



DIGIWARE

CONNECTED SOLUTIONS

BRIEF · SMART UMRAH

Smart Umrah Platform **Overview**

The intelligent companion for every pilgrim's journey — and a command center for the operators who serve them.

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— VISION

Technology in service of a sacred journey

Millions perform Umrah every year — navigating visas, flights, accommodation, rituals and unfamiliar cities, often across language barriers. Smart Umrah brings AI to the entire journey: **personal, multilingual guidance for pilgrims** and **operational command for travel operators**, on one platform.

— FOR PILGRIMS

CAPABILITY	EXPERIENCE
AI itinerary planning	Day-by-day plans optimized for rituals, rest, crowd levels and logistics
Live navigation	Guidance between holy sites, hotels and transport — with offline support
Multilingual AI assistant	24/7 answers on rituals, schedules and logistics in the pilgrim's language
Document vault	Passports, visas, permits and bookings — secure and instantly retrievable
Emergency assistance	One-tap SOS with live location to group leaders and support teams
Real-time notifications	Gathering times, transport changes, group announcements

Designed with reverence: guidance content reviewed for accuracy across schools of practice; the technology stays quietly in the background of a spiritual experience.

— FOR TRAVEL OPERATORS

A command center for every group

- **Group management** — rosters, room allocations, transport manifests in one view.
- **Accommodation management** — bookings, check-ins and changes without spreadsheets.
- **Live group tracking** — know where your pilgrims are during movements between sites.
- **Broadcast communication** — instant, translated announcements to every device.
- **Analytics** — service quality, response times and journey feedback per season.

— PLATFORM & ROADMAP

ASPECT	DETAIL
Languages	10+ planned at launch, expanding with demand
Platforms	iOS & Android pilgrim apps · web command center for operators
Status	Early Access Program — operator design partners onboarding now
Coverage	End-to-end: pre-travel preparation through return

— EARLY ACCESS

We are onboarding a limited cohort of Umrah operators as design partners — shaping workflows, piloting with real groups and receiving preferential commercial terms at launch.

Ready to move?

Join the Smart Umrah Early Access Program — request a walkthrough with the product team.

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