



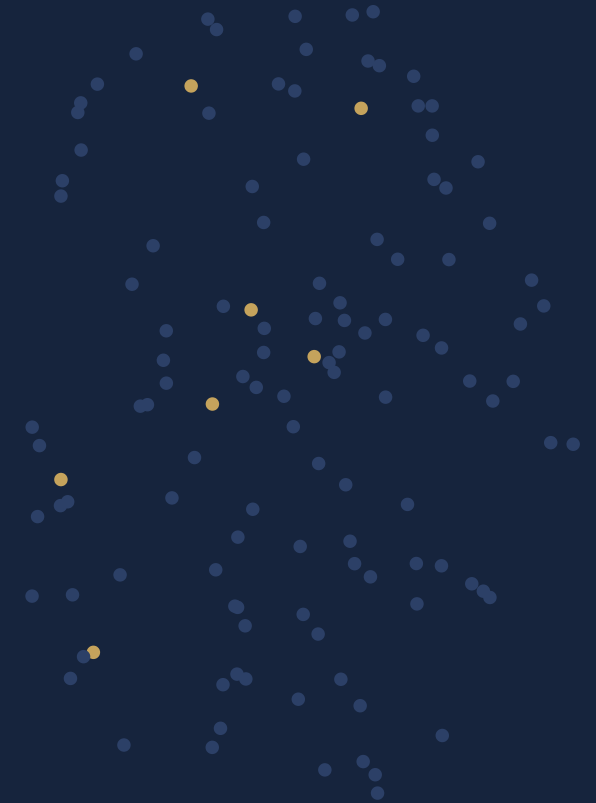
OneGrain

UAE · BUILT FOR VELOCITY

Every Moment, Caught.

The intelligence and execution layer for companies selling across the UAE. It decides who to reach today, community by community, then helps do the work and proves it in revenue.

OneGrain

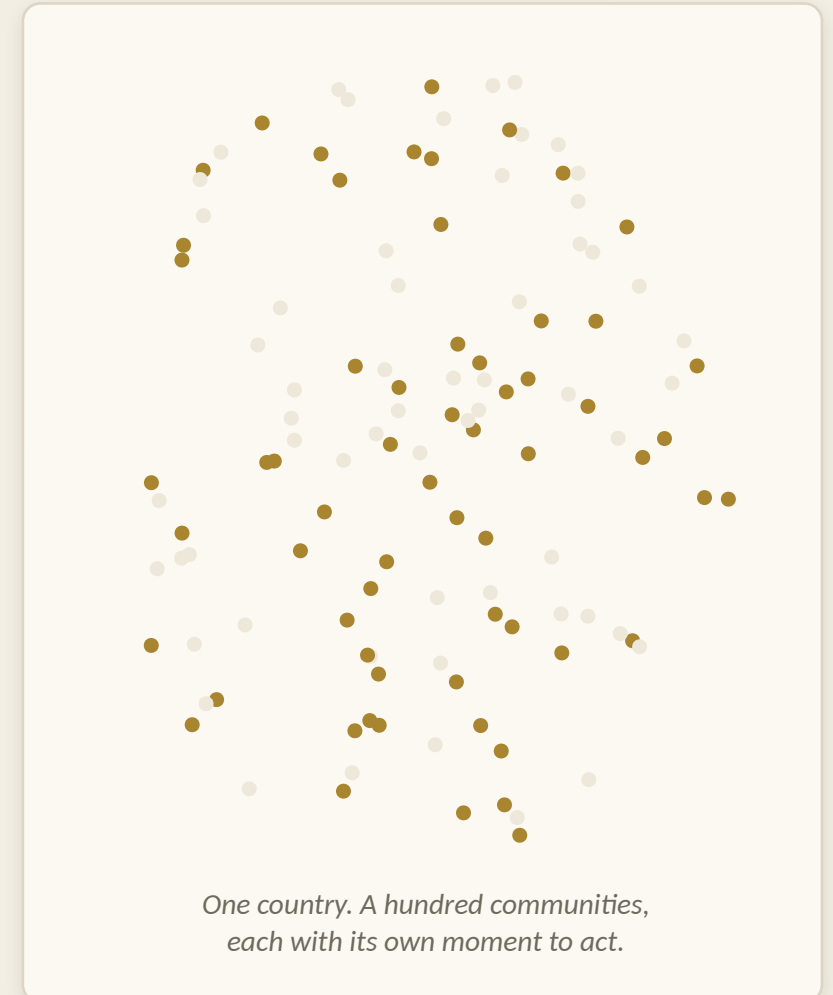


The UAE does not stand still. Neither does its demand.

Around nine in ten residents are expatriates, and the base turns over constantly: people arrive, upgrade, switch and leave on timelines measured in months. Tourists pulse through in weekly waves by source market. Ramadan, Eid, summer and the events calendar reshape demand every few weeks.

A customer base this fast outruns any static segmentation. The campaign aimed at last quarter's resident reaches this quarter's empty apartment. Windows of intent open and close in days, not quarters.

The truth: velocity is not chaos. It is signal, for whoever reads it in time.



Three changes in the UAE. All inside the last few years.

01

Open data matured

National and emirate-level portals now publish population, tourism and telecom statistics on a monthly cadence: fresh enough to act on, granular enough to read community by community.

02

Messaging became the channel

The UAE runs on messaging. WhatsApp Business reaches a customer in minutes, in their own language, with delivery and response measured per message. The channel finally matches the market's speed.

03

Decision models became deployable

Scoring, next-best-action and timing models are production services now: accurate enough to run against live revenue data, cheap enough to retrain weekly, and explainable enough for a CVM lead to trust.

Your market moves weekly. Your playbook moves quarterly.

Companies in the UAE run serious stacks and capable teams. But the operating rhythm is quarterly: segments refreshed, campaigns planned, results reviewed. The market underneath moves on a different clock.

Residents arrive, upgrade, switch and leave in months. Tourists pulse weekly. Seasons and events reshape demand in days. A static segment is stale before the campaign built on it ships, so offers land after the moment has closed, and channels get blasted equally because nobody can see which window is open.

Meanwhile the business already produces the raw material of faster decisions: CRM history, billing, app events, support contacts. It sits in systems that do not talk to each other, and it belongs to no one whose job is the only daily question that matters: who should we reach today, and why?



The constraint is not effort. It is that effort runs on last quarter's map.

What your revenue stack already has. And what it is still missing.

WHAT YOU HAVE

In abundance.

- ✓ CRM with years of customer history
- ✓ Stores, agents and field teams
- ✓ Billing and subscription records
- ✓ App events and web sessions
- ✓ Support and service interactions
- ✓ Campaign and event engagement

WHAT IS MISSING


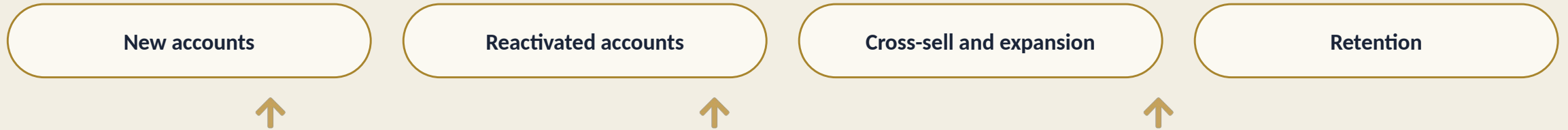
The connective tissue.

- + **A community-level view of demand** where the next order actually lives
- + **Prioritization tied to live signals** not last quarter's territory plan
- + **Timing intelligence** when an account is ready, not just whether
- + **Channel and language fit** visit, call or WhatsApp, in the buyer's words
- + **Closed-loop learning** every outcome makes the next decision sharper

The intelligence layer above your revenue stack.

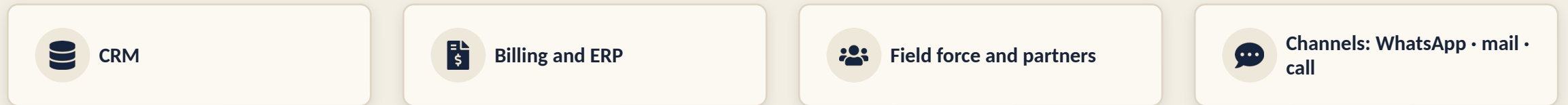
Not a CRM. Not a campaign tool. OneGrain sits above both: it decides where your effort should go, helps do the work, and learns from every outcome.

WHAT YOU GET

 **OneGrain**

Decides which account · why now · which channel · which language · what message
Executes through your teams and channels, measures every outcome, and **learns** weekly

WHAT YOU ALREADY RUN



We sell intelligence. Then we do the work.

Go-to-market is every decision about who to pursue, when, through which channel, and with what message. Most companies make those decisions by habit. OneGrain makes them with evidence, then acts on them.



The intelligence

A daily, ranked answer for every territory: which accounts to work, why now, through which channel, in which language.



The execution

We run the plays through the channels you already use: field visits, WhatsApp, calls, mail. Owned queues, with SLAs.



The learning

Every outcome returns to the system. Decisions get sharper every week, while your headcount stays flat.

TODAY'S QUEUE · ONE TERRITORY

Customer #C-218

Dormant 31 days against a 12-day community norm

WhatsApp · Arabic

Account #A-090

Plan expires in six days, usage still high

Assisted call · today

GCC weekend cohort

Arrival wave begins Thursday

Timed offer · push

Illustrative output. Identifiers stay hashed until dispatch.

A rep can work thirty accounts in a week. Intelligence decides which thirty.

Four layers. Built in sequence. Each layer earns the next.

01



Reconcile

Normalize accounts across CRM, billing, distributor and inquiry records. Resolve duplicates and fragments. Attach every account to a community, and every community to its public context: demographics, industry clusters, seasonality, local calendars.

02



See

One operating picture: pipeline by community, cohort and product line. Dormancy, coverage gaps and whitespace made visible for the first time. Refreshed continuously, shared across sales, marketing and leadership.

03



Decide

A daily ranked list per rep and per territory. Next best action, channel and timing for every account, with the reason stated. Rules carry the pilot; learned models take over as tracked outcomes accumulate.

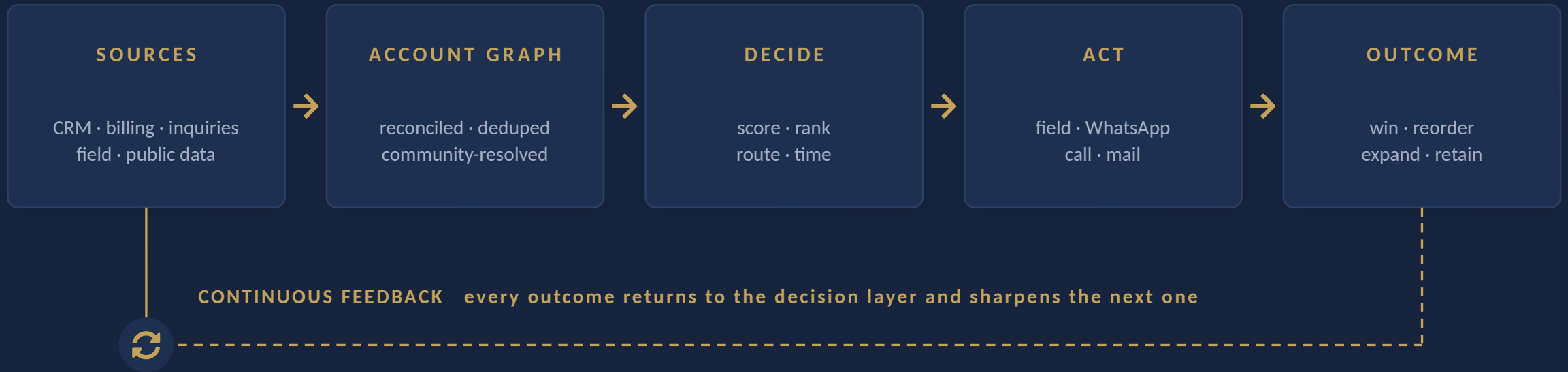
04



Act

Queues with owners and SLAs. Interventions through field visits, WhatsApp, telecalling and mail. Closed-loop attribution from first touch to invoice, so every play is judged in revenue, not activity.

How the system runs in production.



Public data sets the community context. Your proprietary data makes it operational. **OneGrain's job is to make the two speak, and to point the result at revenue.**

Two things compound. Neither is a feature.

Rules and routing can be rebuilt by anyone. These two cannot, because they get better with every market we run and every outcome we see.

PILLAR ONE



Public-data reconciliation

Every other tool reasons only over the data you already own, which is backward-looking and blind to the world outside. We fuse your internal records with a growing library of public context, so a score becomes a decision.



Demographics, density, clusters



Seasonality and local calendars



Weather, mobility, sentiment



Economic and vertical signals

PILLAR TWO



Fine-tuned GTM models

Beyond rules and general-purpose AI, we train models specifically for go-to-market: scoring, next-best-action, channel, timing and message, learned from real outcomes. Each cycle makes the next decision sharper.



Decision quality, cycle over cycle

From a daily list to a layer of agents.

Today OneGrain hands your teams a ranked list and the reasoning behind it. The direction is a set of focused agents that carry each step of the loop, with your team approving the moves that matter. People stay in control; the busywork moves to the system.



Signal agent

Watches behaviour and public data for the moment an account becomes worth a touch.



Decision agent

Ranks who to work, picks the channel, language and timing, and states the reason.



Outreach agent

Drafts the message per account and signal, inside templates your team approves.



Routing agent

Sends self-serve where it fits, hands the rest to a rep with full context attached.



Service agent

Catches failed payments, stalled onboarding and support gaps before they churn.



Learning agent

Reads every outcome and retrains the models, so next week's decisions are sharper.

***Direction, not today's scope.** Pilots run on the ranked list and your approvals. Agents come online as the loop earns the trust to automate each step.*

Five trigger types. Tuned to how the UAE moves.



A customer quiet past their community's norm, queued for recovery before the next move, switch or renewal passes by.



Repeat sessions, abandoned carts, requotes. High intent flagged for assisted follow-up while the window is still open.



Ramadan, Eid, summer, event weeks and tourist waves by source market, opened as timed plays per community.



Single-product customers inside multi-product communities, surfaced for cross-sell with the offer that fits.



Plan expiries, fading usage, slowing payments. Caught while there is still time to act, not explained at quarter end.

Each trigger generates a queue.

Each queue has an owner, an SLA, and an outcome measured back to revenue. Nothing falls between teams.

Beyond reporting: operating intelligence, by cohort and by play.



COHORT INTELLIGENCE

Which accounts move. Which never will.

- By community and cluster: who buys, who defers
- By size, credit behaviour and payment rhythm
- By language and channel responsiveness
- By season: when each community opens its wallet
- By product mix and reorder cadence
- By source: which inquiries become invoices



PLAY INTELLIGENCE

Which moves work. On whom.

- Which message converts in which community
- Which channel earns a reply: visit, call or WhatsApp
- Which offers move which clusters
- Which sequences revive dormant accounts
- Which timing wins against which competitor
- Which plays to retire, and which to scale

Illustrative ranges. Every one testable against your own data.

Drawn from comparable enterprise engagements in distribution and adjacent verticals. These are starting hypotheses for the pilot, not promises.

METRIC	TODAY (TYPICAL)	WITH ONEGRAIN	DELTA
Qualified meetings per rep, per week	Index 100	Index 130 – 160	+30 – 60%
Dormant-account reactivation	3 – 8%	12 – 20%	~2 – 3×
Cost per qualified opportunity	Index 100	Index 65 – 80	~20 – 35% lower
Time from signal to first touch	Days	Hours	10× faster
Cross-sell take-rate, existing accounts	2 – 4%	5 – 9%	~2× lift
Pipeline attribution	Partial	Closed loop	End to end

*Even a fraction of these moves, captured in one territory for one quarter, **pays for the engagement many times over.** That is the bet we are asking you to test.*

Ninety days. One territory. One number at the end.

WEEKS 1 - 3

Reconcile

One territory instrumented end to end. Accounts resolved and placed in their communities. Public context attached. Baseline established against your current run-rate, so the lift is measured, not narrated.

WEEKS 4 - 7

See & Decide

The operating picture stood up for your team. Dormancy, whitespace and coverage views live. Ranked daily queues running in shadow mode beside your current process, scored but not yet acting.

WEEKS 8 - 12

Act

Two trigger queues live in production: one reactivation, one timed community play. Measured against a held-out control. Outcome reported in revenue terms, not in activity metrics.

COMMERCIAL STRUCTURE

A bounded, paid pilot. Fixed fee, scoped to one territory and three trigger queues. The success number is agreed before we start, with a clear go / no-go decision at day 90.

Three things. None of them heavy.



Scoped data access

Read-only access to CRM, billing and inquiry data for the pilot territory. No production write access. Everything governed by your existing data-handling controls, inside your environment.



One business owner

A single nominated owner on the revenue side who can decide which territory, which triggers and which plays to test. Empowered to act, not just kept informed.



One technical contact

A nominated person from data or IT to sit alongside us for environment access, schema questions and deployment. Two hours a week, not a full-time secondment.

Your data never meets our cloud. Non-negotiable, by design.



Deployed in your infrastructure

Default deployment is on-premise or inside your own cloud. Models, pipelines and orchestration run where your data already lives. We bring the platform to the data, never the other way around.



Hashed by design

Decisioning runs on hashed, pseudonymised identifiers. Names, numbers and identities resolve only inside your environment, at the moment of dispatch, by your systems.



UAE data residency, by default

All data, processing and derived outputs remain inside UAE jurisdiction and your environment. We design to the PDPL, and exit with the playbook we earned and nothing else.

THE ASK

One meeting. One territory. Ninety days.

01**Now**

A two-hour working session. We map where your funnel actually leaks, together, on a screen, with your own numbers in front of us.

02**Week 2**

A scoped pilot proposal: one territory, three trigger queues, fixed fee, a clear measurement plan, and a go / no-go gate at day 90.

03**Day 91**

A working demand engine, or an honest answer about why this was not the right time. Either way, you keep everything that was built.

The moment is the market. One grain at a time.