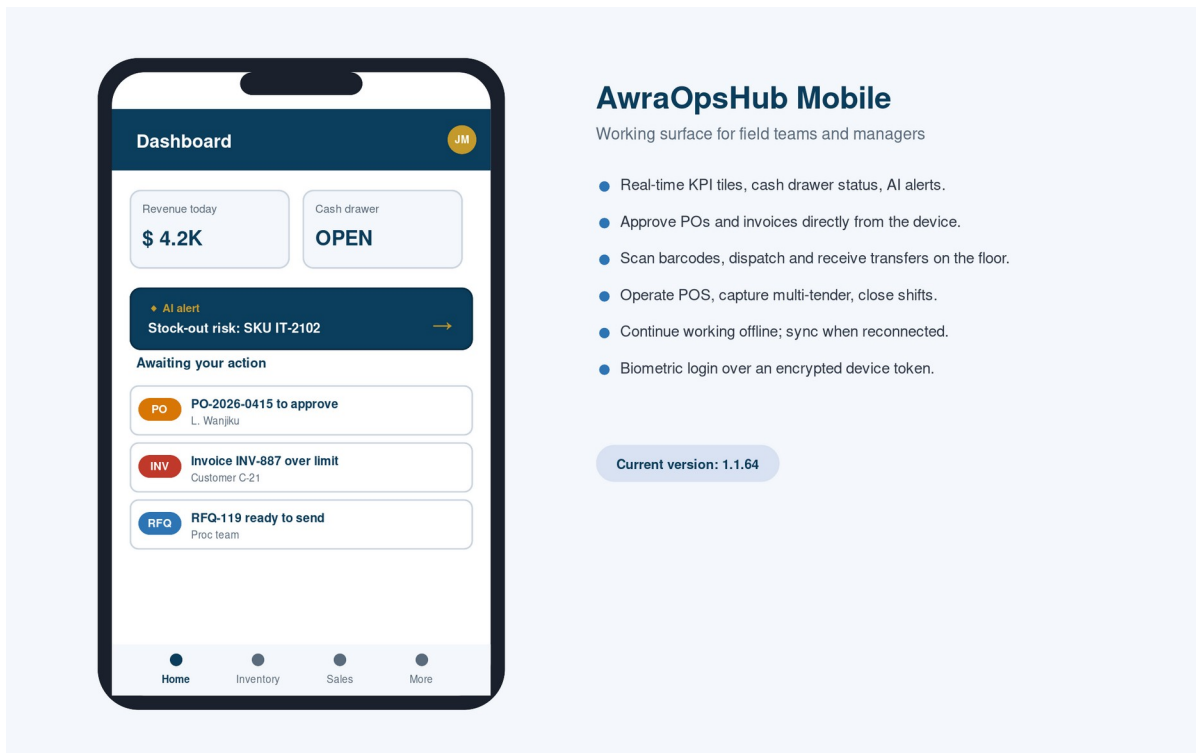


Figure 11. The AwraOpsHub mobile companion: real-time KPIs, AI alerts, action queue, biometric login.

Role in the ecosystem

AwraOpsHub Mobile is a native Android application (with an iOS build on the roadmap) that connects to the same backend as the web platform. It is purpose-built for the moments when a desk is not available - a warehouse aisle, a store floor, a supplier site, a delivery in the field, a meeting in transit.

Key features

- Real-time dashboards with KPI tiles, ops pulse, smart alerts and AI-driven recommendations.



- Inventory operations on the floor: items lookup, barcode scanning, warehouse and location management, full stock transfer lifecycle with dispatch, receive and return-to-source.
- Scan-and-act: a barcode scan from anywhere in the app routes to the relevant record - item, location, purchase order, invoice, cash drawer, stock transfer - in one tap.
- Procurement on the move: review and act on procurement requests, RFQs and purchase orders.
- Sales and POS in your hand: customer CRUD, invoices, payment recording, point of sale, cash drawer management, shift summaries.
- Vendor portal access: vendors and suppliers use the same mobile companion for their portion of the workflow.
- Security operations: MFA setup, biometric login, role-permission administration from the device.

Synchronisation with the backend

The mobile companion communicates through the same secure, versioned API used by the web client, with token-based authentication and per-request authorisation. A local store on the device enables key write paths to continue working when the network is unavailable; changes synchronise transparently when connectivity returns.

- Tokens bound to the device with abilities scoped to the specific category of work.
- Tenant context attached to every request so users always see the correct organisation.
- Idempotency tokens on every mobile write - POS sale, payment, invoice, customer, item, cash-drawer event, stock-transfer action - so a retry over a flaky network never produces a duplicate.
- Push notifications delivered through Firebase Cloud Messaging for in-the-moment alerts.
- Background synchronisation of queued offline work to the backend.

Performance and usability

- Native navigation patterns optimised for one-handed use, with deep links to specific records.
- Adaptive layouts for phones and tablets.
- Camera-driven barcode capture for fast scanning at the warehouse and till.
- Optimised image handling and progressive uploads for low-bandwidth environments.
- Continuous release cadence with in-app update notifications and minimum-supported-version enforcement.

8. Security and Data Protection

AwraOpsHub is designed for organisations whose financial records, customer data and operational history are mission-critical. The platform follows industry best practices for the protection of that data and the privacy of the people the data describes.

Security is a continuous discipline, not a feature. The platform combines defence-in-depth at the technology layer with strict operational processes for change management, key handling and access review.

Authentication and identity

- Bearer-token authentication for API access, with tokens issued and revoked per session and per device.
- Scoped token abilities so a token issued for a specific purpose - mobile use, biometric re-login - is honoured only for the intended scope.
- Multi-factor authentication with TOTP authenticator apps and recovery codes.
- Biometric login on supported mobile devices, layered on top of the underlying token model.
- Password policy with strong-complexity requirements and secure password reset flows.

Authorisation and access control

- Role-based access control with fine-grained, named permissions across the platform.
- Per-tenant role definitions so each customer organisation reflects its own structure of authority.
- Plan-aware entitlement: effective access is the intersection of role permissions and the subscription plan.
- Vendor portal access separated from primary tenant access; suppliers see only their own related records.
- Optional IP allowlisting and device tracking for tenants with stricter access policies.

Tenant data isolation

- Every record is scoped to its tenant at the application, query and access-control layers.
- Cross-tenant access is prevented by design.



- Per-tenant configuration (currency, country, fiscal calendar, document numbering) means each customer's operating context is its own.

Encryption and storage

- All communication encrypted in transit over TLS.
- Particularly sensitive material such as multi-factor recovery secrets is encrypted at rest using the platform's managed key infrastructure.
- Document numbers (per-tenant, per-document-type, per-year sequences) and currency / country / tax context are persisted as immutable snapshots at the moment of posting. Every PDF, email, statement and receipt renders the version of the truth that was in effect when the document was issued, no matter how tenant configuration evolves later.

Auditability and accountability

- Activity logging captures who did what and when across the platform, with retention configurable per tenant.
- Document trails preserve the lineage of every transactional record.
- Reconciliation and sync-health monitors continuously verify the integrity of the accounting picture.

Application and platform hardening

- Modern web security headers applied platform-wide.
- Rate-limiting on authentication and security-sensitive endpoints.
- Continuous testing of critical security paths including tenant isolation, access control and authentication boundaries.
- Managed mobile release channel with version control, minimum-supported-version enforcement and signed binaries.

AwraOpsHub treats security as table stakes. The platform does not require customers to choose between functionality and protection; both are delivered together.

9. AI Guardrails

Awra AI is a working layer of the platform, not a science experiment. It is designed to be trustworthy for finance teams and auditors, not just impressive in demos. The guardrails below are built into the AI surface from day one.

Tenant-scoped retrieval

- Every AI prompt and retrieval operation is bounded by the tenant the user is logged into. The model never sees data from another tenant.
- There is no cross-customer training. Tenant data is not used to train shared models.
- Sensitive fields (passwords, secrets, tokens) are excluded from AI context.

Human-in-the-loop by default

- Actions that change records - drafting a purchase order, adjusting stock, posting a journal entry - require a human approval gate.
- AI-generated suggestions are presented as recommendations alongside the source data, not auto-applied.
- Override of an AI recommendation is logged with the user and reason.

Explainability

- Every AI output cites the records it drew on - the specific invoices, SKUs, journals or movements that informed the recommendation.
- Users can drill down from a recommendation to the underlying data without leaving the page.
- Confidence indicators accompany predictions where statistically meaningful.

Auditability

- Every AI request, response and human decision is captured in the activity log.
- AI usage is reportable per tenant for audit and capacity-planning purposes.
- Anomaly-detection signals are themselves auditable - what was flagged, when, by which rule, and how it was resolved.



"AI in AwraOpsHub answers questions about your data. It never decides for you."



10. Implementation and Onboarding

Enterprise buyers are right to ask "how long does this take?" and "what does the journey look like?" before they sign. The answer for AwraOpsHub is: short, predictable, and supported.

Phase	Typical duration	What happens
Discovery	1 day	Brief working session to understand modules in scope, users, locations, currencies, jurisdictions, and any priority integrations.
Tenant provisioning	Same day	Production tenant created, sandbox tenant created, primary admin provisioned, branding applied.
Data import	1-3 days	Items, customers, vendors, opening balances, opening stock and chart of accounts imported from spreadsheets or legacy systems with validated CSV / XLSX templates.
Configuration	1-2 days	Roles and permissions, warehouses and locations, tax setup, document numbering, POS counters, notification preferences, integrations.
Training	1-3 sessions	Role-based training delivered live or via recorded sessions; supporting documentation and short videos in-app.
Pilot	1-2 weeks	Limited team operates on the production tenant against real transactions, with daily support.
Cutover	1 day	Final balances imported, legacy systems frozen, full team onboarded.
Hypercare	2-4 weeks	Dedicated support window with priority response for the first month after cutover.

Data migration support

- Validated import templates for items, customers, vendors, chart of accounts, opening balances and opening stock.
- Migration assistance from spreadsheets, accounting packages and legacy ERPs.
- Sandbox tenant for dry-run imports and reversibility before production cutover.
- Direct API path for customers with substantial legacy datasets or programmatic migration needs.



Training

- Role-specific training programmes for warehouse, sales, procurement, finance and admin users.
- Live training sessions plus recorded walk-throughs available on demand.
- In-app documentation and contextual help.
- Train-the-trainer model for larger customer organisations.

Support and service levels

- Tiered support plans available - standard, business and enterprise - with corresponding response-time commitments.
- Dedicated customer success contact for business and enterprise plans.
- Hypercare period included in onboarding for every new tenant.
- Customer-portal access for ticket tracking, knowledge base and release notes.

Sandbox environment

- Every customer receives a sandbox tenant alongside production for safe experimentation, training and integration testing.
- Sandbox refresh available on demand to mirror production state.
- Sandbox is fully featured with the same API surface as production.

"Most new tenants are productive on the same day they are provisioned."

11. Integration Ecosystem

AwraOpsHub is built to fit into a customer's existing technology landscape rather than replace it wholesale. Integrations cover payments, banking, communications, identity, productivity tools, accounting exports and business-intelligence pipelines. The table below illustrates the categories and concrete examples.

Integration type	Concrete examples
Payment gateways	M-Pesa (Daraja) · PayPal · Paystack · Card processors via standard gateways · additional gateways on roadmap
SMS gateways	Africa's Talking · roadmap support for Twilio and provider-of-choice
Email providers	Mailjet · SendGrid · SMTP · per-tenant sender domain configuration
Push notifications	Firebase Cloud Messaging (FCM) for Android and iOS push
Barcode scanners	Native barcode generation, lookup and scanning via mobile camera; compatible with USB and Bluetooth scanner hardware
Receipt and label printers	Roadmap: Bluetooth and network-connected receipt and label printers for POS and warehouse
Image and document storage	Cloudinary-backed image pipeline for items, customers and brand assets
Accounting exports	QuickBooks SDK; roadmap support for Xero, Sage Cloud, Sage Intacct, NetSuite and Microsoft Dynamics
Banking and reconciliation	Roadmap: Plaid, TrueLayer, Stitch, Mono, Okra for open-banking feeds and auto-match reconciliation
Identity providers	Roadmap: SSO via SAML and OIDC (Okta, Azure AD, Google Workspace); SCIM provisioning
BI and analytics	Roadmap: nightly Parquet / CSV exports for Power BI, Looker, Metabase, Tableau
E-invoicing direction	Kenya KRA eTIMS, Nigeria FIRS, South Africa SARS, UK MTD, EU PEPPOL, GCC ZATCA - delivered as jurisdiction packs
Communications	Roadmap: Slack, Microsoft Teams and WhatsApp Business for in-context notifications and approvals
Productivity	Roadmap: Google Drive, Microsoft OneDrive, Dropbox for attachment management
Public API	JSON API across the platform; OAuth and developer portal on the



Integration type	Concrete examples
	roadmap for partner-built integrations

Integration governance: each integration runs as a plug-in with its own credentials store, dedicated webhook secret, per-integration error log and an enable / disable toggle per tenant. Customers turn on only what they need.



12. Deployment, Hosting and Operational Maturity

AwraOpsHub is delivered as managed software-as-a-service. The team operates the platform; customers consume it. There is no infrastructure for the customer to procure, run or patch. The operational maturity signals below describe how the platform is run.

Deployment approach

- Cloud-native deployment on industry-standard infrastructure with automated provisioning, scaling and recovery.
- Continuous integration and deployment pipelines push reviewed and tested changes into production with low cycle times.
- Infrastructure-as-code: environments are reproducible and changes are reviewable.
- Blue / green-style rollout and rapid rollback strategy for the rare situation where an issue is detected after release.

Reliability and disaster recovery

- Automated, scheduled backups of customer data with documented retention.
- Point-in-time recovery capability for critical data restoration scenarios.
- Disaster-recovery procedures with defined RPO and RTO targets, regularly exercised.
- Background-job retry and dead-letter handling so transient infrastructure issues do not silently fail.
- Multi-AZ data redundancy by default; multi-region deployment on the roadmap for customers with data-residency requirements.

Observability

- Continuous metrics, logging and tracing across the platform.
- Service-level monitoring of API response time, error rates, queue depths and scheduler health.
- Internal alerting on anomalous patterns ahead of customer impact.
- Synthetic checks against critical user journeys.



Update and release process

- Continuous, transparent updates to the web platform; customers always run the latest version with no upgrade projects.
- Managed mobile release channel with signed builds and minimum-supported-version enforcement.
- Release notes and changelog communication for material functionality changes.
- Customer notifications for scheduled maintenance, kept to a minimum by design.

Audit retention

- Activity logs retained per tenant per configurable policy.
- Document trails preserve transactional lineage for the lifetime of the tenant.
- Tenant data export available on demand for portability or external archival.

"Customers grow into the platform, not out of it."

13. Compliance and Regulatory Direction

AwraOpsHub is designed to be defensible to regulators, auditors and tax authorities. Some of these capabilities are in production today; others are on the published roadmap.

Accounting standards

- Double-entry accounting with full ledger, trial balance, P&L, balance sheet and cash-flow statement.
- Designed for alignment with International Financial Reporting Standards (IFRS); revenue recognition (IFRS 15) and lease accounting (IFRS 16) on the roadmap.
- Period close: open, close and reopen with status verification; year-end checklist with sign-offs on the roadmap.

VAT, GST and sales tax

- Global tax configuration with tax types and rates, configurable per tenant and per jurisdiction.
- Currency and country snapshot persisted on every transaction so historical tax treatment remains accurate.
- Roadmap: jurisdiction packs for Kenya VAT 16%, Nigeria VAT 7.5%, South Africa VAT 15%, Ghana VAT 12.5%, UK VAT, EU country-specific VAT, GCC VAT 5%, US sales tax via established providers.

E-invoicing direction

- Kenya KRA eTIMS (OSCU / VSCU) - active roadmap, near-term.
- Nigeria FIRS e-invoicing - active roadmap.
- South Africa SARS e-filing - planned.
- Ghana GRA, Rwanda EBM, Uganda EFRIS - planned regional rollout.
- EU PEPPOL e-invoicing, UAE / Saudi Arabia ZATCA Phase 2, UK MTD - planned.

Audit readiness

- Activity logging of who did what and when across the platform, with retention configurable per tenant.
- Document trail per record - from creation through approval and edit.
- Reconciliation tools with exception management to surface discrepancies before audit.



-
- Drill-down from reported numbers to source transactions on the roadmap.
 - Tenant data export to support external audit and data-portability.

Retention and privacy

- Per-tenant retention policies for activity logs and operational documents.
- Right-to-export support for data-portability obligations.
- No cross-customer data sharing or shared-model training - tenant data stays inside the tenant boundary.

14. Customer Scenarios

The scenarios below illustrate the kinds of organisations that AwraOpsHub serves today. Specific customer identities are not disclosed; the patterns are real and representative.

Distributor with multiple warehouses

A distribution business operating five warehouses across two cities, with fourteen sales representatives covering three customer segments.

- Real-time inventory across all warehouses, with replenishment suggestions on a per-location basis.
- Stock transfers between warehouses tracked through the in-transit lifecycle with shrinkage capture.
- Sales reps issue quotes and convert them to invoices from the mobile companion in the field.
- Procurement team manages supplier RFQs, evaluates quotations with AI-assisted analysis and converts to POs without leaving the platform.
- Finance posts to the general ledger automatically and closes the month inside AwraOpsHub.

Outcome: unified operational and financial view across five locations; days sales outstanding meaningfully reduced; supplier-cycle time visibly shorter.

Retail chain with POS and inventory

A retail chain operating multiple branded outlets, each with a counter or two, plus a central warehouse and an e-commerce channel.

- POS at every counter, with cash drawer reconciliation, shift summaries and multi-tender payment.
- Central inventory visible to every store; transfer-requests from POS to the warehouse for missing stock.
- Customer profiles and credit limits enforced at the till.
- Accounting closes each branch and consolidates centrally.

- Awra AI surfaces slow-moving stock and seasonally-weighted reorder recommendations.

Outcome: shift-end reconciliation drops to minutes; stock-outs reduced through AI-assisted replenishment; finance and operations see the same numbers.

◇ Light manufacturer with procurement and supplier portal

A light-manufacturing business that purchases components from a network of suppliers, assembles products and sells to retailers and direct.

- Procurement requests originate from production planning and route to procurement.
- RFQs go out to a tiered supplier base; suppliers respond through the vendor portal.
- Purchase orders auto-acknowledged by preferred vendors, with shipping status and supplier invoice upload via the portal.
- Three-way matching at goods receipt and supplier invoice; landed costs allocated to product cost.
- Finance sees the gross-margin impact of every batch in real time.

Outcome: procurement cycle time visibly shorter; supplier responsiveness measurable; cost-of-goods accuracy improves significantly.

● Services firm with project-driven invoicing

A professional-services business that delivers projects on retainer and milestone, with a small inventory of resold equipment.

- Customer invoicing aligned to milestones; recurring invoicing on the roadmap.
- Credit-hold workflow protects margin on customers nearing their limit.
- Statement of accounts emailed on schedule.
- Equipment resale tracked through the same inventory module; finance recognised on issue.

Outcome: DSO under control; finance has the same view as project delivery; auditor finds an exemplary trail.



15. Competitive Position

Customers evaluating operations software typically compare two alternatives to AwraOpsHub: a traditional ERP (such as a large multi-module suite) or a stack of point solutions (one tool for inventory, another for invoicing, a separate POS, an external bookkeeper). The table below describes how AwraOpsHub differs.

Dimension	Traditional ERP	Point solutions	AwraOpsHub
Deployment time	6-18 months with implementation partner	Per-tool onboarding, then ongoing integration work	Hours to days; production-ready on day one
Functional coverage	Broad but uneven; advanced modules in higher tiers	Deep per tool; gaps between tools	Integrated coverage across the operations arc
Integration complexity	Customer-led integrations or paid connectors	Customer or partner stitches the stack	One platform, modules cooperate natively
Mobile support	Often a viewer or limited companion	Per-tool apps with inconsistent UX	First-class mobile with offline capability
Regional payment rails	Limited or via partner	Per-tool, often not all	M-Pesa, PayPal, Paystack native; regional packs planned
Currency / jurisdiction	Available in higher tiers	Inconsistent across the stack	Persisted snapshots; jurisdiction-pack architecture
Pricing transparency	Per-module, per-seat, plus implementation	Per-tool subscriptions stack up	Transparent, plan-based, no implementation lock-in
Time to first value	Quarters	Weeks to months per tool	Days
Customisation	Heavy customisation possible at cost	Limited per tool	Configurable workflows and roles; APIs for extension
Total cost of ownership	High - software + partner + maintenance	Compounds across tools and integrations	Single subscription; integrations included



How customers describe the difference

- "It feels like one product, not five." - the mental model collapses to one model of customer, item, vendor, money.
- "My team got it on the first day." - role-based defaults and mobile-first UX shorten the learning curve.
- "My CFO and my warehouse manager look at the same screen." - operational and financial views converge.
- "The mobile app actually works." - field staff and managers complete real work, not just status checks.

"Where traditional ERP and point tools force a trade-off between depth and speed, AwraOpsHub delivers both."

16. Scalability and Performance

AwraOpsHub is engineered to handle the operational rhythm of growing organisations - high transaction volumes, concurrent users, multi-warehouse and multi-outlet activity, large item masters and long financial histories - without forcing customers onto a different tier of product as they grow.

Designed to grow

- Horizontal scalability of the application tier so additional capacity can be provisioned in line with demand.
- Queued background processing for time-intensive work (notifications, reporting, AI analysis, integrations) so user-facing performance remains snappy under load.
- Scheduled job processing with built-in health monitoring so recurring work runs reliably.
- Indexed transactional data store optimised for the read patterns of operational dashboards and the write patterns of high-volume retail and warehouse activity.

Reliability

- Managed cloud hosting with continuous deployment, blue / green-style rollout and rapid rollback.
- Background-job retry and dead-letter handling.
- Continuous observability across the platform.
- Continuous testing of critical paths to detect regressions before customers do.

Performance considerations

- Caching of permission, role and configuration data so the hot path of authorised requests is fast.
- Bulk operations available throughout the platform (bulk check-in, bulk check-out, bulk barcode generation, bulk imports) for high-volume tasks.
- Optimised image and document pipelines so large media catalogues do not slow operational workflows.
- Mobile clients tuned for low-bandwidth environments with compressed uploads and selective fetching.

17. Future Roadmap

AwraOpsHub is actively invested in. The roadmap below describes the high-level direction; specific feature timing is shared with customers and partners through their account contact and is responsive to market signal.

Deepening enterprise readiness

- Federated identity through single sign-on with major providers (SAML, OpenID Connect).
- Automated user provisioning via SCIM from enterprise directories.
- A fully configurable approval workflow engine so customer organisations can model their own authorisation rules visually.
- Custom fields, tags and templates across modules so the platform adapts to industry-specific terminology.

Multi-entity consolidation

- First-class support for groups of legal entities, with intercompany transactions, elimination and consolidated reporting.
- Multi-currency consolidation with translation at standard accounting conventions.

Procurement and supplier intelligence

- Supplier onboarding with self-service questionnaires and compliance tracking.
- Contract and blanket purchase orders with release-order workflows.
- Supplier scorecards with on-time-in-full, defect rate and price-variance analytics.
- Sealed-bid RFQ and reverse-auction capabilities.

Sales and customer growth

- Complete quote-to-cash pipeline from lead through opportunity, quote, order and invoice.
- Subscription and recurring invoicing with proration and dunning workflows.
- Buyer-facing B2B portal mirroring the existing vendor-portal architecture.
- Loyalty programmes, gift cards and store credit for retail customers.



AI and procurement intelligence

- AP invoice intake with intelligent extraction and auto-coding into approval workflows.
- Embedded conversational analytics over tenant data with cited answers.
- Demand forecasting with seasonality and exogenous signals.
- Vendor risk scoring combining performance, compliance and external signals.
- Smart pricing recommendations grounded in inventory, demand and margin data.

Banking and treasury

- Open-banking integration across North America, Europe and Africa.
- Reconciliation auto-match rules and a rolling thirteen-week cash flow forecast.

Geographic expansion

- Jurisdiction-pack rollout: Kenya, Nigeria, South Africa, Ghana, UK, EU, US, GCC, Rwanda, Uganda - each delivering local e-invoicing, tax filing helpers and regional payment integrations on top of the same core platform.
- Multi-language UI: French, Swahili, Arabic, Portuguese, Spanish, with right-to-left layout support.

Ecosystem and platform

- Public OAuth-based API and developer portal enabling partner-built integrations.
- Growing integrations marketplace across payments, banking, e-commerce, shipping, CRM, marketing, identity and analytics.
- Customer-built dashboards and embedded analytics for reseller and white-label scenarios.

The roadmap is a direction, not a contract. Customers and partners have direct visibility into priorities through their account contact and influence sequencing through real-world feedback.



18. Conclusion

AwraOpsHub is the operating system for organisations that take their operations seriously. It unifies the systems a modern business depends on - inventory, procurement, sales, point of sale, vendor collaboration and a complete financial reporting suite - inside one cloud platform, with a tightly integrated mobile companion for the people who do the work in the field.

Why organisations choose AwraOpsHub

- **Coverage that holds up to comparison.** A genuine, integrated procure-to-pay, order-to-cash and ledger-to-statements platform.
- **Speed to value.** New tenants onboard in hours; the platform is productive from day one and grows with the business.
- **Mobile-native execution.** Field teams, store staff, warehouse staff, vendors and approvers all work natively from their devices.
- **Intelligence in the workflow.** Awra AI surfaces the right action where the work happens, with the user always in control.
- **Designed for the real world.** Multi-currency, multi-jurisdiction, multi-tenant, multi-language - the operating environment for businesses anywhere.
- **Security as a first principle.** Modern authentication, role-based access, tenant isolation, audit logging and encryption are built in, not bolted on.
- **Continuous investment.** A clear, public roadmap and an active engineering cadence that ships meaningful improvements every week.

AwraOpsHub is the platform on which operations teams move faster, finance teams sleep better, and leadership sees the truth of their business.

We invite you to explore the platform, speak to our team and see for yourself.

Contact and next steps

For product demonstrations, enterprise procurement enquiries, partner programmes, and technical evaluation access:



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AwraOpsHub

The Operations Platform for Modern Enterprises

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