Travel & Mobility

A multi-operator valet parking platform that tracks every car from key handover to return

CLIENT	**Absher Park**
INDUSTRY	**Travel & Mobility**
TECH STACK	Laravel Livewire Filament Flutter MariaDB Laravel Horizon Moyasar Firebase



01 The Challenge

Valet services at malls, hospitals and event venues handle many cars at once, under time pressure, with staff rotating between shifts. Without one shared system, it is hard to know where a car is parked, which hook holds its key, who drove it and what condition it arrived in, and customers wait at the desk while drivers search.

Operators running several sites for different companies also need pricing, revenue and staff performance kept separate per company and per parking, while still being managed under their own brand.

02 Our Solution

We built a multi-tenant valet management platform with three nested levels: a Team (a white-label operator), its Companies, and each Company's Parkings. Roles cover customers, valet drivers, supervisors, company owners, accountants, admins and super admins, each seeing only what belongs to their level. A web admin panel runs operations and finance, and a single Flutter app for iOS and Android serves customers, drivers and supervisors.

A car is checked in from the app or by scanning a pre-printed QR valet card. The driver photographs it, records the key hook and parks it in a QR-coded slot or zone. The booking is then timed and priced hourly, at a flat rate or under a subscription. When the customer is ready, they request the car through the app, by scanning their QR card or from a public web page, and payment is taken and recorded as revenue.

- QR-coded parking slots and valet cards, car photos and key-hook tracking
- Driver job board with on and off shift status
- In-app chat between customers and supervisors, plus customer reviews
- Visitor gate passes
- Card and Apple Pay payments, SMS OTP login and push notifications
- Bluetooth thermal receipt printing from the driver's phone
- Finance and staff-performance exports

An ongoing platform rewrite is moving the system to a clean schema, with an ETL migration from the existing database and a compatibility layer that keeps the app already in the stores working while a new versioned API is built. The rewrite adds a versioned rate-card pricing engine, licence billing for operators, and performance and security rules enforced as build gates.

03 The Results

- **Full chain of custody:** every car carries photos, a key-hook record and a parking slot from check-in to return.
- **White-label multi-tenancy:** operators run several companies and parkings under their own brand, with pricing and revenue kept separate.
- **One app for three audiences:** customers, drivers and supervisors share a single iOS and Android app.
- **Language for the real workforce:** Arabic and English throughout, with Urdu and Bengali in the app for drivers.
- **Modernisation without disruption:** the rewrite keeps the published app working while the new schema and versioned API are built.

Facing a similar challenge? Talk to our engineering team: info@jo-life.com • +962 79 0888 700 • www.jo-life.com