PULSES

AI for the physical world.

AUTOMOTIVE AFTER-SALES

A real customer-by-customer journey.

One customer, one journey: new or returning, from drop-off to handover.

PULSES

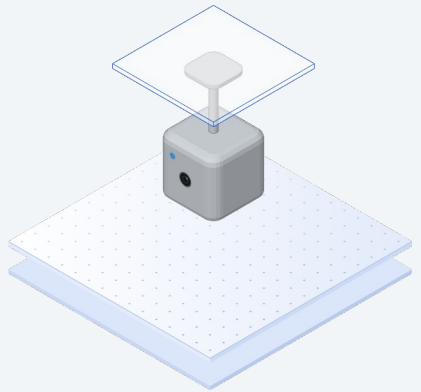
WHAT THIS IS

Pulses.ai is a UAE-born Physical Intelligence company.

Pulses.ai builds Physical Intelligence for enterprises and government: edge-AI Vision Devices, designed and made in the UAE, that turn physical spaces — venues, stations, showrooms, service centers — into live, actionable insight. All processing happens on the device; only anonymous metadata leaves. See. Understand. Act.

AI for the physical world.

For after-sales teams: a job card follows the car, not the customer.



SEE

Pulses Vision over lanes and lounge

UNDERSTAND

Unique visits, drop-off to handover

ACT

Late cars flagged early

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THE SERVICE DAY

A job card follows the car.

Not the customer in the lounge, waiting for it.

The wait in the lounge.

How long each customer has waited is guessed, not seen.

The second visit.

A returning customer is greeted like a stranger.

The late car.

A bay running late is noticed when the customer calls.

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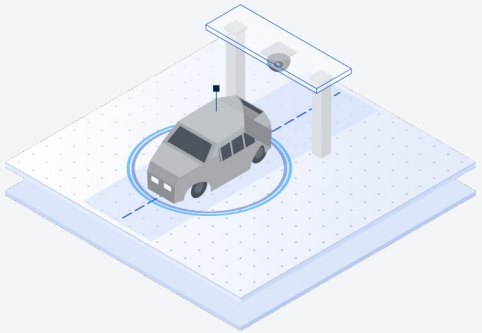
HOW IT WORKS

From drop-off to handover.

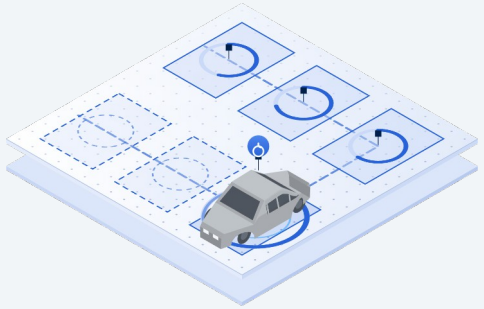
No gates, no barriers and nothing fitted to the car.



01

One customer, one journey

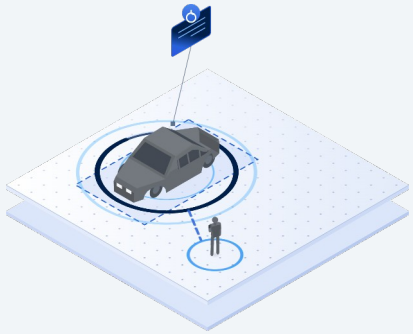
From the lanes to the lounge, Pulses Vision devices understand visits, waiting times and mood. One customer, one journey: new or returning, from drop-off to handover.



02

Against the time promised

With no gate, each car is timed against the time promised, from reception and Workshop A to the wash and the handover desk.



03

Late cars, flagged early

A car over its stage target in Workshop B is flagged to the service advisor.

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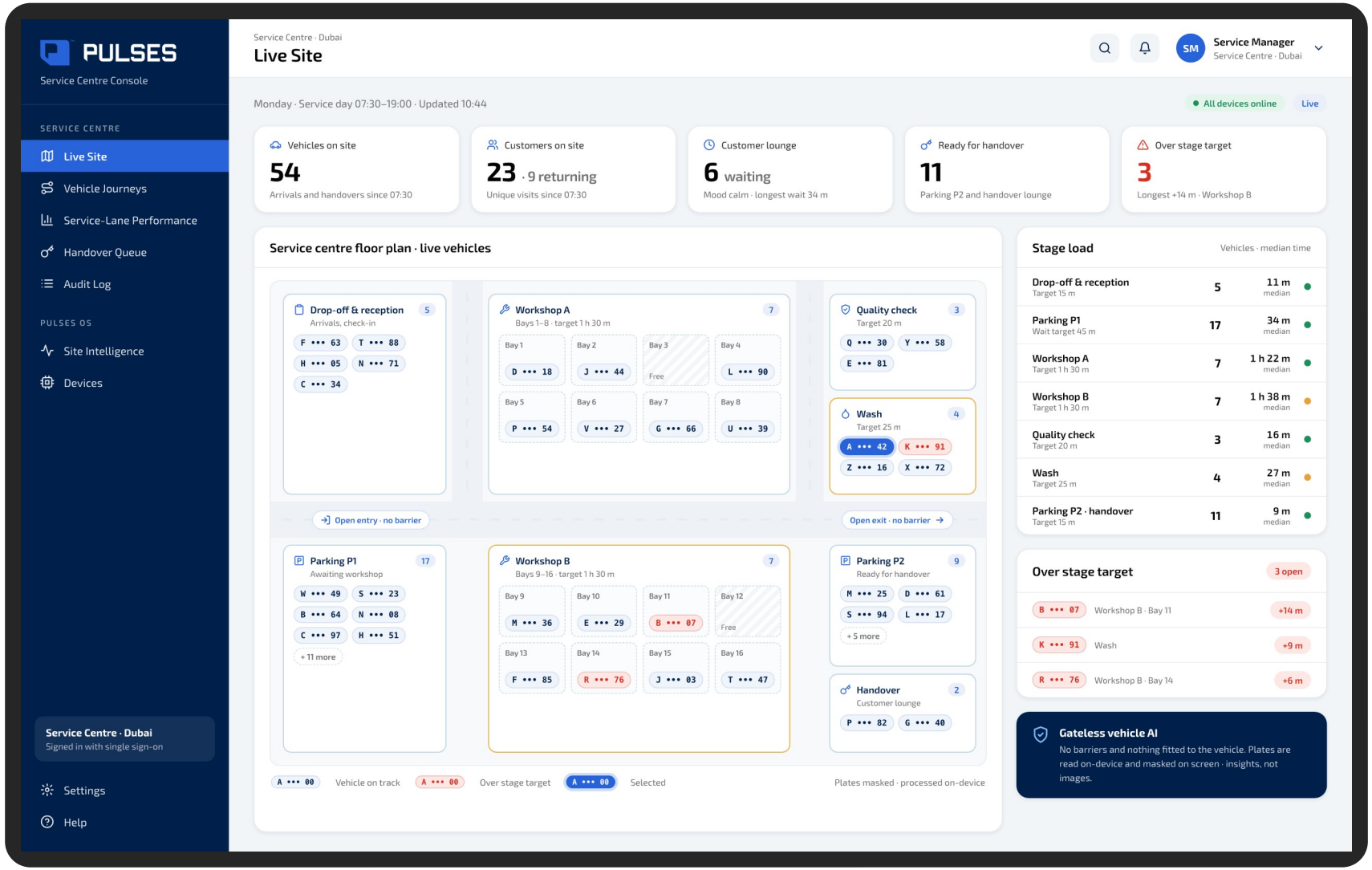
Live Site

New or returning, on arrival.

Anonymous Unique FaceID: made on the device, no personal data.

- Customers on site, and how many are returning
- The lounge: who is waiting, and the mood
- The cars in each zone and stage



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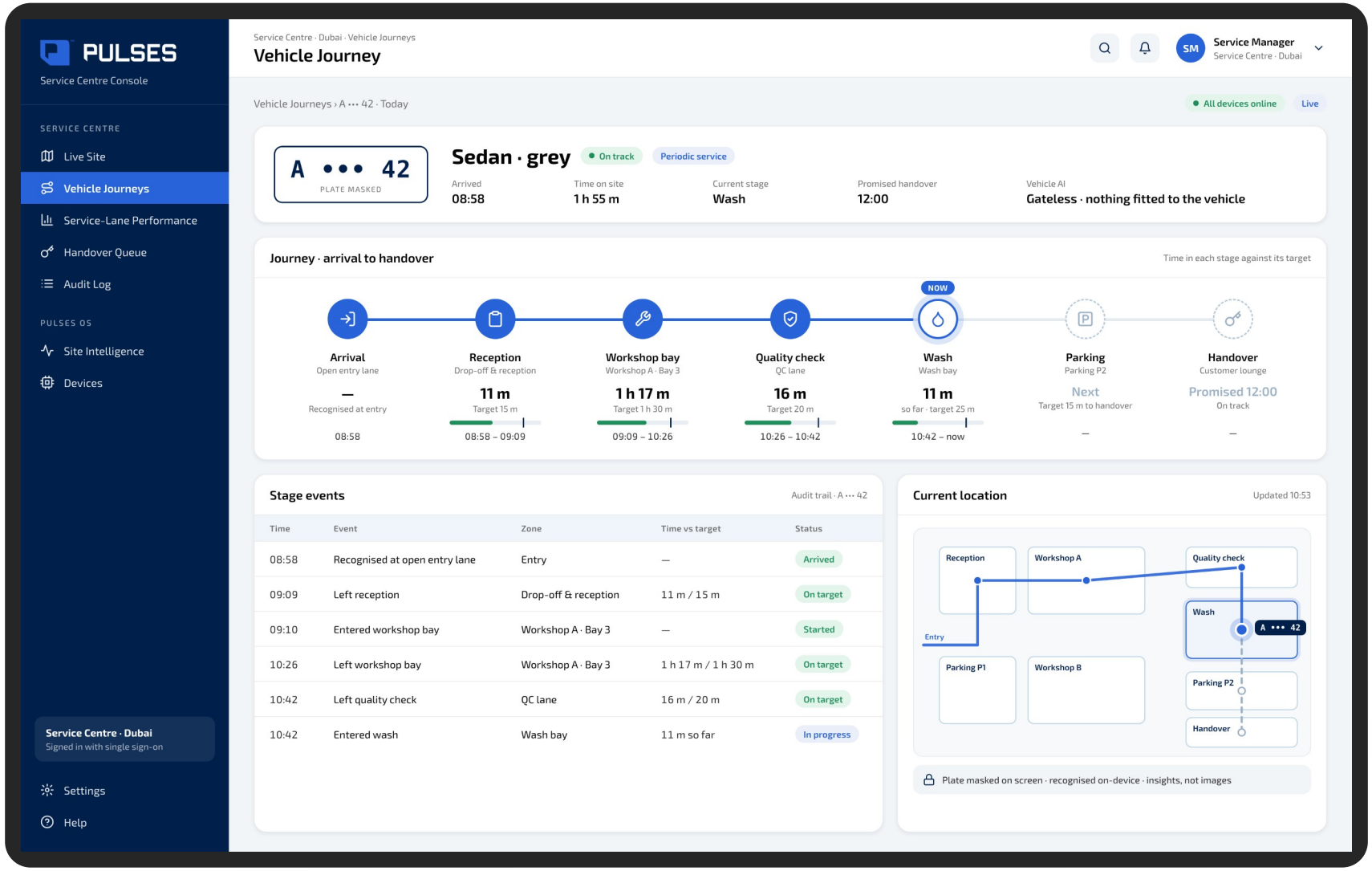
Vehicle Journey

Drop-off to handover.

One car, from the key at reception to the handover desk.

- Time in each stage against its target
- The handover time promised to the customer
- Where the car is now



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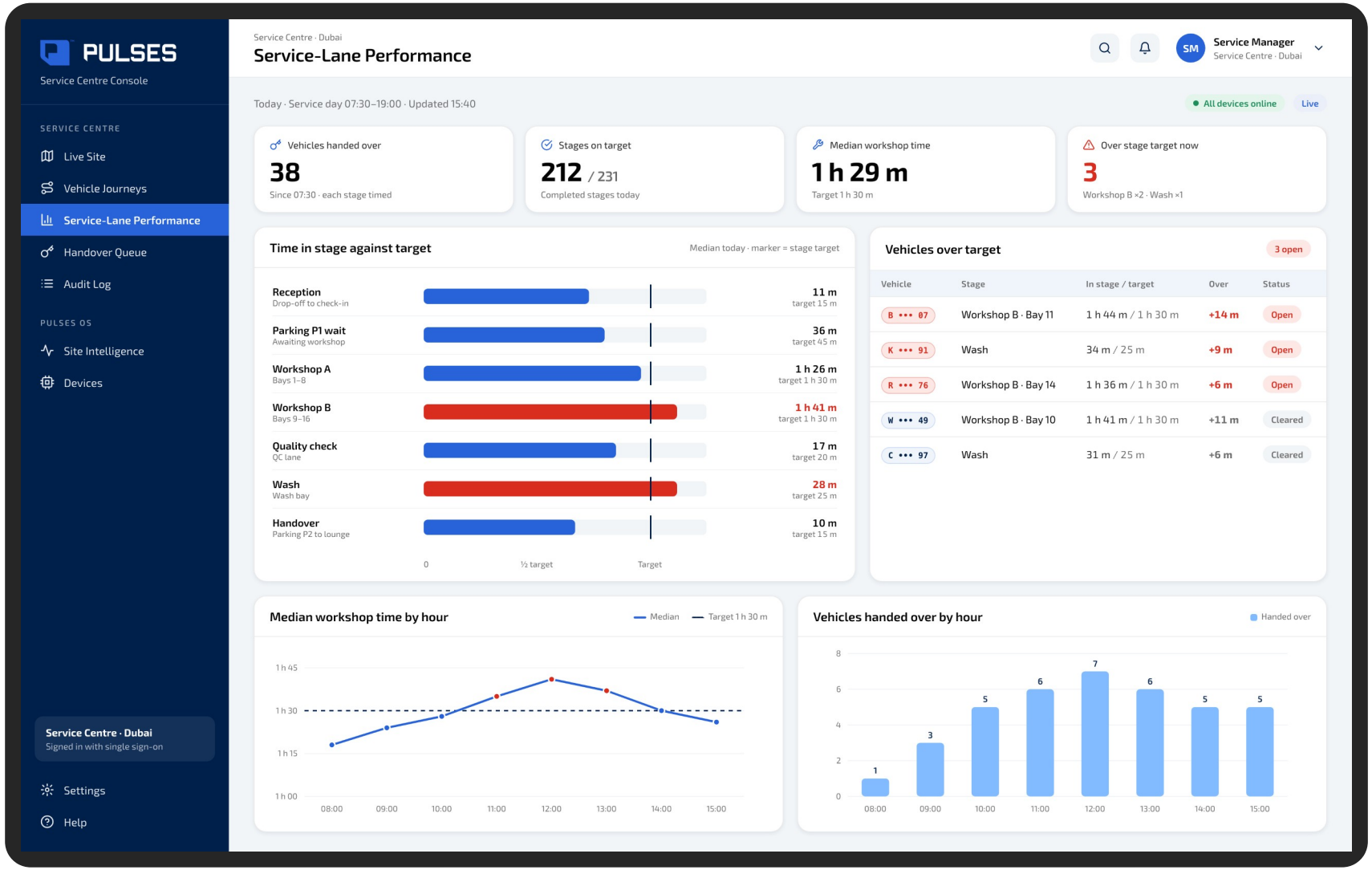
Service-Lane Performance

Late cars, flagged early.

Which lane is running late, while there is time to act.

- Time in stage against target, per lane
- The cars over target, by bay
- The day, hour by hour



PROOF

At AGMC,

~15%

more service-lane throughput

Published by Microsoft, 2023

Gateless vehicle AI across the dealer's workshops and parking areas, with full vehicle journeys and visibility per workshop.

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ON SITE

Nothing fitted to the car. Nothing in the lane.

01

Over lanes and lounge

Pulses Vision Devices over the entry lanes, reception, the workshop bays, the wash and the lounge. No gates, no tags.

02

Made on the device

Processing happens on the device. Plates are masked on screen; Anonymous Unique FaceID keeps no personal data.

03

One live picture

Pulses OS times each stage against its target: Live Site, Vehicle Journey, Service-Lane Performance.

04

Your advisor acts

A late car is flagged to the service advisor while there is time to act.

Where it runs

On Pulses Cloud, in your own Microsoft Azure tenant, or on the Pulses Appliance on your premises. Your team signs in with single sign-on.

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AI for the physical world.

NEXT STEP

From your lounge to your lanes.

Book a walkthrough — pulses.ai/demo

The full showcase, with the film:
pulses.ai/use-cases/automotive-service

Insights, not images.

info@pulses.ai

Made in UAE

Scan for the showcase

Deployed at AGMC

Built on Microsoft NVIDIA