AI-FIRST ODOO IMPLEMENTATION & MANAGED CARE

Software that still has an owner after go-live.

SGC TECH AI builds and cares for UAE SME ERP systems on a fixed, milestone-billed contract — then keeps them running under a rate card you can read before you sign.

ENTITY
Scholarix Global Consultants FZCO | trading as SGC TECH AI

LICENCE
Trade Licence #45160 · Dubai Silicon Oasis | Issuing Authority: DIEZA | Valid 07/05/2024 – 06/05/2027

PREPARED FOR
UAE SME & mid-market | owners, CFOs, COOs

THREE PLANES, ONE OWNER

Build, Care and the brokerage platform are three distinct commercial layers — priced, delivered and owned separately, under one contract.

ERP stopped being a build problem. It became an ownership problem.

The market still sells the build. SGC TECH AI sells the ownership that follows it — and prices both before you sign.

THEN

The build was the hard part

Configuration was slow, bespoke and expensive. Winning the project meant winning the build.

NOW

The year after go-live is

Odoo made configuration fast and cheap. What stayed expensive is updates, exceptions, the compliance record and the person who answers at 09:00.





SECTION 01

01

The Problem

SECTION 01



Four gaps that open after go-live — and what closes each.

THE GAP THAT OPENS	WHAT CLOSES IT IN THIS CONTRACT
Scope creeps, then stalls	Four milestone gates, each with entry criteria, exit deliverables and a fixed 40 / 30 / 20 / 10 invoice split
The relationship ends at go-live	Annual Care is contractually mandatory at 20% of Build value — no silent escalator, no optional renewal
The rate card does not exist	A published band table from AED 175 / user / month, with a 7% cap on any renewal increase
Account state is undefined	A contractual Active → Grace → Read-only → Archive schedule; non-payment never destroys or transfers data

Two further structural risks — single-person delivery with no documented handover, and compliance screening layered on top of the ERP rather than built into the workflow — are answered at slides 19 and 10. This describes structural risk categories common to unmanaged ERP engagements in the UAE SME segment; it is illustrative, not a market-sized estimate and not a quoted saving.

ILLUSTRATIVE — NOT A MARKET STATISTIC

One contract. Three governed layers. A named owner at every stage.

SGC TECH AI is an AI-first Odoo implementation and managed-care practice: a fixed-scope, milestone-billed Build; a mandatory Annual Care plan that keeps the platform current; and — for real-estate brokerages — a purpose-built subscription operating system with AML screening built into the workflow, not bolted onto it.

Fixed-scope Build

Foundation Block plus selected modules, billed against four defined milestones — not a time-and-materials clock.

Mandatory Annual Care

20% of the Build fee, fixed, no silent escalator — updates, monitoring and a quarterly health-check included.

Subscription operating layer

A published band-rate card, service credits for missed SLA targets, and a contractual account-state schedule.

BEFORE YOU ASK

Is this one contract or three? Three agreements, one accountable owner.



SECTION 02

02

Commercial Architecture

SECTION 02



Three layers. Each with its own contract, price and owner.

01 ONE-TIME · LAYER 1

Implementation (“Build”)

Foundation Block plus selected modules. Fixed scope, milestone-billed, 30-day go-live warranty.

from AED 24,000
minimum qualifying deal · SGC-SUITE-A-2026-02

02 RECURRING · LAYER 2 · MANDATORY

Annual Care (“AMC”)

20% of the Implementation Fee, billed annually in advance. Updates, monitoring, quarterly health-check.

20% of Build
no auto-escalator · SGC-AMC-2026-02

03 SUBSCRIPTION · LAYER 3 · REAL-ESTATE OS

Subscription (“Rent”)

Hosted CRM, AML screening signal, intake, invoicing and commission engine for real-estate brokerages.

from AED 875/mo
band-rate card · SGC-SD-2026-01

Layers 1–2 are Odoo ERP implementation and care, available to any UAE SME. Layer 3 is a distinct, purpose-built subscription platform for real-estate brokerages — the two are complementary, not identical products.

BEFORE YOU ASK

Do I need all three? Layers 1–2 suit any UAE SME; Layer 3 is brokerage-specific.

A mandatory Foundation, then a package sized to scope.

Foundation Block — mandatory, never discounted

AED 14,000 · approximately 25 effort-hours. Tenant provisioning, base configuration, security baseline, user-role matrix, document templates and go-live readiness review.

PACKAGE	IMPLEMENTATION FEE	YEAR-1 ANNUAL CARE (20%)
Foundation only	AED 14,000	AED 2,800 / yr
Starter — minimum qualifying deal	**AED 24,000**	**AED 4,800 / yr**
Professional	AED 38,000	AED 7,600 / yr
Contracting Core	from AED 58,000	20% of final fee

Scope note: the ~25-hour figure covers the Foundation Block alone. A full implementation — Foundation plus the selected module package — is the scope carrying the 35–45 effort-hour AI-first delivery target shown at slide 14. The two figures measure different scopes and are not in conflict.

Bundled packages price more favourably than the sum of their modules, by design — the Foundation Block is included and never re-billed inside any of them. Enquiries below the AED 24,000 minimum qualifying deal are routed to the Layer 3 subscription rather than discounted below floor.

BEFORE YOU ASK

What if my scope is smaller? Routed to Layer 3 — never discounted below floor.

Four milestones, each with entry criteria and an invoice.

MILESTONE	ENTRY CRITERIA	EXIT DELIVERABLE	SHARE
M1 — Mobilisation	Order Form signed, access granted, kick-off held	Project plan, configuration workbook, environment provisioned	40%
M2 — Configuration	Foundation Block complete	Configured tenant, module test scripts, configuration log	30%
M3 — UAT sign-off	Client completes UAT, defects triaged	UAT report, signed Acceptance Certificate	20%
M4 — Go-live handover	Production cutover	Handover pack, training records, live access	10%

What “Total Billable” means

The 40 / 30 / 20 / 10 split applies to the Implementation Fee plus the first year's Annual Care Fee, combined into one Total Billable Amount — Annual Care is never invoiced separately at go-live. Each invoice is due within 7 calendar days, and the next milestone does not begin until the prior one is paid. A written 30-calendar-day go-live warranty follows M4.

BEFORE YOU ASK

Why is Care inside the build invoice? So it is never re-billed at go-live.

From kick-off to the start of Annual Care: a defined 45-day path.



Day 45 — the Annual Care service period begins

The 12-month Annual Care clock starts 45 calendar days after go-live handover. Care begins the day after the 44-day confirmation and hypercare window closes (Day 45). Both windows — the 14-day post-live UAT confirmation and the 30-day hypercare period — are funded inside the Implementation engagement at no separate charge.

BEFORE YOU ASK

Am I paying for hypercare? No — it is included, at no separate charge.

Mandatory care — because a build with no owner degrades on day one.

Included every year

- Software updates, patches and version upgrades — no additional charge.
- Business-hours support (Sun–Thu, 09:00–18:00 GST), P3 / P4 response targets.
- Quarterly platform health-check and configuration review report.
- Annual backup verification and disaster-recovery test execution.

Excludes: new modules or features (quoted as Change Requests at AED 350 / hour), P1 / P2 out-of-hours response (24/7 add-on), data migration, and third-party licensing.

BEFORE YOU ASK

What if I pay late? A documented state machine — never data loss.

What non-payment does — and does not — do

TRIGGER	CONTRACTUAL CONSEQUENCE
14 days unpaid	Care services suspended
30 days unpaid	AMC ends → account moves to Read-only
Voluntary cancellation	30 days' notice on the quarterly cycle; 60 days on half-yearly and annual cycles. Effective at the end of the then-current cycle; no pro-rata refund.
Data on cancellation	30-day Read-only export window before Archive
Fee escalation	None — fixed at 20% of Build value

Cancellation notice per SGC-MSA-2026-02 §13.3. Non-payment never destroys Client data and never transfers ownership of it to SGC.

A purpose-built operating system for real-estate brokerages.

AI CRM with WhatsApp

Lead capture, conversation history and follow-up in one record.

AML screening signal

Screening runs inside the workflow, not as a separate manual process.

Digital client intake

A structured intake form with a standing end-customer Privacy Notice.

Invoicing & commissions

E-invoicing-ready output and an agent commission engine.

Portal-integration ready

Technically ready to connect; the connection itself is quoted separately.

Tenant-isolated hosting

Each brokerage runs in its own isolated environment, UAE-hosted.

Layer 3 is a distinct product, not an Odoo deployment. All figures exclude 5% UAE VAT.

BEFORE YOU ASK

Is this Odoo too? No — a distinct, purpose-built platform.

One band-rate card. No dual pricing, no negotiation.

USER BAND	RATE
Users 1–5 (floor)	AED 175 / user / mo
Users 6–9	AED 190 / user / mo
10 users — package	**AED 1,600 / mo**
Users 11–15	AED 210 / user / mo
Users 16–20	AED 240 / user / mo
Users 21–25	AED 275 / user / mo
Users 26+	AED 310 / user / mo

Ninth seat (gold text, standard row) is the threshold — the 10-user package (bold gold, lifted panel) is cheaper per seat than nine seats on the floor.

The ninth-seat rule

Nine users on the floor = AED 875 + (4 × AED 190) = AED 1,635 / month, which exceeds the 10-user package at AED 1,600 / month. Clients move to the 10-user package at the ninth seat, on every cycle, automatically. Floor: AED 875 / month, including 5 licensed users — no package exists below it. All figures exclude 5% UAE VAT.

BEFORE YOU ASK

Will I be upsold at scale? The rule moves you down in cost, automatically.

Pay longer cycles up front: a billing rebate, plus Build Credit.

BILLING CYCLE	REBATE ON LIST PRICE	BUILD CREDIT ACCRUAL	NOTES
Quarterly	0%	0%	Quarterly price is the list price
Half-yearly	3%	15% of fees paid	Of the list price
Annual	**One month free (8.33%)**	**25% of fees paid**	**Pay 11 months, use 12**

What Build Credit is — and is not

Rent fees paid on the Annual or Half-yearly cycle accrue credit toward a future one-time Build (Layer 1), capped at 25% of the Build fee. It applies to the Build fee only — never to Care, and never as cash. It accrues on cleared payments only, and is forfeited if the subscription lapses. Rebates are available on all cycles to all clients.

BEFORE YOU ASK

Is credit real money?

Build only — never Care, never cash.

One representative deal, in full.

Layers 1 + 2 — Starter package Build

ITEM	AMOUNT
Implementation Fee (Starter)	AED 24,000
Year-1 Annual Care (20%)	AED 4,800
Total Billable Amount	**AED 28,800**
M1 Mobilisation (40%)	AED 11,520
M2 Configuration (30%)	AED 8,640
M3 UAT sign-off (20%)	AED 5,760
M4 Go-live handover (10%)	AED 2,880

Figures exclude 5% UAE VAT, added on each invoice. Illustrative — actual scope is fixed in the signed Order Form. Every figure on this slide traces to SGC-SD-2026-01 §10 and the Suite A milestone schedule.

Layer 3 — 10-user brokerage, annual cycle

ITEM	AMOUNT
10-user package, list (12 × AED 1,600)	AED 19,200
Annual rebate (one month free)	– AED 1,600
Annual cycle total (excl. VAT)	**AED 17,600**
Build Credit accrued (25%)	AED 4,400
Onboarding fee	Waived (founding cohort)

The AED 4,400 Build Credit applies toward a future Layer 1 engagement — never to Care, never as cash.

BEFORE YOU ASK

What's the real all-in? The full schedule is shown, both layers.



SECTION 03

03

Why AI-First

SECTION 03

AI compresses configuration time and standardises exception handling.

Configuration acceleration

Management's AI-first delivery target is 35–45 effort-hours per full implementation — Foundation Block plus the selected module package — against a 55-hour conventional baseline. It moves to the validated tier only once evidence is recorded per completed project. The ~25-hour Foundation figure at slide 6 is the Foundation Block alone, a narrower scope.

Deterministic exception handling

The AML screening signal never free-texts a verdict: every result routes to exactly one of three defined outcomes — No Match, Match Requiring Review, or a mandatory Targeted Financial Sanctions freeze path. No fourth path exists.

Automation with a human control

Reports are AI-drafted but never machine-approved: every output requires a recorded named-approver sign-off before it leaves the platform — automation accelerates drafting, not accountability.

TARGET, NOT YET VALIDATED

BEFORE YOU ASK

Is AI deciding for my business? No — a named-approver sign-off is required.



SECTION 04

04

Governance

SECTION 04



Your data stays in the UAE. Your obligations stay yours.

UAE-region hosting

Client Personal Data is hosted in the UAE; SGC will not move it outside the disclosed region without written consent. The specific data-centre and availability zone is confirmed in the Data Residency Disclosure before tenant access is granted.

Controller / Processor split

The Client is the Controller; SGC is the Processor, bound to UAE PDPL (Federal Decree-Law No. 45 of 2021). SGC never trains models on Client data and never uses it for unrelated purposes.

Signed before access, not after

The Data Residency Disclosure and Data Processing Agreement are both executed before any tenant access is granted — not retrofitted once the platform is live.

End-customer privacy notice

Where Layer 3 collects data from a brokerage's own customers via the digital intake form, the brokerage is named as Controller and a standing Privacy Notice (SGC-PN-2026-01) is displayed at the point of collection.

Governing law — read carefully

Contracts reference DIFC Courts, Dubai, UAE as the forum, with a 21-calendar-day good-faith negotiation before either party may file. Data-protection duties follow UAE federal PDPL regardless of the contractual governing law chosen.

BEFORE YOU ASK

Where does my data live? UAE region — disclosed and signed before access.

99.5% uptime, four severities, and credits that pay out.

SEVERITY	DEFINITION	RESPONSE TARGET	RESOLUTION TARGET
P1 — Critical	Platform down or a core function inoperable for all users; no workaround	2 business hours	8 business hours
P2 — High	Core function degraded for a subset of users	4 business hours	1 business day
P3 — Medium	Non-core function degraded, workaround exists	Next business day	5 business days
P4 — Low	Cosmetic, informational or enhancement request	3 business days	Best-effort

Service credits for uptime shortfall

99.0%–99.49% actual: 5% of the monthly fee. · 95.0%–98.99%: 10%. · Below 95.0%: 25%. · Aggregate cap per month: 50% of the monthly fee. Credits are applied to the next invoice, not paid in cash.

Support window & recovery targets

Standard support window: Sun–Thu, 09:00–18:00 GST. · Recovery Point Objective: 24 hours. · Recovery Time Objective: 8 hours. · Backup retention: 30 days, with a quarterly restore test.

Contractual targets per SGC-SLA-2026-02 §3 and DPA Schedule 2.

BEFORE YOU ASK

Do credits actually pay? Banded by shortfall, capped at 50% of the monthly fee.

The decision criteria that actually predict a project's outcome.

DECISION CRITERION	SGC TECH AI	TRADITIONAL SI	FREELANCE CONSULTANT	VENDOR-DIRECT
Published rate card	Yes — banded, in writing	Commonly quoted per deal	Commonly quoted per deal	Published list pricing
Fixed milestone gates	4 gates, defined	Commonly time-and-materials	Typically informal	N/A — licence only
Post-go-live care mandatory	Yes — contractual	Typically optional	Typically none	Varies by tier
Written SLA with credits	Yes — uptime + response	Varies by contract	Rare	Varies by tier
Account-state schedule	Active → Grace → Read-only → Archive	Varies by contract	Typically undefined	Varies by tier
AML screening in workflow	Yes — Layer 3	Typically a separate build	Typically none	Varies by tier
Renewal increase capped	7% cap	Varies by contract	Typically undefined	Varies by tier
Cancellation notice	30 days quarterly; 60 days half-yearly & annual	Varies by contract	Typically undefined	Varies by tier

SGC column reflects the executed contract terms in this pack; cancellation notice per SGC-MSA-2026-02 §13.3. The other three columns describe common UAE SME market structure, not any named competitor's quoted terms — verify directly against a specific competing proposal before using this in a side-by-side comparison with a client.

What we have already put in writing.

No discount below floor

The floor is an AED 24,000 Build and an AED 875 / month subscription — both published, both banded. There is no discount below floor; under-scoped enquiries are routed to the lighter Layer 3 tier so the price always matches the actual scope.

No lock-in, no data hostage

No fixed term on the subscription. Cancel on 30 days' notice on the quarterly cycle, or 60 days on half-yearly and annual cycles, effective at the end of the then-current cycle. On any exit the Client gets full data export in Read-only state before Archive — non-payment never triggers data loss or transfers ownership of Client data to SGC.

Growth is a line item, not a renegotiation

The rate card runs to 26+ users with no re-negotiation required, and Change Requests for new modules are pre-priced at AED 350 / hour.

Continuity is contractual, not personal

A four-step support escalation path runs from the support engineer to the Authorised Signatory, with a target response time at every step — continuity is written into the contract, not dependent on one person answering the phone.

Every commitment on this slide is drawn from the executed contract pack (MSA §13.3, SD §10, SLA §5) — not from a sales position.

A newly-licensed practice, led by two credentialed operators.

RM

Renbran Anthony Madelo

Co-Founder — Product & Technical Delivery, CMA

MA

Mohsin Ali

Co-Founder — Finance Strategy & Advisory, CPA, CIA

SGC TECH AI is a founder-led delivery practice. We do not yet cite named client logos, case studies or win-rate metrics — every commercial term in this deck is drawn from our own executed contract pack, not from projected outcomes.

ENTITY & LICENSING	
Legal entity	Scholarix Global Consultants FZCO
Trading as	SGC TECH AI
Trade Licence	#45160
Licensing area	Dubai Silicon Oasis
Issuing authority	DIEZA
Issued / Expires	07/05/2024 – 06/05/2027
Jurisdiction	Dubai, United Arab Emirates

Escalation, in four steps

1 · Support engineer, within 4 business hours. 2 · Support team lead, within 1 business day. 3 · Support manager / Head of Delivery, within 2 business days. 4 · Authorised Signatory, within 3 business days. (SGC-SLA-2026-02 §5.)

BEFORE YOU ASK

What if a founder is unavailable? A four-step escalation runs to the Authorised Signatory.

From reservation to mobilisation — four steps, one paper trail.

01 RESERVE THE SLOT

Order Form, MSA, DPA and Residency Disclosure signed. First-cycle payment cleared. All four required by 30 Sep 2026.

02 DPA & RESIDENCY TAKE EFFECT

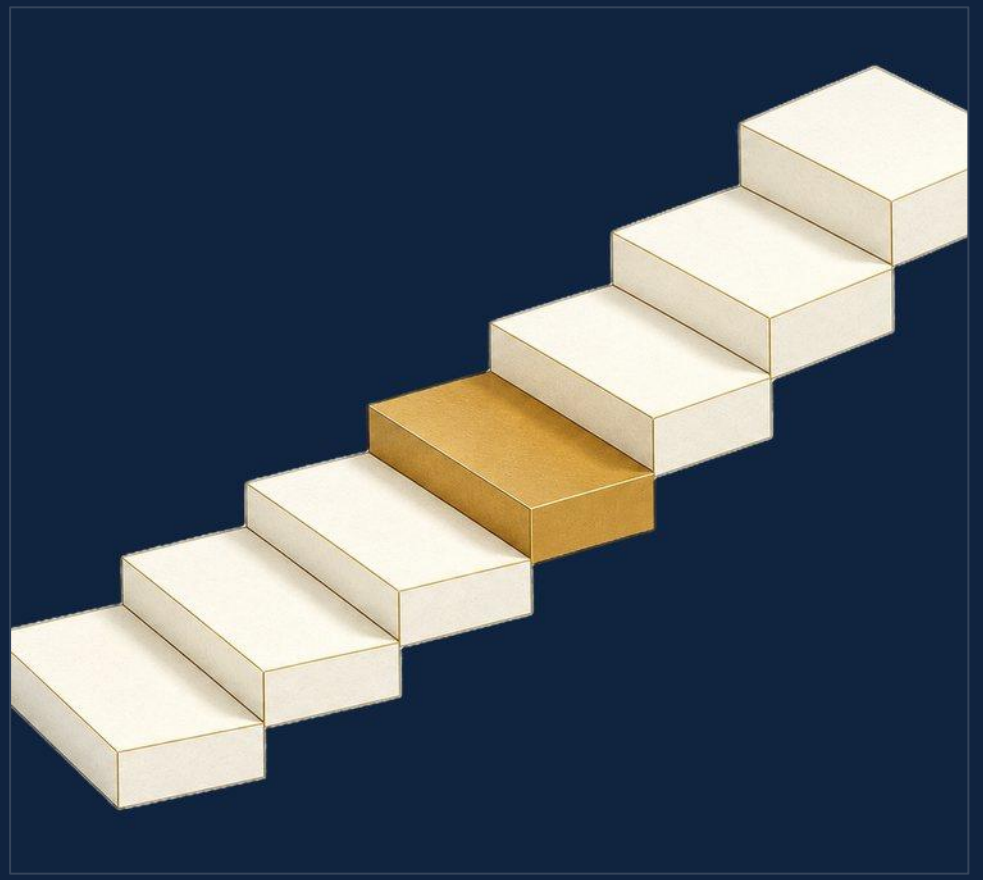
Data Processing Agreement effective before any tenant access. Hosting region and sub-processors disclosed in writing.

03 TENANT ACCESS GRANTED

Handover per Client on a readiness gate. Rolling handovers through October 2026 — no single cohort date.

04 MOBILISATION (M1)

Kick-off held, project plan issued. The 40% milestone invoice is raised.



Each milestone invoice is due within 7 calendar days; the next milestone does not begin until the prior invoice clears.



SECTION 05

05

Next Step

SECTION 05



Hold your slot before 30 September 2026.

Reservation requires a signed Order Form, MSA, DPA and Residency Disclosure, plus the first cycle payment cleared. Handover then proceeds on your own readiness gate — not a shared go-live date.

Step 1

Confirm scope and package with your SGC contact.

Step 2

Execute the Order Form, MSA, DPA and Residency Disclosure.

Step 3

Clear the first-cycle payment — mobilisation begins.



SGC TECH AI

Jurisdiction & forum

Contracts reference DIFC Courts, Dubai, UAE, with a 21-calendar-day good-faith negotiation before either party may file. Data-protection duties follow UAE federal PDPL regardless of the governing law chosen.

LEGAL ENTITY

Registered name	Scholarix Global Consultants FZCO
Trading as	SGC TECH AI
Trade Licence	#45160
Licensing area	Dubai Silicon Oasis
Issuing authority	DIEZA
Issued	07 May 2024
Expires	06 May 2027
Jurisdiction	Dubai, United Arab Emirates

LEADERSHIP

Product & Technical Delivery	Renbran Anthony Madelo, CMA
Finance Strategy & Advisory	Mohsin Ali, CPA, CIA

This deck is non-binding and for discussion purposes only. All commercial terms become binding only upon execution of the applicable Order Form, MSA, DPA, SLA and Residency Disclosure by both parties. Figures exclude 5% UAE VAT unless stated.