



EJRAA
إجراء

OPERATIONS MANAGEMENT PLATFORM

Transform Operations into Performance.

Ejraa 360 unifies business processes, services, assets, risks and improvements into a single intelligent command center — built for modern enterprises.

One platform. End-to-end operations.

Ejraa 360 brings process, service, asset, risk and improvement management together in a single, role-aware workspace — so teams spend less time switching tools and more time delivering outcomes.

<p>46</p> <p>BUSINESS PROCESSES</p>	<p>19</p> <p>ACTIVE SERVICES</p>	<p>5</p> <p>IMPROVEMENT INITIATIVES</p>	<p>1.07M</p> <p>AED COST SAVINGS (YTD)</p>
--	---	--	---

Unified Workspace

Single sign-on, role-based access, and a consistent UX across every module — in English and Arabic (RTL).

APQC-Aligned

Processes modeled on the APQC Process Classification Framework with 3-level hierarchy and BPMN linkage.

Evidence-Driven

KPIs, heat maps, SLAs and audit logs give leadership real-time visibility without chasing spreadsheets.

Ready to Extend

Clean APIs, role groups, organization units and import tooling make onboarding and scaling straightforward.

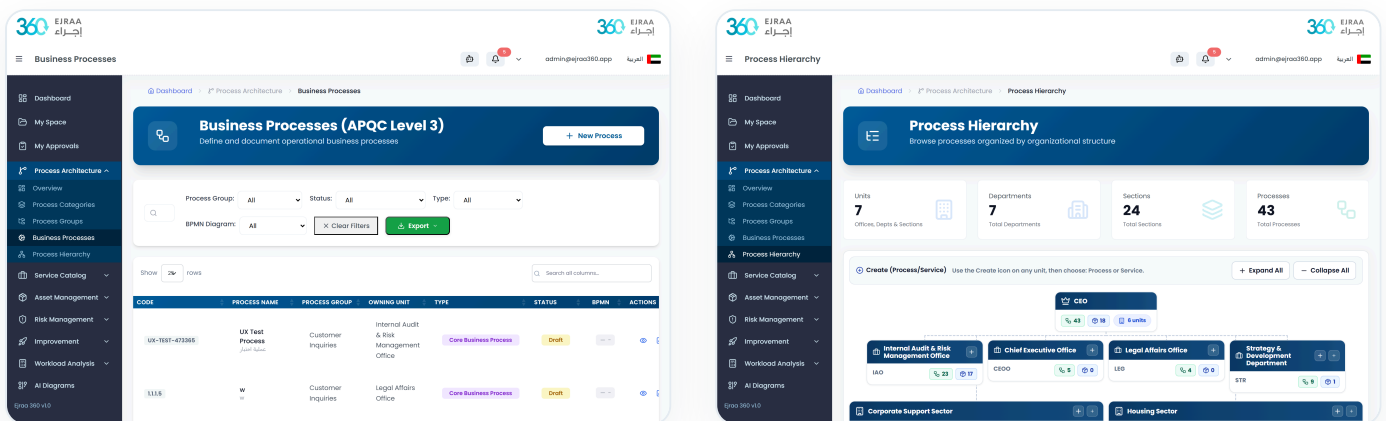
The screenshot displays the 'Executive Dashboard' of the Ejraa 360 platform. It features a sidebar navigation menu with options like Dashboard, My Space, My Approvals, Process Architecture, Service Catalog, Asset Management, Risk Management, Improvement, Workload Analysis, AI Diagrams, Help & Support, and Administration. The main dashboard area contains several key performance indicators (KPIs) and charts:

- Process Categories:** 4 APQC Framework Categories
- Business Processes:** 46 Active Business Processes
- Service Catalog:** 19 Available Services
- Active Improvement Initiatives:** 5 Ongoing Initiatives
- Cost Savings Target:** Target 8,885,000 AED, Achieved 1,075,000 AED
- Time Savings Target:** Target 3,480h, Achieved 2,250h
- Process Status:** Shows Draft and Active states.
- Service Types:** Shows Internal Service and External Service.
- Improvement Quadrants:** Shows Quick Wins, Major Projects, and Fill-Ins.

The bottom of the dashboard includes the 'Ejraa 360' logo and version 'Ejraa 360 v1.0'. A page indicator '2 / 8' is visible in the bottom right corner.

Design, govern and improve every business process.

Capture your operating model end-to-end with APQC Level-1 to Level-3 processes, linked BPMN diagrams, owners, systems, controls and KPIs — the foundation for every other module in Ejraa 360.



Process catalog with filters, ownership, BPMN links · Drill-down hierarchy view

L1

Categories

Top-level functional groupings aligned to APQC.

L2

Process Groups

Middle tier connecting strategy to execution.

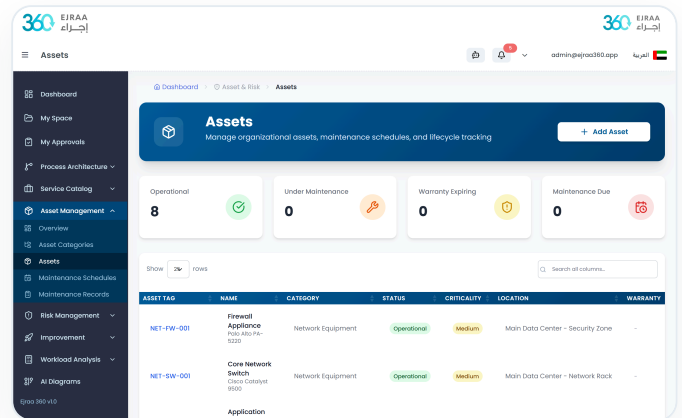
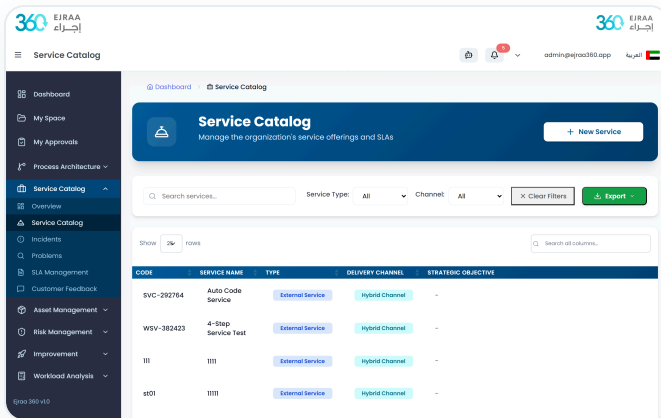
L3

Business Processes

Operational processes with owners, inputs, outputs, KPIs and BPMN.

Deliver services on SLA. Know every asset.

A service catalog that users understand, connected to the assets that power each service — with SLAs, categories, owners and full lifecycle tracking.



Service Catalog · Asset Register

Service Catalog

Internal and external services, categorized, costed, owned — and mapped to processes.

Asset Register

Categories, relationships, maintenance history, and compliance status in one place.

SLA Tracking

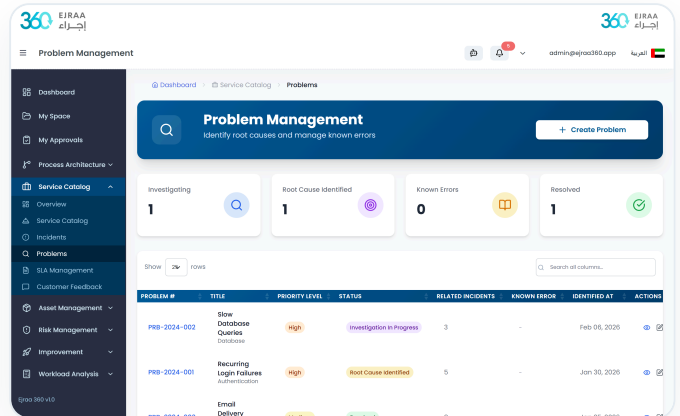
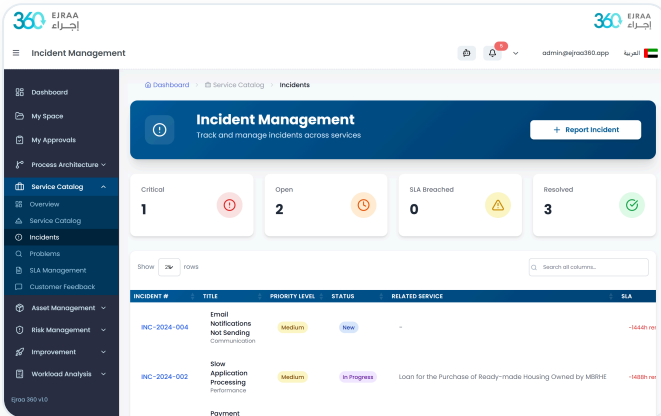
Targets, breaches, warnings and trend views to keep commitments visible.

Customer Feedback

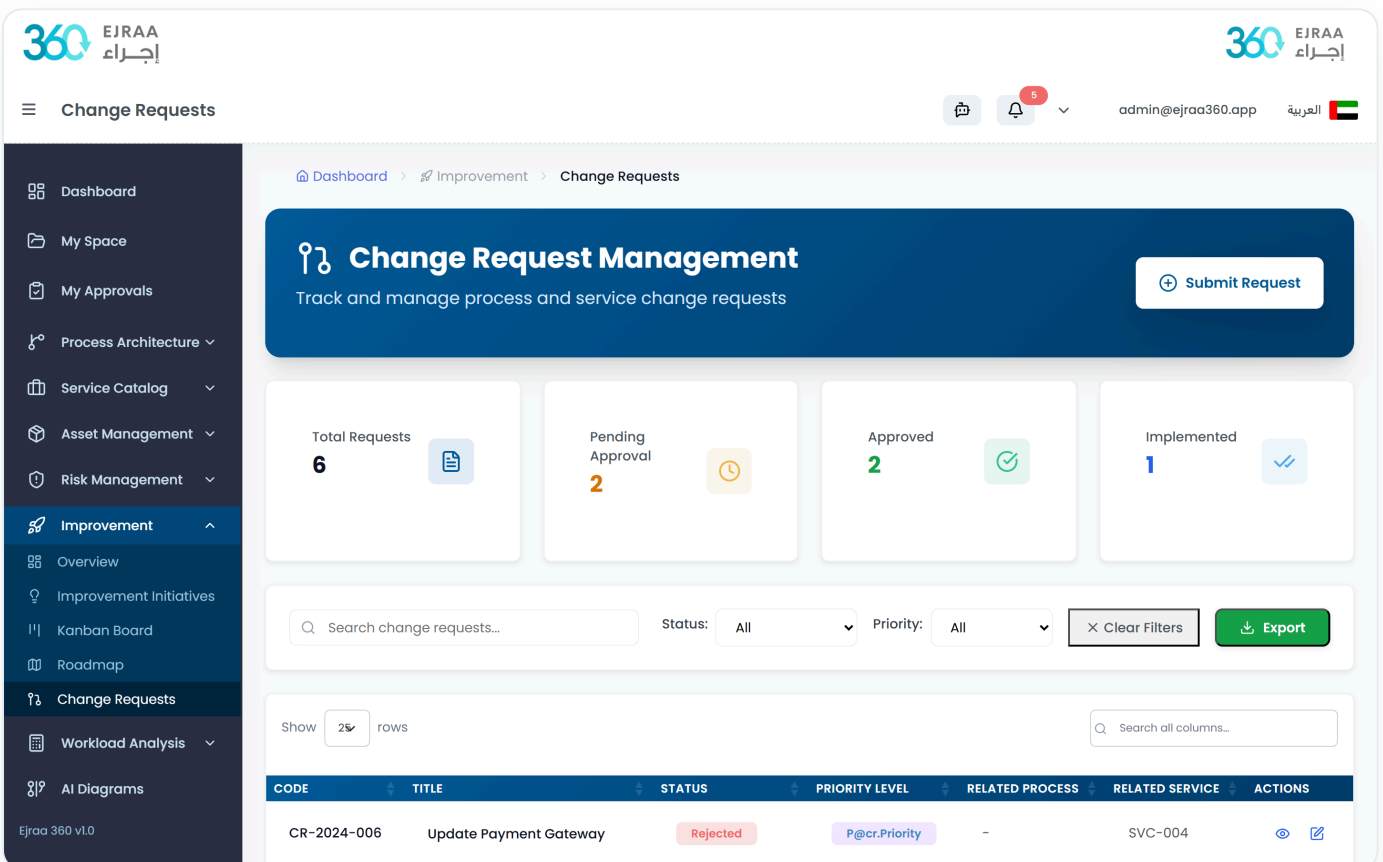
Capture customer signal against services and close the loop with improvements.

Run operations with discipline.

Incidents, problems and change requests on the same backbone — so issues are resolved fast, root causes are addressed, and changes are approved safely.



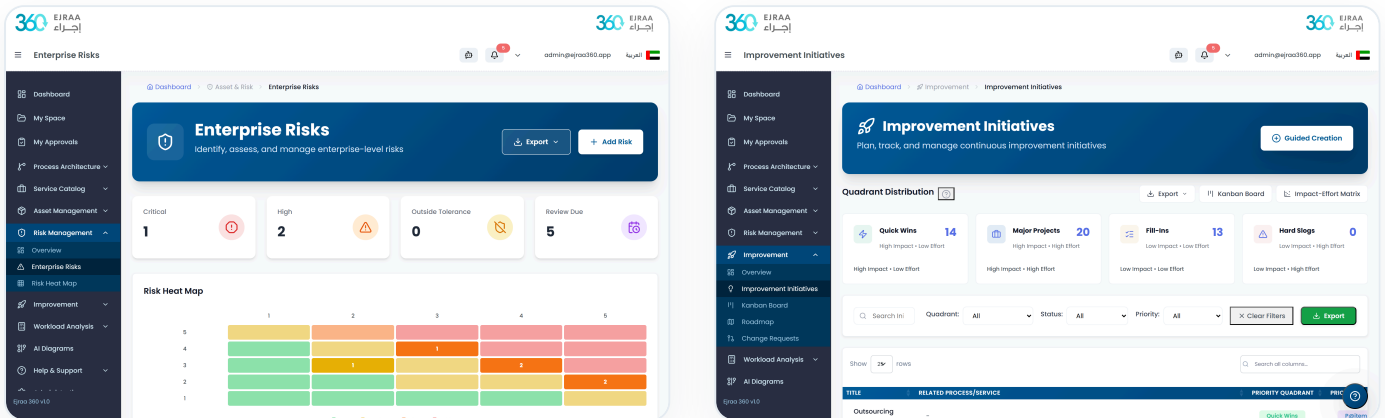
Incident queue · Problem records with RCA trail



Change Requests — approvals, impact assessment, release windows

See risk clearly. Drive improvement continuously.

Enterprise risks assessed with 5×5 heat maps, tolerance bands and review cadences — paired with an improvement engine that turns ideas into measurable results.



Enterprise Risk Register & Heat Map · Improvement portfolio

Risk

Heat Map
Likelihood × Impact with outside-tolerance flags.

Save

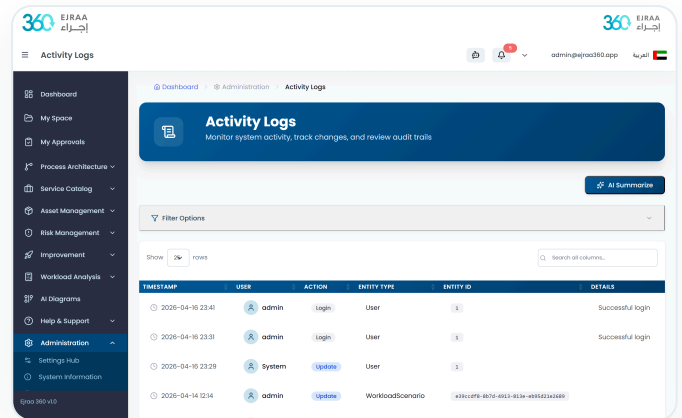
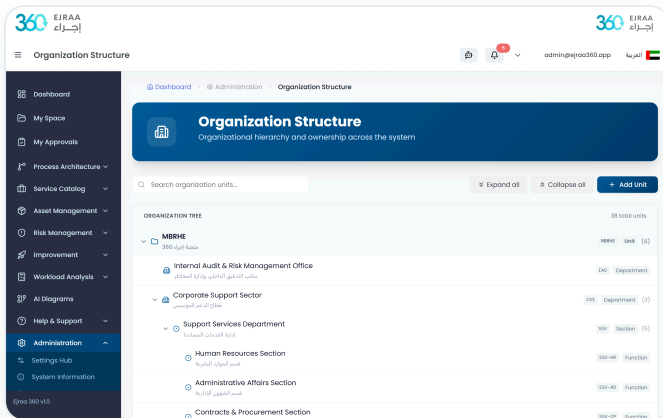
Savings Tracked
Cost & time savings tied to initiatives.

Loop

Quadrants
Quick wins, major projects, fill-ins — triaged.

Governance built in — not bolted on.

Every action is attributable. Every record has an owner, a unit, and a trail. Ejraa 360 is designed for organizations that need to prove what they did — not just describe it.



Organization Units & Role Groups · Comprehensive Audit Trail

Role-Based Access

Granular permissions via role groups aligned to org structure.

Audit Everything

Who did what, when, where — queryable and exportable.

Bilingual by Design

English + Arabic (RTL) with seamless language switching.

My Space & Approvals

Personal workspace and approval inbox for every user.



EJRAA
إجراء

Let's put your operations on one map.

Ejraa 360 is ready to deploy — on-premise or cloud — with guided data onboarding, APQC-aligned templates and a partner team that knows enterprise delivery. Book a walkthrough and see how your organization maps in under an hour.

[Request a Demo →](#)

WEB

[ejraa360.app](#)

EMAIL

hello@ejraa360.app

VERSION

Platform v1.0 · 2026