PRODUCTS & SERVICES

Your business at the centre.
Technology as the plus.

CentrixPlus is a technology company in Kuwait and the UAE and an Official Odoo Silver Partner, supporting clients across the GCC and worldwide. We build and run the systems businesses depend on every day: ERP, AI call centres, point of sale, delivery platforms and custom software.

- Official Odoo Silver Partner
- AI & automation
- Kuwait | UAE
- GCC & global support

16+	150+	98%	Silver
Years of service	Clients served	Client retention	Official Odoo Partner

centrixplus.com

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— WHO WE ARE

One partner for your whole operation

CentrixPlus has spent **16+ years** building business software. From **Kuwait and the UAE** we serve clients across the GCC and worldwide. Today we are an **Official Odoo Silver Partner** with our own products for calling, retail, delivery and customer messaging.

We work as one accountable team. The same people who scope your project build it, train your staff and support it after go-live, so nothing gets lost between vendors.

Our first question is never "what should we build?" It is **"what is costing your team the most time?"** Every system we deliver has to remove work, save money or bring in revenue.

Our mission

Automate the repetitive work and give people better tools, so our clients' teams can focus on customers and growth.

How we are different

We run our own platforms in production every day. Clients get tested building blocks, faster delivery and a partner who understands operations, not only code.

Why clients choose CentrixPlus

One accountable owner

Every engagement has a named owner who answers for outcomes, not tickets.

Engineers scope the work

The people who build the system write the proposal, so what we promise is what ships.

Adoption first

Training and post-go-live tuning are part of every project, not an extra.

Kuwait & UAE presence

Teams in Kuwait and the UAE, Arabic and English support, GCC rules like Qayd XBRL.

Products and services together

We run our own platforms, so we bring tested building blocks instead of starting from zero.

Long-term partner

98% of clients stay with us year after year.

How we work

01
Discover
We map your current process and agree on goals.

02
Design
Clear scope, timeline and a fixed proposal.

03
Build
Short phases with regular demos.

04
Launch
Data migration, training and go-live support.

05
Grow
Support and improvements as you grow.

Platforms we build, own and run

Ready-to-deploy software, configured for your business and supported by our teams in Kuwait and the UAE.

CentrixDial

AI CALL CENTER & MOBILE AGENT

One login for the whole contact centre: live floor visibility, wallboards, a visual IVR builder and every recording with AI analysis.

Best for: Call centres, sales teams, collections, customer service and hotlines.

- Live dashboards & wallboards
- Visual IVR builder
- Inbound, outbound & blended
- AI call analysis & scoring
- Mobile agent app
- Agent performance reports

ONPOS

SMART POINT OF SALE

More than POS. Billing, payments, inventory, customers and insights in one platform for retail, restaurants, cafés and pharmacies.

Best for: Retail shops, restaurants, cafés, pharmacies and multi-branch stores.

- Smart billing
- Inventory & stock alerts
- Integrated payments
- Customer loyalty
- Sales reports & insights
- Works offline

Karrix

DELIVERY & LOGISTICS PLATFORM

Order to doorstep: connects businesses, garages, spare-parts vendors, drivers and customers, tracked all the way.

Best for: Businesses with their own deliveries, garages and spare-parts suppliers.

- Smart dispatch
- Live GPS tracking
- Multiple delivery partners
- AI route optimisation
- Easy payments
- Automatic settlement

Omnichannel

OMNICHANNEL SUPPORT & INTEGRATIONS

WhatsApp, Instagram, Facebook, email, web chat and calls in one shared inbox, connected to your CRM, Odoo and the systems you already use.

Best for: Support and sales teams talking to customers on many channels at once.

- One inbox for every channel
- WhatsApp, Instagram & Facebook
- Email, web chat & calls
- Chatbots & auto-replies
- Odoo, CRM & API integrations
- Reports & SLA tracking

Every product comes with

- Setup & configuration
- Staff training
- Arabic & English
- Cloud or on-premise
- Integration with Odoo & your systems
- Support across GCC & worldwide

Centrix Plus

Your entire business in one system

Official Odoo Silver Partner in Kuwait

Accounting, inventory, sales, purchase, HR, payroll and manufacturing working from one database. We implement Odoo around your real processes, train every department and stay with you after go-live, with certified Odoo consultants on every project.

odoo Silver Partner

Implementation

Process mapping, configuration, data import, training and go-live support, with adoption as the finish line.

Customisation

Custom modules, reports, workflows and Studio changes built to Odoo standards so upgrades stay simple.

Migration

Version upgrades and moves from Tally, QuickBooks or spreadsheets, with data checked line by line.

Integration

Payment gateways, e-commerce, delivery apps, biometric devices, banks and your existing systems.

Qayd XBRL reporting

Odoo financials prepared for Kuwait Qayd XBRL filing, mapped to the required taxonomy.

Support & AMC

Helpdesk, bug fixes, performance tuning and small enhancements under an annual contract.

Odoo apps we implement

Accounting · Sales · CRM · Inventory · Purchase · Manufacturing

POS · HR · Payroll · Project · Helpdesk · eCommerce

Faster operations

Orders, stock and invoices in one flow, with no re-typing between systems.

Real-time reporting

Live dashboards for management instead of month-end spreadsheets.

GCC-ready

Arabic/English, KWD & AED, UAE VAT and Kuwait Qayd XBRL.

— OUR SERVICES

Centrix Plus

Technology services, end to end

From one automated workflow to a complete digital operation, delivered and supported by one team.

AI Call Center & Voice Agents

AI agents that answer, qualify and follow up on calls in Arabic and English, handing over to people when needed.

- Inbound & outbound AI calls
- Call summaries & sentiment
- 24/7 first-line response

Call Center Solutions

Complete contact centre setup: dialers, IVR, call recording, SIP trunks, CRM integration and on-site deployment.

- Predictive dialer & IVR
- Recording & QA
- Cloud or on-premise

AI & Business Automation

We find the repetitive work in your operation and remove it with chatbots, document AI and connected workflows.

- WhatsApp & web chatbots
- Document & invoice AI
- Workflow automation

Custom Software Development

Web platforms, mobile apps, portals and APIs built around how your business actually runs.

- Web & mobile apps
- Customer & vendor portals
- APIs & integrations

Digital Marketing

SEO, Google and Meta ads and lead generation, reported against enquiries and revenue, not clicks.

- SEO & content
- Performance ads
- Lead tracking

E-commerce

Online stores connected to payments, delivery and your ERP, so orders flow without re-typing.

- Odoo & custom stores
- KNET & card payments
- Stock sync

Industries we serve

Retail · Restaurants & cafés · Pharmacy & healthcare · Logistics · Real estate · Manufacturing · Trading & distribution · Contact centres · Education · Automotive & garages

Technology we work with

Odoo · Python · Laravel / PHP · React · Flutter · PostgreSQL / MySQL · Asterisk / VICIdial · LLM & speech AI · WhatsApp Cloud API · AWS / DigitalOcean

— LET'S WORK TOGETHER

Tell us the problem.
We'll map the solution.

Book a free consultation. We'll review your current process, show you a working demo where relevant and give you a clear recommendation, scope and price.

Free consultation

A 30-minute call or visit to understand your goals and current systems.

Live product demo

See CentrixDial, ONPOS.AI, Karrix, omnichannel support or Odoo working with your scenarios.

Clear proposal

Fixed scope, timeline and price, written by the team that will deliver it.

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LOCATIONS
Kuwait | UAE

SUPPORT
Across the GCC & worldwide

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Centrix Plus

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