COMPANY PROFILE · NOVEMBER 2026

Building Digital Infrastructure for a Smarter Pakistan.

Custom systems that connect institutional work and make public services easier to follow.



CITY SERVICES / INTERFACE CONCEPT

From a citizen's concern to a department's next action.

Government solutions shown here are demonstrations or proposals. They are not claims of government contracts or completed public-sector deployments.

OUR ROLE

Practical software. Connected public services.

Virtual Bay designs custom applications and workflows around the people doing the work, the information they need and the decisions they are responsible for.

Custom applications

Citizen portals, staff workspaces and mobile-friendly field journeys.

Workflow automation

Clear assignment, approvals, escalation and status histories.

Data & integration

Structured records, reporting and approved system connections.

Delivery & support

Discovery, development, testing, rollout and agreed maintenance.

A clearer view for everyone involved

Citizen

A reference number and an understandable update.

Service team

A shared record and a clear next action.

Leadership

Visibility of ownership, backlog and outcomes.

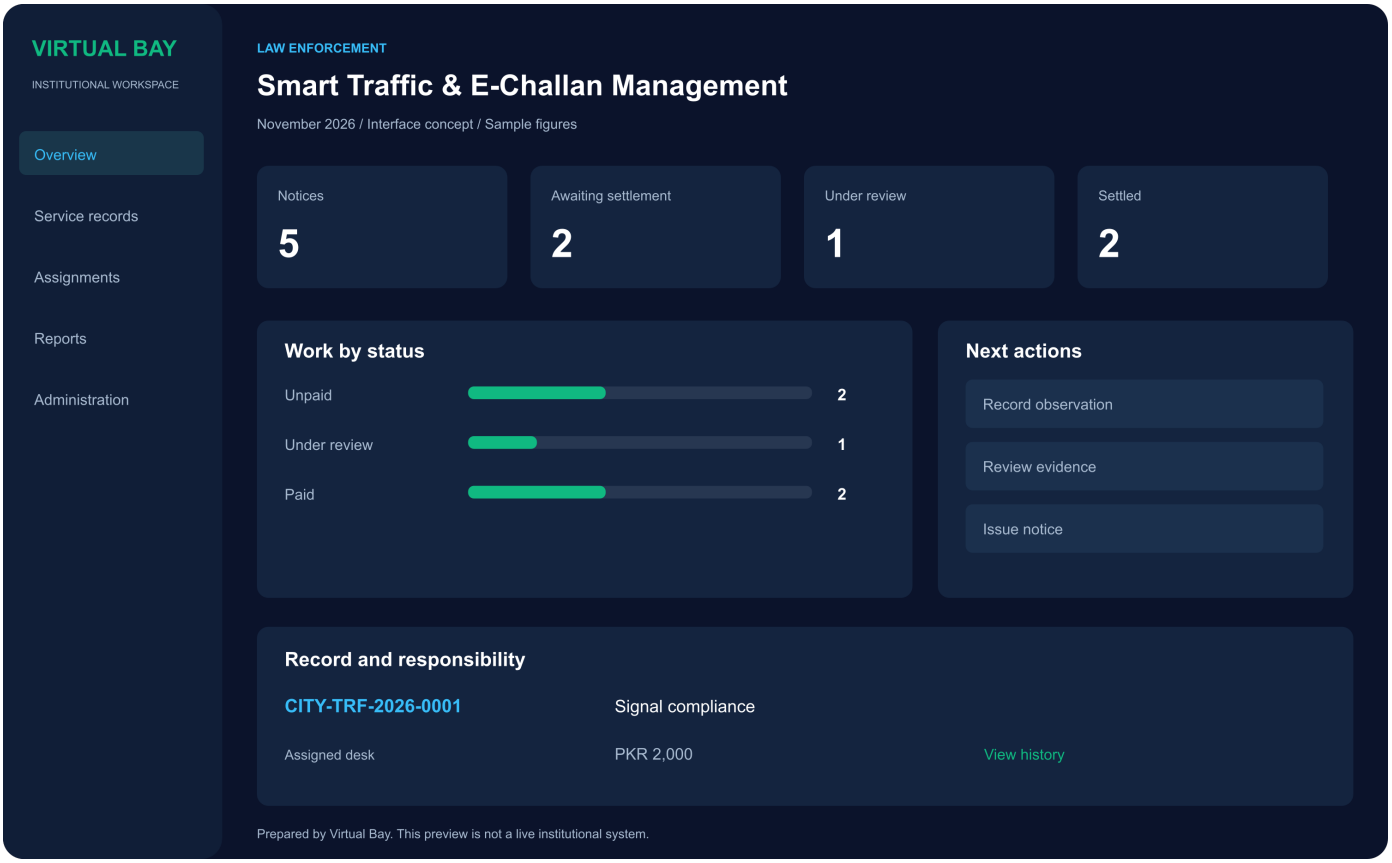
Designed for federal, provincial and local institutions, public healthcare, education and autonomous organisations. These are intended audiences, not a list of clients.

DIGITAL POLICE & TRAFFIC

Keep notices, reviews and road reports connected.

Clear notices, traceable reviews and a simpler traffic-service journey.

CONCEPT DEMONSTRATION / INTERFACE PREVIEW



Notice management

Capture the vehicle reference, location, observation and supporting evidence. Record the officer review before issuing a notice.

Motorist service

Find a notice by its number or vehicle reference, view the details, request a review and see the decision.

Typical journey Record observation / Review evidence / Issue notice / Review or settle

Sample figures illustrate the interface; they are not measured client results.

SMART CITY & MUNICIPAL OPERATIONS

Make every concern a traceable piece of work.

From a reported street problem to a recorded resolution.

CONCEPT DEMONSTRATION / INTERFACE PREVIEW



Neighbourhood reporting

Capture the issue, street or landmark, area, priority and an optional photo.

Service routing

Route potholes and road resurfacing to works teams, waste issues to sanitation and gutter overflow to drainage.

Typical journey Report concern / Assign service team / Record work / Confirm resolution

Sample figures illustrate the interface; they are not measured client results.

GOVERNMENT ERP & ADMINISTRATION

Bring staff records and approvals together.

Keep staff records and departmental processes connected.

PROPOSED SOLUTION / INTERFACE PREVIEW



Employee records

Maintain authorised service information and the department hierarchy.

Attendance and leave

Record attendance exceptions, leave requests and approval decisions.

Typical journey Submit request / Check service record / Approve decision / Update authorised record

Sample figures illustrate the interface; they are not measured client results.

CITIZEN SERVICES & PORTALS

Give people a clear way to ask, track and follow up.

A clear next step for the person reporting and the team responding.

CONCEPT DEMONSTRATION / INTERFACE PREVIEW



Citizen intake

Accept a category, location and description with clear guidance on what to include.

Tracking and notifications

Show the reference, responsible team and latest update. Notifications can be added through approved providers.

Typical journey Submit concern / Track assignment / Read progress / Confirm outcome

Sample figures illustrate the interface; they are not measured client results.

CITY CIVIC SUITE

One concern.
A complete service history.

An example municipal journey, from a citizen's report to resolution. Electricity and public-safety issues can be referred to the relevant service.

CITIZEN VIEW

Road repair

CITY-MUN-2026-0020

Concern logged

Location and description recorded.

Team assigned

Roads & Works takes responsibility.

Progress visible

Updates stay with the same reference.

Report

The person submits the concern and receives a tracking number.

Review & assign

The desk checks the details and assigns the responsible team.

Work & record

The field team adds progress, completion notes and evidence.

Confirm or reopen

The citizen can review the result, give feedback or reopen.

The working concepts show local sample records. They do not submit official reports, create an FIR, notify an emergency service or process payments.

WIDER SOLUTION PORTFOLIO

A foundation for essential public services.

Other institutional systems are proposed solutions. Scope, integration access and operating responsibilities are agreed through discovery.

Police operations

A shared operational record from the control room to the field.

Emergency response

Keep dispatchers and response teams working from the same incident.

City operations

Bring the city's service picture together without losing the detail.

Traffic & transport

A clear view of vehicles, routes and the work that keeps them running.

Digital files

Know where a file is, who has it and what is needed next.

Procurement & assets

Connect the request, purchase and asset record.

Public hospitals

Support the patient journey and the teams delivering care.

Education information

Bring school-level records into a useful district view.

TECHNOLOGY & SECURITY

Design the connections. Plan the controls.

A proposed architecture, shaped around the institution's access rules, existing systems, hosting requirements and service responsibilities.

SERVICE CHANNELS

Citizen portal · Staff workspace · Field application

WORKFLOW & RESPONSIBILITY

Routing · Approvals · Status history · Reporting

DATA & APPROVED INTEGRATIONS

Structured records · APIs · Authorised external systems

Access

Role-based permissions and audit records.

Continuity

Backup, recovery and support planning.

Integration

Access, data location and error handling agreed first.

Security controls are requirements to be designed and verified. No certification, accreditation or existing government integration is claimed.

AI & DELIVERY

Useful assistance. Human accountability.

AI can help with bounded tasks while authorised staff retain responsibility for decisions and review the original information.

Receive

A form, document or service request.

Assist

Extract, classify or suggest a route.

Review

Staff check sources and decide.

Record

Keep the action and its history.

Where assistance can help

Document processing, routing suggestions, source-based summaries and overdue-work reviews.

What needs human judgement

Consequential decisions, exceptions and any action that affects a person's access or outcome.

Delivery in reviewable stages

Discover

Map the process

Design

Agree roles & records

Develop

Review working journeys

Integrate

Validate connections

Deploy

Test, train & release

Support

Maintain & improve

Hosting, service levels, AI data handling and maintenance commitments are agreed for each project.

RELEVANT EXPERIENCE & INSTITUTIONAL ENQUIRIES

Start with the work that needs to change.

Our commercial application experience informs these proposals. Commercial projects are not presented as government implementations.

Luxe Construction

Shared project and operational records.

Learn Maths with Vu

Classes, resources and learning progress.

Giving Communities Hope

Lessons, quizzes and certificates.

Genuine Connections

Verification and coordinator-led journeys.

VIRTUAL BAY

L 9 Federal B Industrial area block 21

0300 1005500

Info@virtualbay.com.au

virtual-bay-government.vercel.app

Tell us about the current process, users, locations and first-release priorities. Registration, tax and vendor eligibility documents can be requested directly before procurement use.