Your Journey with Mudabbir

From first contact to ongoing service: what happens at each step, what we need from you, and when.

1 **Discover us**
A post, a demo, a referral, or our products on the marketplaces.

2 **Evaluate**
Product pages, samples, videos and the Q&A assistant on our site.

3 **Needs form**
Four questions in a minute; details are optional after sending.

4 **Diagnose & propose**
A 30-minute session on demo data, then a written proposal: scope, price, timeline.

5 **Decide & agree**
A short agreement: scope, licence, support and data protection.

6 **Pay**
On the marketplace for individuals, or by invoice for organisations.

7 **Deliver & onboard**
Download and install, move your current data, train your team.

8 **After-sales**
Follow-up, updates and support, plus a regular results review.

↻ The journey is a loop: after step 8 we return to step 4 with every new need.

Each step in detail

Step	What you do	What we do	What you receive
1. Discover	Follow us or download a free guide	Share practical examples in Arabic and English	Free guide, intro video
2. Evaluate	Read and ask	Answer instantly on the site, or by email and WhatsApp	Sample outputs, a PDF guide per product
3. Needs form	Fill in the form	Read your needs and reply with a fitting solution	Acknowledgement and a proposed meeting time
4. Diagnose & propose	Join a short session	Live demo on sample data, then a written proposal	Technical and financial proposal, data-migration plan
5. Decide & agree	Accept the proposal	Prepare the agreement and invoice	Short agreement; data-processing agreement if needed
6. Pay	Pay by the suitable method	Confirm receipt immediately	Official receipt
7. Deliver & onboard	Install and test with us	Data migration (5 steps) and team training	Product, install guide, data-quality report
8. After-sales	Use it and tell us	Follow up, update, support	Version updates, support, results review

Needs form in two stages

1. Stage 1 (one minute, required): organisation, email (WhatsApp optional), the product you need, the problem to solve
2. Stage 2 (three minutes, optional after sending): sector, country and city, size
3. Your name and role, and whether you decide
4. Current system: paper, Excel, Google Sheets or other software (name it)
5. How you will know the solution worked; language needed
6. Preferred start, approximate budget, and how you heard of Mudabbir

The form never asks for personal data of students or staff.

Payment and delivery

- **Individuals:** Buy and pay on the marketplace (Capafy, Payhip or Khamsat); download right after payment.
- **Organisations:** An official Mudabbir invoice in the agreed currency, paid by bank transfer or PayPal. Products are paid upfront; services 50% on signing and 50% on delivery; proposals are valid for 30 days. Delivered to a shared folder with an onboarding session.
- **Services:** Installation, data migration and training, paid as per the approved proposal.

Support

- **Self-service:** Knowledge base, Q&A assistant, guides and videos on the site
- **Support ticket:** Support form or info@mudabbirai.com: product, version and the exact message. We reply within one business day
- **Organisation support:** Live sessions and a dedicated channel as per the contract

After-sales

Day 1	Welcome: install links, guide and video
Day 3	Check-in: is it working for you?
Day 7	Tips for getting more out of it
Day 30	Results review and a short satisfaction survey
Every 3 months	Organisations: regular review and improvement ideas

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