



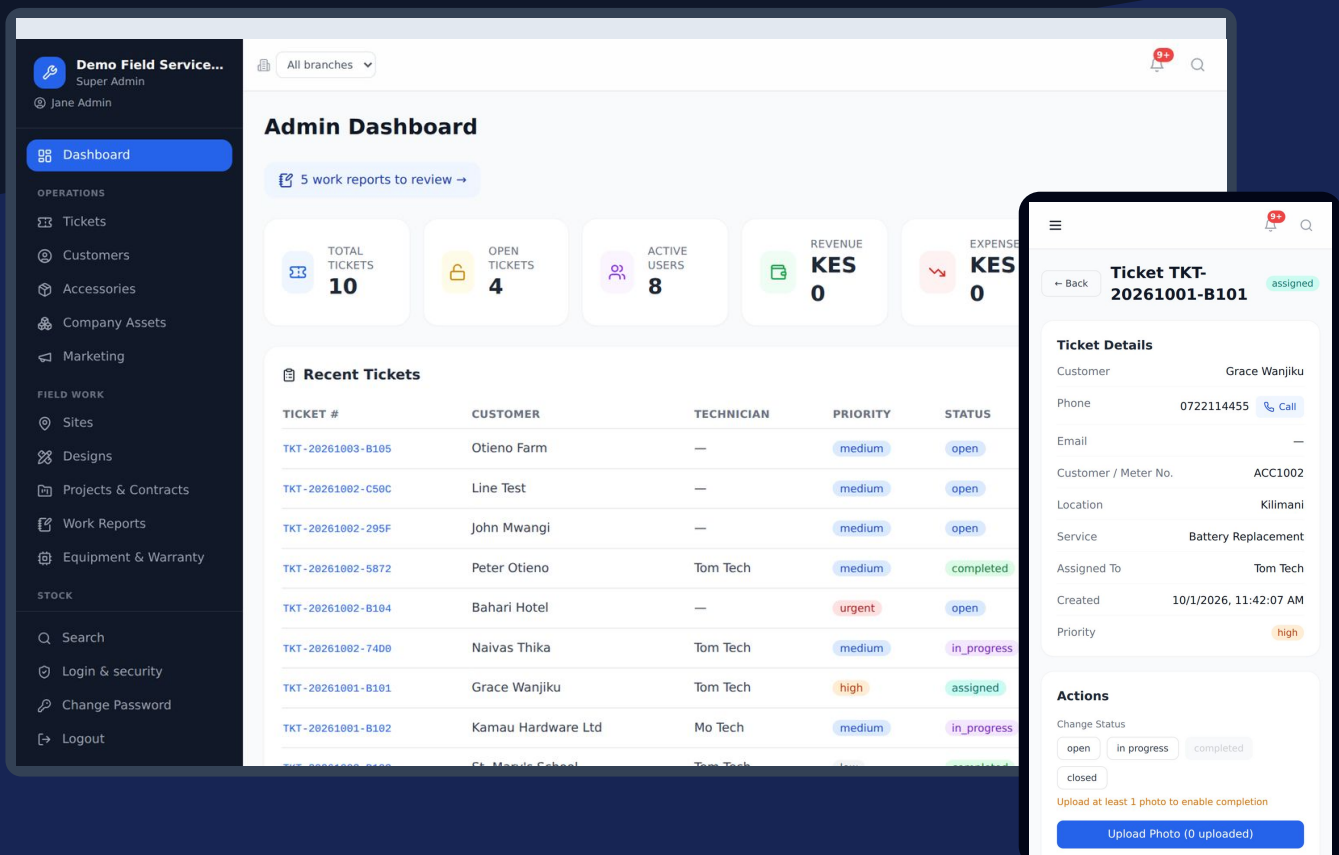
KALIWEB SYSTEM

Field Service & Ticketing System

FOR FIELD-SERVICE COMPANIES IN KENYA, UGANDA & TANZANIA

Run your whole field team from one system.

Tickets, technicians, stock, quotations, invoices, M-Pesa and payroll in one place, built for ISPs, solar installers, CCTV & security, electrical contractors and telecom tower contractors.



THE PROBLEM

Does this sound like your business?

Most field-service companies grow on WhatsApp groups, Excel sheets and paper job cards. It works, until it doesn't.

■ Jobs get lost

Customer calls come in on five different phones. Nobody knows which jobs are open, who is on them, or why a customer waited three days.

■ Stock disappears

Cables, panels, routers and cameras leave the store with no record of which job they went to.

■ Month-end is painful

Payroll in Excel, PAYE / NSSF / SHIF worked out by hand, expenses on paper receipts.

■ Technicians are hard to follow

Was the job done? What time did they arrive? What did they use? You only find out when the customer complains.

■ Money comes in slowly

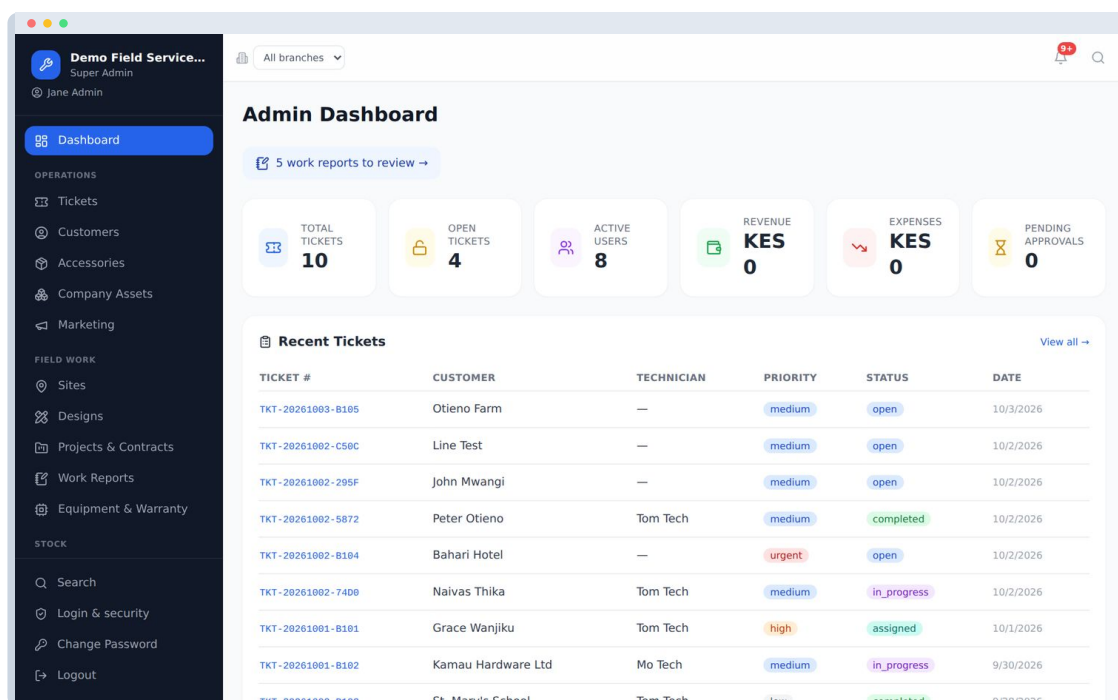
Invoices are typed late, sent late and chased for weeks. M-Pesa payments have to be matched by hand.

■ You can't see the business

Revenue, profit per job, technician performance, branch results: all guesswork until the accountant finishes.

KALIWEB SYSTEM puts it all in one system

From the moment a customer calls to the moment the money lands in your M-Pesa or bank account, every step is recorded, every person knows what to do next, and you see it live on your phone.

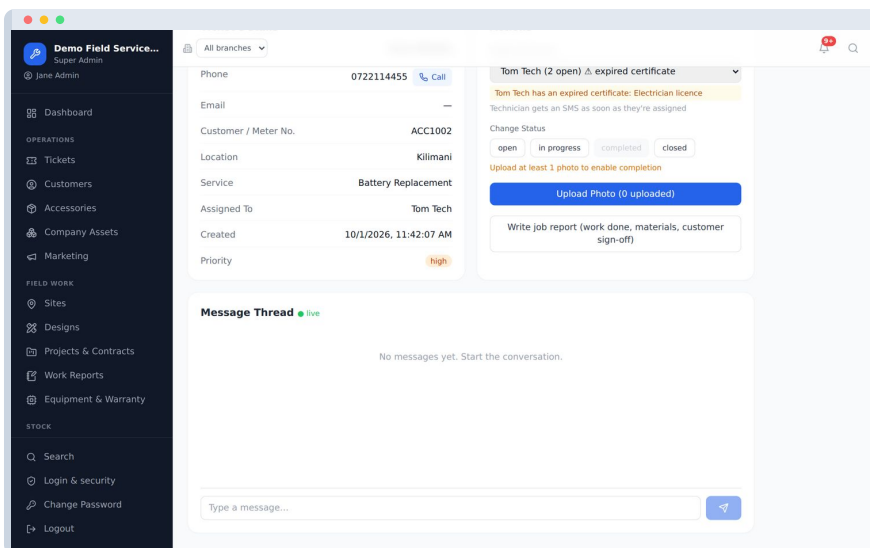
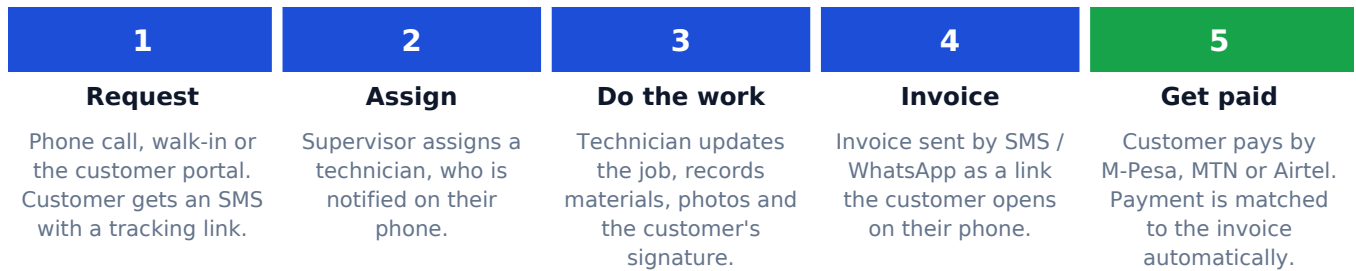


The owner's dashboard: open jobs, revenue, expenses and approvals at a glance.

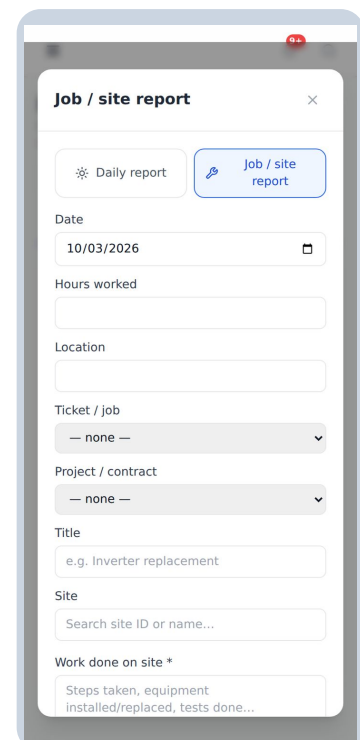
HOW IT WORKS

Every job, from call to cash

One simple flow your office, technicians and customers all follow.

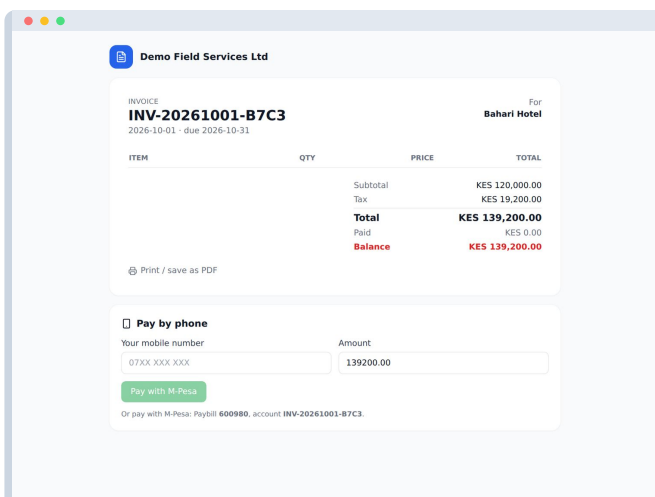


The office sees every job, its history, materials and payments.

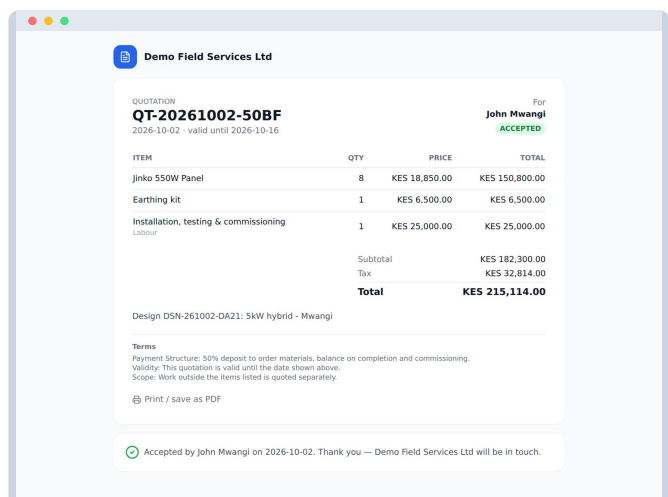


The technician app works on any phone, even offline.

What the customer sees



Invoice link: pay by phone in one tap.



Quotation link: accept and sign on the phone.

WHAT'S INSIDE

Everything a field-service company needs

All modules are included in one price. We switch on only what your business uses, so the screens stay simple for your team.

■ Tickets & dispatch

Log, assign, track and close jobs. Priorities, status, history and SMS updates to the customer.

■ Customers & portal

Full customer records. Customers log in with their phone number to see jobs, invoices and pay.

■ M-Pesa, MTN & Airtel

Your own paybill / till. Payments are matched to invoices automatically; request payment by phone.

■ Stock & purchasing

Store stock, materials used per job, purchase orders, suppliers, and transfers between branches.

■ HR, attendance & payroll

Staff files, leave, attendance and payroll with PAYE, NSSF, SHIF / Housing Levy built in for KE, UG and TZ.

■ Designs & calculators

Solar sizing, electrical load and cable sizing, telecom site power. Turn a design into a quotation.

■ Work reports

Daily reports and job reports with photos, readings and customer sign-off, reviewed by supervisors.

■ Branches & roles

Several branches in one system. Create your own roles (e.g. store keeper, cashier) and choose what each sees.

■ Technician app

Works on any phone, saves photos and reports offline, and syncs when back online.

■ Quotations & invoices

Professional PDF quotes and invoices, sent as links. Quotes are accepted with a signature.

■ Bank link

Equity, KCB, Co-op and other banks: payments in, balances and statements, and approved payments out.

■ Expenses & approvals

Staff submit expenses; managers approve. Purchase orders and payments follow the same rules.

■ Sites, permits & certificates

Sites on a map, safety checklists and permits to work, staff licences with expiry reminders.

■ Projects & contracts

Installation projects with milestones, and maintenance contracts that raise visits automatically.

■ Reports & dashboards

Revenue, expenses, profit, technician performance and branch results, exported to Excel.

■ SMS, WhatsApp & marketing

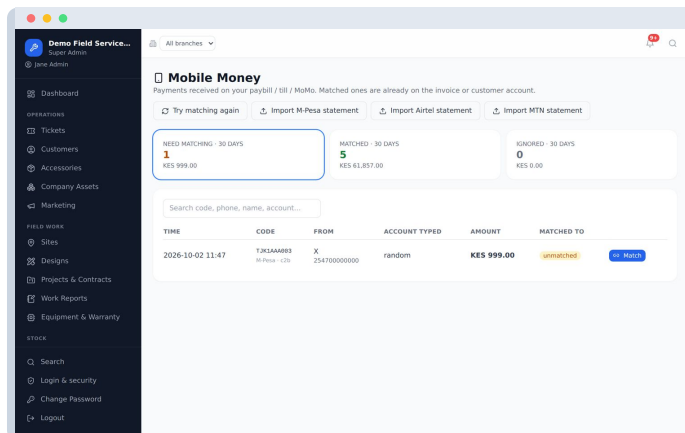
Automatic customer messages, plus leads and SMS campaigns to win more business.

GET PAID FASTER

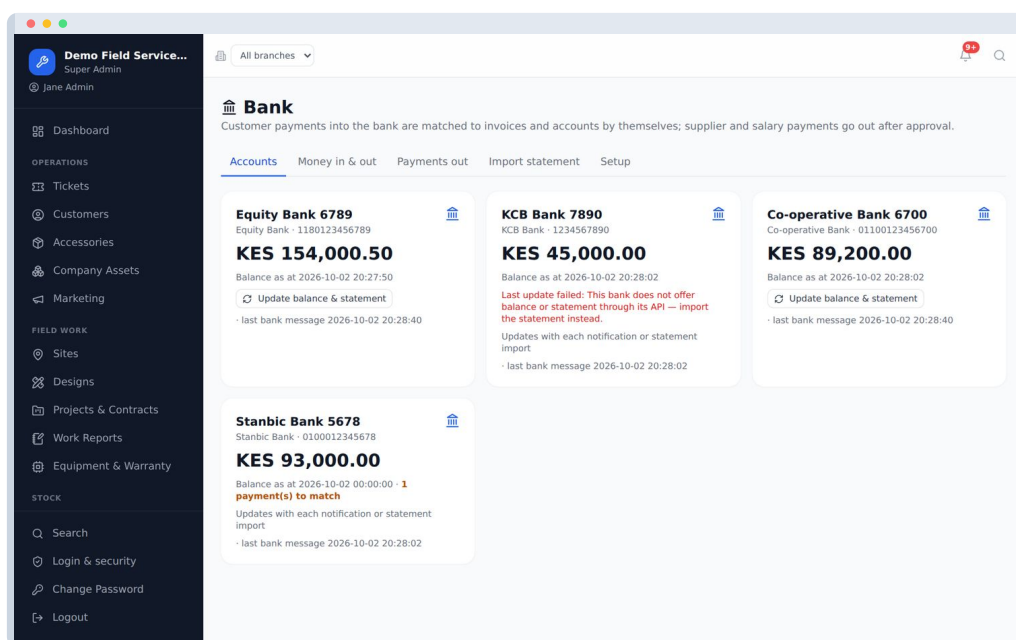
Your money, matched automatically

Connect your own M-Pesa paybill or till, MTN MoMo, Airtel Money and your bank. Money goes straight to your accounts; the system just keeps the records straight.

- **Customers pay with the invoice number** as the account. The invoice is marked paid within seconds.
- **Request payment by phone:** the customer gets an M-Pesa / MTN / Airtel prompt and enters their PIN.
- **Bank deposits** from Equity, KCB and Co-op arrive automatically and are matched to invoices and customers.
- **Pay out from the system:** suppliers and payroll payments, approved by a second person, with daily limits.
- **No API yet?** Import your M-Pesa or bank statement (Excel / CSV) and it is matched for you.



Mobile money: every payment and what it was matched to.



Bank link: balances, deposits, and payments waiting for approval.

BUILT FOR YOUR INDUSTRY

Speaks your trade, not just "tickets"

When we set you up, the job types, readings, calculators and checklists follow what your company does.

Internet providers (ISP)

Installations, faults and relocations. Customer accounts paid through your paybill, signal readings on job reports, routers and cable tracked per job.

CCTV & security

Site surveys, installations, equipment register with warranty, maintenance contracts with automatic visits, customer portal for service requests.

Telecom tower contractors

Sites register on a map, -48 V site power and battery sizing, permits to work and work-at-height checklists, reports per site and region.

Solar installers

Solar system sizing to quotation, installation projects with photos and sign-off, panels and inverters with serial numbers and warranty, maintenance visits.

Electrical contractors

Load schedules, cable and breaker sizing, test and completion certificates, staff licences with expiry reminders, safety checklists.

General field services

Plumbing, HVAC, appliance repair, maintenance companies: anything where people go out to do jobs.

New solar system design

Design title *
e.g. 5 kW hybrid system - Mwangi residence

Customer Phone

Registered site
Search site ID or name...

Site / location

Design type
Solar system

Calculator

Loads (appliances)

APPLIANCE	WATTS	QTY	HOURS/DAY	WEEKDAY
LED bulb	10	10	5	500

Results

DAILY ENERGY: 2.5 kWh
PEAK LOAD: 330 W
SYSTEM VOLTAGE: 48 V
PANELS: 2 pcs

Save draft Save & send for approval

Solar design: from load list to quotation.

Sites

Towers, rooftops, buildings and premises you work on — with GPS, access details and the full history of jobs, equipment and reports.

Import CSV + New site

SITE ID	SITE	OWNER	TOWER / POWER	OPEN JOBS	LAST VISIT
KDP-7	Kisumu Hill	Safaricom	Monopole - 30 m	—	—
HSA-8181	Nyali Rooftop	Airtel	Rooftop - 12 m - Grid	—	—
WBS-0012	Kasarani Water Tank	Safaricom	Greenfield lattice - 45 m - Grid + DG	—	2026-10-02

Sites register with Google Maps.

New electrical installation (load, breaker & cable sizing) design

Design title *
e.g. 5 kW hybrid system - Mwangi residence

Customer Phone

Registered site
Search site ID or name...

Site / location

Design type
Electrical installation (load, breaker & cable sizing)

Calculator

Load schedule

LOAD	TYPE	W EACH	QTY / POINTS	CIRCUITS → MCB / CABLE
Lighting	Lighting point	20	20	2 x 10 A - 1.5 mm²

Results

SUPPLY: Single phase
CONNECTED LOAD: 6.6 kW
MAXIMUM DEMAND: DEMAND

Save draft Save & send for approval

Electrical: load schedule, cable and breaker sizing.

Checklists & permits

Safety permits (work at height, electrical isolation) and maintenance checklists that technicians fill in on the work report, on site.

Add standard lists + New checklist

Work at height permit

Permit to work: telecom.electrical.solar.ctv/cctv-general

8 items - used 2x - 2 failed in 30 days

1. Climber holds a valid work-at-height / tower climbing certificate - critical
2. Full-body harness, lanyards and fall arrestor inspected and in good condition - critical
3. Rescue plan agreed and rescue kit on site - critical
4. Weather safe (no lightning, rain or strong wind) - critical
5. Exclusion zone set up below the work area - critical
6. Tools tied off / tool bag used - 2 more

Electrical isolation (lock-out / tag-out)

Permit to work: telecom.electrical.solar-general

7 items - used 0x

1. Circuit / equipment to be worked on identified - critical
2. Supply switched off and isolator locked - critical
3. Danger tag fixed with name and date - critical
4. Proved dead with a tested voltage tester - critical
5. Stored energy discharged (capacitors, batteries, PV strings covered) - critical
6. Insulated tools and PPE (gloves, mat, face shield) in use - 1 more

Telecom site preventive maintenance

Checklist: telecom - 18 items - used 0x

1. Site access, fence, gate and lock
2. Shelter / outdoor cabinets clean, doors and seals OK
3. Air-conditioning / fans working, temperature normal
4. Rectifier alarms clear, modules working - critical
5. Rectifier output voltage (V DC)
6. Battery bank: terminals tight, no leaks or swelling - critical

+ 12 more

Generator service

Checklist: telecom.electrical-general - 9 items - used 0x

1. Engine oil and oil filter changed
2. Fuel filter / water separator
3. Air filter
4. Coolant level and hoses
5. Belts and battery
6. Run hours

+ 3 more

Electrical inspection & test

Solar system maintenance

Safety checklists and permits to work.

SAFE, SIMPLE, YOURS

Built to be trusted with your business

■ Your own address

The system runs on your own domain, e.g. support.yourcompany.co.ke, with your name and logo. Your customers see your brand.

■ Nightly encrypted backups

Everything is backed up every night, encrypted, and copied to a separate backup server.

■ Approvals & checks

Expenses, purchases, payroll and bank payments need a second person's approval.

■ Works on any phone

Open it in the browser and "Add to Home screen". No app store needed, and technicians can work offline.

■ Your own database

Your data is kept separate from every other company and is never shared.

■ 2-step login & roles

Optional login codes on phones, a role for every job, and an audit log of who did what.

■ Made for Kenya, Uganda & Tanzania

Shillings, local phone numbers, VAT, PAYE / NSSF rules, M-Pesa, MTN and Airtel, set up for your country.

■ Always up to date

New features and fixes are added for you. Your data stays exactly as it is.

Payroll with statutory deductions for your country.

Stock: what is in store and what went to which job.

Moving from Excel or another system?

We help you bring in your customer list, stock and staff, set up your branches and roles, and train your office and technicians, so your team is working in the system from the first day.

PRICING

One simple price. All modules included.

No per-module charges. We switch on what your business uses and you can add more at any time.

MOST POPULAR**Hosted by Kaliweb**

Licence (per company, per year) **KES 10,000**

Hosting on your own domain, with daily backups **KES 2,000 / month**

First year: KES 34,000

About KES 2,833 a month. We run the server, SSL certificate, updates and nightly encrypted backups. You just log in.

FOR IT TEAMS**On your own server**

Licence (per company, per year) **KES 10,000**

Hosting **your server**

Per year: KES 10,000

For companies with their own server or cloud account. Installer included; you look after the server.

Prices in Kenya shillings. Uganda and Tanzania: the equivalent in UGX / TZS. SMS bundles, M-Pesa and bank charges are paid directly to your providers.

Hosting includes

■ Your domain & SSL

Runs on your own address with a secure https certificate.

■ Daily backups

Encrypted nightly backups, kept on a separate server.

■ Updates

New features and fixes installed for you.

■ Server care

We look after the server, security and SSL renewals.

Getting started

1**Free demo**

We show you the system with your kind of jobs.

2**Set up**

You point your domain to us; we set up your company the same day.

3**Import & train**

We load your customers and stock and train your office and technicians.

4**Go live**

Your team works in the system from day one. We stay on WhatsApp for support.

Book a free demo

We show it with your own kind of jobs, on your phone and laptop.

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