

## Business

# Dubai Chamber applies 100% remote work to follow DEC rules



The Dubai Chamber of Commerce and Industry has announced the implementation of 100% remote working starting next Sunday, March 29, 2020, in compliance with the circular of the Dubai Executive Council (DEC), to implement this rule in all departments and institutions of the Dubai government.

The regularity of daily operations and services has been taken into account, anticipating any difficulties that may affect functioning of business operations. Employees have been provided with the latest technologies, and solutions to all barriers have been identified, in order to maintain business continuity.

The Chamber provides an integrated system of smart and electronic services that cover all the needs and requirements of the business community, which enables its customers to complete all their transactions remotely, easily and in accordance with the highest international standards. With 98% of the core services available online, its members can continue their business operations uninterrupted.

The smart services provided by the Chamber include certificates of origin, attestations, membership services, studies, research and reports, business and legal services, issuance of ATA Carnet, Dubai Chamber's CSR Label, and

**The Chamber provides an integrated system of smart and electronic services that cover all the needs and requirements.**

Business Groups and Councils groups services in addition to the services available to economic and professional bodies.

The Chamber is also providing free pickup and delivery services, in association with UPS, for its members, for ATA Carnet and attestations.

Meanwhile, Dubai Chamber has launched a free service to collect, process and deliver documents for issuance of ATA Carnet and attestation, from March 26, 2020.

This service has been launched in cooperation with UPS and members can contact the company for pickup of their documents from home or office. The document will then be delivered to the Chamber, where it will be processed and sent back, within 4 days, to the customer.

The free service comes in light of the precautionary measures adopted by the Chamber to deal with the impact of Coronavirus (Covid-19) on the business sector. Through this initiative, the Chamber aims to support its customers and ensure theirs and the employees' security and

## DUBAI

Employees have been provided with the latest technologies, and solutions to all barriers have been identified, in order to maintain business continuity

safety while maintaining business continuity. The ATA Carnet is an international customs document that permits free temporary export and import of non-perishable goods for up to one year, without any import duty or tax.

It covers almost all aspects of commercial samples, professional equipment and merchandise intended for use in trade fairs, shows and events.

Dubai Chamber provides a wide range of smart services that meet all the requirements of the business community through various channels to enrich customer experience, including smart applications and the website in addition to smart kiosks spread across the Emirate of Dubai.

The smart services provided by the Chamber include certificates of origin, attestations, membership services, studies, research and reports, business and legal services, issuance of ATA Carnet, Dubai Chamber's CSR Label, and Business Groups and Councils groups services in addition to the services available to economic and professional bodies.

Dubai Chamber of Commerce and Industry (Dubai Chamber) has announced that it is suspending its Customer Happiness Centre operations at its main headquarters and its

branches across the emirate as of tomorrow (Thursday, March 26, 2020) and is encouraging customers to use its smart services that can be accessed via the organisation's digital channels.

In addition to halting the operations at its Customer Happiness Centre at its main office in Deira, Dubai Chamber's Jebel Ali branch will be implementing the same measures, as will its offices in Dubai Airport Free Zone and Al Aweer Dry Port. The closures are part of the precautions undertaken in collaboration with relevant entities to combat the spread of the novel Coronavirus (COVID-19).

Dubai Chamber invited its customers to make use of the comprehensive bundle of smart digital services that cater to their needs, tend to the requirements of the business community, and enable investors to complete all their transactions remotely.

Dubai Chamber's smart services include: Certificate of Origin service; attestation service; membership; business research and intelligence; legal information service; issuance of ATA Carnet; Dubai Chamber CSR Label; credit rating; business groups and councils; and many other services available for economic and business organisations.

Inayat-ur-Rahman

## UAE's first CRM to help SMEs, big businesses

**DUBAI:** The UAE's first home-grown CRM software will help small and medium enterprises to realize the true potential of big data by offering a competitive strategy to boost sales and profitability.

Saphyte by Loyica, CRM software which has been gaining momentum during its soft launch across the Gulf region, analyzes big data in real-time and help SMEs and big businesses to frame strategies as per the customer choice. The software capitalizes on growing usage of big data in key industries such as real estate, insurance, and education to accommodate the growing list of clients in an organized manner and to maintain a 360-degree view of your customer relationships.

Ali Homadi, Chief Executive Officer and Founder of Saphyte, explained how big data guides SMEs and big businesses to make strategic decisions.

"Big data allows businesses to analyze the information generated from previous customer interactions. The combination of big data and data gathered from CRM systems help businesses identify customer-related patterns and trends, which can be used by companies to encourage loyalty and trigger purchase behavior," Homadi said in the statement.

Saphyte is a UAE-based tech company that provides CRM solutions to local businesses. It developed Saphyte by Loyica to provide a competitive edge to local businesses to improve their sales and profits by decoding big data in real-time.

Business Bureau, Gulf Today

## Firm announces Dh\$10m financing



**Zero 6 Mall accommodates a wide range of shops, restaurants and cafes.**

**SHARJAH:** The Sharjah-based developer Alef Group - a pioneer in developing premier lifestyle communities, destinations and experiences through investment and strategic joint ventures, has announced substantial financial support amounting to Dh\$10 million to help retailers from tenants investing in Zero 6 Mall, one of the Group's projects in the emirate.

The financing will cover the value of this year's rent for qualified tenants whose business has been affected by the repercussions of the spread of the coronavirus (Covid-19), pandemic.

Issa Ataya, Director-General of Alef Group, said: "The financial support comes after an emergency meeting recently held by Alef Group's management, to discuss the best and most effective ways to support merchants and tenants in Zero 6 Mall following the decrease in the number of visitors to the commercial centers according to the instructions issued by the competent authorities to contain the spread of the virus, foremost among which is the call upon the public to stay home."

Ataya added: "Zero 6 Mall accommodates a wide range of shops, restaurants, cafes and entertainment destinations, which have as a matter of course been affected, by the recent

measures involving COVID-19. Our financial support reflects the high national sense of corporate social responsibility enjoyed by the private sector in the Emirate of Sharjah, and their determination to continue supporting the domestic economy."

Ataya added: "Alef Group will continue to support the society and our investors in line with the visionary vision, directives and general plans chartered by the Emirate of Sharjah's wise leadership. We will maintain our channels of communications with all our tenants using remote working systems to provide all required facilities and fill needed transactions."

Agencies

## ESC hails Indian move to boost exports of electronic goods

**DUBAI:** India's allocation of Rs48,042 crore for the electronics industry will boost the country's exports. This was stated by Kamal Vachani, Regional Director of Electronics and Computer Software Export Promotion Council (ESC) - India's apex trade promotion organisation mandated to promote India's electronics, telecom and IT exports to global markets.

Vachani said, "The UAE is the largest importer of Indian electronics goods within the Middle East. As the country hosts the largest Indian diaspora, 'made in India' electronics goods are quite popular in the UAE. It is expected that more Indian companies will set-up base in the UAE for electronics goods manufacturing."

The Union Cabinet of India, chaired by the Prime Minister Narendra Modi, recently approved three key schemes to incentivise electronics and components manufacturing exports and production in the country. The three schemes, with a total outlay of Rs48,042 crore, are expected to lead to investment to the tune of Rs20 lakh crore and employment opportunities for 25 lakh people over the next 5-6 years, union minister for electronics and IT, Ravi Shankar Prasad said during a briefing in New Delhi on March 21.

Kamal Vachani said Rs48,042 crore allocation for five years under the Production Linked Incentive (PLI) scheme will provide significant support to the electronics production in the country and help the industry to compete with China and Vietnam in manufacturing and increase the exports volume globally.

Business Bureau, Gulf Today