DELIVERED / AUTOMOTIVE

EVS Customer Portal

Delivery scope and launch snapshot

How Digital Cubic built the EVS Customer Portal for Electric Vehicle Services: Arabic-first iOS and Android apps, a staff web portal and workshop-system integration.

Delivered scope

01

Customer apps

Branded iOS and Android apps for EVS customers, Arabic-first with English, built with Flutter.

02

Staff web portal

A web portal for EVS staff to manage customers, vehicles, bookings and app content.

03

Workshop-system integration

Two-way synchronisation with EVS's workshop system, so bookings do not need to be re-entered.

Customer journey

Customer signs in	With a mobile number and a one-time code, in Arabic or English.
Adds the car	By scanning the registration card, or by plate, instead of typing the details.
Books a service	Picks a branch, a service type and a free slot.
Workshop receives it	The booking is synchronised into the workshop system with the vehicle and service details filled in.
Customer follows the work	Job-card stages and push notifications show progress; the service booklet records what was done.

Operation

We host the system on Microsoft Azure (UAE North), monitor it, and handle store releases and fixes after launch.

COMPANY-PUBLISHED / 4 TO 18 OCTOBER 2026

Launch snapshot

From the launch report Digital Cubic prepared for EVS on 18 October 2026, based on the EVS production database and Azure monitoring for 4 to 18 October 2026. They are launch-period figures, not current totals.

3,642
customers joined the app during the launch period

3,305
cars added, 2,563 of them read automatically from the registration card

2,433
services booked, every booking passed into the workshop system

2,415
customers used the app in the last 7 days of the period

31%
of bookings were made after working hours, between 6 pm and 6 am

1,347
customers use the app in Arabic

99.97%
REQUEST SUCCESS RATE

of 531,241 app requests were answered without a server error (request success rate, measured by Azure monitoring; not an uptime figure)

Sources and next steps

Published case	https://digitalcubic.ae/work/evs-customer-portal/
Automotive portals and apps	https://digitalcubic.ae/industries/automotive-operations/
Apple App Store	https://apps.apple.com/ae/app/evs-customer-portal/id6766456532
Google Play	https://play.google.com/store/apps/details?id=evs.app