



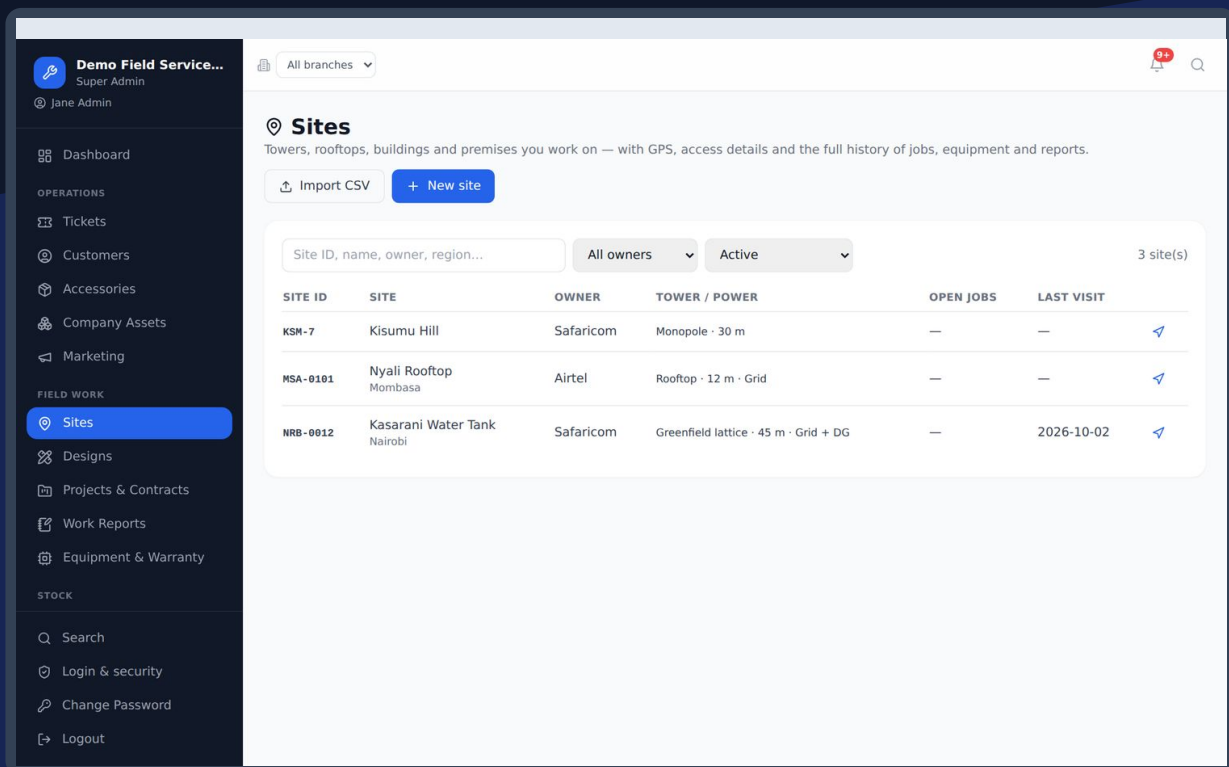
KALIWEB SYSTEM

Field Service & Ticketing System

INDUSTRY SHEETS

Built for the work your team does.

One page for each trade: internet providers, solar installers, CCTV & security, electrical contractors and telecom tower contractors.



FOR ISPs

Connect more customers. Fix faults faster. Collect every month.

Installations, faults, relocations and collections for fibre, wireless and hotspot providers, all in one system your NOC, office and field teams share.

Sound familiar?

- Installations and faults reported on many phones and WhatsApp groups
- Technicians on the road with no proof of what was done or which router they used
- Monthly payments to the paybill matched to customers by hand
- Routers, ONTs, radios and cable leaving the store with no record

What KALIWEB SYSTEM gives you

Fault & installation tickets

Every request gets a ticket number; the customer gets an SMS with a tracking link.

Customer accounts

Pay to your paybill with the account number; payments are recorded against the customer automatically.

Technician app

Signal readings, photos and the customer's signature on every job report, even offline.

Stock per job

Routers, ONTs and cable issued to technicians and recorded per installation.

Customer portal

Customers log in with their phone to report a fault, see their invoices and pay.

Link & fibre survey calculator

Wireless link (path loss, fade margin, Fresnel clearance) or fibre loss budget before you install.

TICKET #	CUSTOMER	PHONE	SERVICE	TECHNICIAN	PRIORITY	STATUS	DATE
TKT-20260803-8185	Otieno Farm	0799123456	Site Survey	---	medium	open	10/3/2026 Assign
TKT-20260802-C50C	Line Test	0712000111	New Wiring	---	medium	open	10/2/2026 Assign
TKT-20260802-2956	John Mwangi	0722000111	Maintenance	---	medium	open	10/2/2026 Assign
TKT-20260802-5872	Peter Otieno	0711222333	Maintenance	Tom Tech	medium	completed	10/2/2026 Assign
TKT-20260802-8184	Bahari Hotel	070098877	Inverter Repair	---	urgent	open	10/2/2026 Assign
TKT-20260802-7408	Naivas Thika		maintenance	Tom Tech	medium	in progress	10/2/2026 Assign
TKT-20260801-8181	Grace Wanjiku	0722114455	Battery Replacement	Tom Tech	high	assigned	10/1/2026 Assign
TKT-20260801-8182	Kamau Hardware Ltd	0733889900	New Installation	Mo Tech	medium	in progress	9/30/2026 Assign
TKT-20260802-8183	St. Mary's School	0711556677	Maintenance	Tom Tech	low	completed	9/28/2026 Assign

Every installation and fault in one list, by status, priority and technician.

Plus everything else: tickets, stock, invoices, M-Pesa / MTN / Airtel, bank link, expenses, HR & payroll, reports.

KES 10,000 licence per year
KES 2,000 per month hosted, backups included

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FOR SOLAR

From site survey to signed handover, and paid.

Size the system, quote it, install it, prove it and maintain it. Panels, batteries and inverters are tracked from the store to the roof.

Sound familiar?

- Sizing done on spreadsheets and turned into quotations by hand
- Installation photos and handover forms lost in phones
- Serial numbers and warranties for panels and inverters hard to find
- Maintenance visits forgotten after the installation

What KALIWEB SYSTEM gives you

■ Solar design calculator

Appliance list → daily kWh, panels, battery bank, inverter and MPPT size, then on to a quotation.

■ Projects

Installation projects with milestones, materials and costs against the budget.

■ Maintenance contracts

Visits are raised automatically on schedule; reminders before renewal.

■ Quotations with signature

The customer opens the quotation on their phone and accepts it with their name and signature.

■ Equipment & warranty

Every panel, battery and inverter with serial number, installation date and warranty end.

■ Job reports & sign-off

Readings, photos and customer sign-off at handover.

Solar design: from the customer's load list to a ready quotation.

Plus everything else: tickets, stock, invoices, M-Pesa / MTN / Airtel, bank link, expenses, HR & payroll, reports.

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FOR CCTV & SECURITY

Every camera, every site, every service visit.

Site surveys, installations and service contracts for CCTV, alarms, access control and electric fences, with the equipment register your customers expect.

Sound familiar?

- Service contract visits missed until the customer calls
- No record of which cameras, NVRs and serial numbers are at which site
- Surveys and quotations slow to turn around
- Hard to prove to a customer what was serviced

What KALIWEB SYSTEM gives you

Sites register

Every customer site on a map with its equipment, history and contacts.

Maintenance contracts

Service visits raised automatically on schedule, with a CCTV maintenance checklist.

Job reports

Photos, readings and customer sign-off on every visit, as proof of service.

Equipment & warranty

Cameras, NVRs, panels with serial numbers and warranty dates per site.

Quotations & invoices

Quote from the survey, accepted by signature, invoiced and paid by phone.

Customer portal

Customers report problems and follow the repair without calling.

ITEM	SERIAL	CUSTOMER / SITE	INSTALLED	WARRANTY	STATUS
SKW Hybrid inverter Growatt	040K-999	John Mwangi Thika - PJ-261002-0081	2026-10-02	2028-10-02 720 days left	Installed
Inverter	040K-801	Other	2026-10-02	2027-10-02 364 days left	Installed
Lithium battery 51.2V	04T-77	John Mwangi Thika - PJ-261002-0081	2026-10-01	2031-10-01 1824 days left	Installed
SKW Hybrid inverter Growatt	040K-801	John Mwangi Thika - PJ-261002-0081	2026-10-01	2028-10-01 720 days left	Replaced

Equipment & warranty register: what is installed where, and until when it is covered.

Plus everything else: tickets, stock, invoices, M-Pesa / MTN / Airtel, bank link, expenses, HR & payroll, reports.

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FOR ELECTRICAL

Design it right. Certify it. Get paid for it.

Wiring, installations, maintenance and testing work for homes, commercial buildings and industry, with calculations and certificates done in the system.

Sound familiar?

- Load and cable calculations repeated by hand for every job
- Test results and completion certificates typed up after the job
- Staff licences expiring without anyone noticing
- Safety rules not followed on site

What KALIWEB SYSTEM gives you

■ Electrical calculator

Load schedule, maximum demand with diversity, cable sizing with voltage drop, breakers and DB ways.

■ Staff licences

Licences and certificates per staff member with reminders before they expire.

■ Projects & materials

Materials list from the design, costs against budget, progress by milestone.

■ Test & completion certificates

Results recorded on site and printed as a certificate for the customer.

■ Checklists & permits

Safety checklists and permits to work, completed on the phone before work starts.

■ Quotations & invoices

Quote straight from the design; send it as a link and get paid by phone.

The screenshot shows the KALIWEB SYSTEM interface for a new electrical installation design. The form includes fields for Design title, Customer, Phone, Registered site, Site / location, and Design type. Below the form is a 'Calculator' section with a table for Load schedule and a 'Results' section showing 'Single phase' and '6.6 kW'.

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 6.6 kW

Electrical installation design: load schedule, cable and breaker sizing, materials.

Plus everything else: tickets, stock, invoices, M-Pesa / MTN / Airtel, bank link, expenses, HR & payroll, reports.

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FOR TELECOM

Hundreds of sites. One clear picture.

Preventive maintenance, corrective work, power systems and rollouts for tower companies and operators, across regions and teams.

Sound familiar?

- Sites, access details and history spread across spreadsheets
- Permits to work and safety checks hard to prove after the fact
- Site power and battery sizing done separately for every site
- Reports to the tower company assembled by hand at month-end

What KALIWEB SYSTEM gives you

■ Sites register on a map

Every site with location, access, equipment and visit history; directions with Google Maps.

■ Permits & checklists

Work-at-height and electrical safety checklists and permits, done on site on the phone.

■ Branches & regions

Teams by region, each with its own stock, staff and results.

■ Telecom power calculator

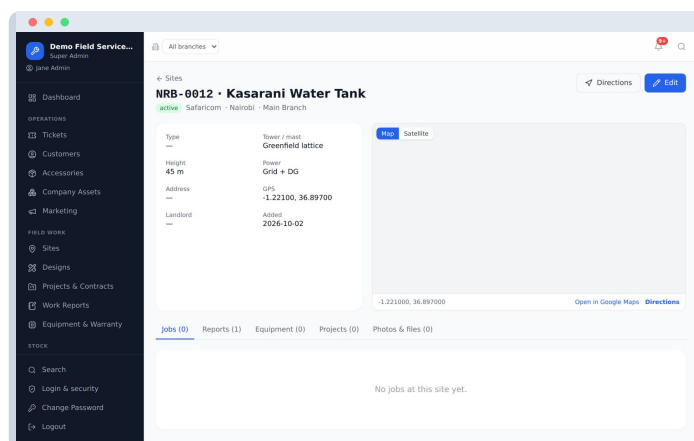
Equipment list → -48 V load, battery bank, diesel per month and solar kWp for hybrid sites.

■ Work reports per site

Readings, photos and sign-off for every visit, ready to share with the client.

■ Staff certificates

Work-at-height and other certificates with expiry reminders; a warning when assigning an expired technician.



Site page: location, permits, visits and reports in one place.

Plus everything else: tickets, stock, invoices, M-Pesa / MTN / Airtel, bank link, expenses, HR & payroll, reports.

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