

✦ Trusted by 30+ limo & black car operators

# Client Assurance & Accountability Guide

## What Saztech Commits To — Before You Sign Anything

*Every limo operator who contacts us asks the same question: what exactly am I agreeing to? This guide answers that completely. No small print. No buried clauses. A plain-language record of every commitment we make — what it means, what we deliver, and exactly what happens if we fall short.*

Coverage	24/7 — no gaps
Setup time	24 hours
Rate	\$3.99 / hour — flat, all-inclusive
Long-term contract	No — cancel anytime
NDA	Signed by us, Day 1

— PART 1

## Service Commitments

*Seven commitments. Every one specific, independently verifiable, and backed by a defined remedy.*

01

### Go Live in 24 Hours — or Your Trial Extends for Free

Your dedicated dispatch team is fully operational within 24 hours of sign-up. Onboarding, system integration with your existing software (LimoAnywhere, iCabbi, custom platforms), and team briefing are all handled by Saztech — no action required from you.

**REMEDY:** *If we miss the 24-hour go-live window for any reason within our control, your free trial automatically extends to next day at no cost.*

02

### 99.5% Uptime — Every Outage Logged, Reported and Credited

Saztech operates four independent internet connections across separate providers, backed by solar battery storage and a secondary gasoline generator. No single infrastructure failure can interrupt your coverage. Any unplanned outage is logged immediately upon occurrence.

**REMEDY:** *Reported to you within 2 hours. Credited in full against your next invoice automatically — no claim required.*

03

### All Inbound Calls Answered Within 3 Rings During Agreed Hours

Your dispatchers answer every inbound call within 3 rings throughout your agreed coverage window — including overnight hours, weekends, and public holidays. Coverage is continuous, not shift-dependent.

**REMEDY:** *Any missed instance is individually documented with the specific time and call details, and included in your weekly performance report.*

04

### NDA Signed by Saztech Before Your Trial Starts

A formal, legally binding Non-Disclosure Agreement is executed by Saztech Solutions LLC before any trial or paid engagement begins. You are not required to sign anything. The NDA covers your company identity, customer lists, passenger data, operational procedures, and the existence of the engagement itself. The full document is available for review by your legal counsel before any trial begins.

**REMEDY:** Any confirmed or suspected breach reported to you within 2 hours of identification.

05

### All Client Data Permanently Deleted Within 1 Hour of Cancellation

On receipt of any cancellation request, all access to your software, CRM systems, and communication platforms is permanently revoked within 1 hour. No client data, passenger records, or operational information of any kind is retained after off boarding is complete.

**REMEDY:** Written confirmation of data deletion sent to you within 1 hour of cancellation completion.

— PART 2

## Client Concerns & Direct Responses

*The due-diligence questions most consistently raised by operators before working with Saztech — each answered directly, completely, and without qualification.*

### I. Data Privacy & Information Security

#### Q Who has access to our client list and passenger data?

Access is restricted exclusively to the dedicated dispatch team assigned to your account. No shared resource pools, third-party contractors, or external parties are granted access under any circumstances. All system access is role-restricted, fully logged, and available for client review at any time.

#### Q Could Saztech use our client data commercially or contact our customers directly?

Your client data is your property — exclusively and at all times. The NDA signed by Saztech Solutions LLC explicitly prohibits any direct or indirect contact with your customers, any use of your data beyond delivering your contracted dispatch services, and any disclosure of client information to third parties. A breach of any kind is a material violation, reported to you within 2 hours.

**Q What happens to our data if we cancel?**

All system access, credentials, and permissions are permanently revoked within 1 hour of any cancellation request. No client data, passenger records, or operational information of any kind is retained after off boarding is complete. Written confirmation is issued to you as standard.

## II. Company Credentials & Operational Integrity

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**Q Are your dispatchers real, employed staff — or outsourced contractors?**

All dispatch personnel are directly employed and trained in-house at Saztech's operations center in Lahore, Pakistan. No freelancers, outsourced contractors, or automated systems are used in any client-facing role. The team, office, and day-to-day operations are fully documented and publicly visible at [saztech-solutions.com/our-office/](https://saztech-solutions.com/our-office/).

**Q How do we verify that Saztech is a legitimate, established business?**

Saztech Solutions LLC has operated continuously since 2013 — over 13 years. The company is formally registered with the IRS (Cincinnati, OH). Founder Sami Rehman maintains a publicly verifiable LinkedIn profile. Saztech supports 30+ active clients across the US, Canada, and the UK, with a rating of 4.9/5 and a 98% retention rate.

**Q What happens if Saztech experiences a power or connectivity failure?**

The operations center runs on four independent internet connections from separate providers, solar-backed battery storage, and a secondary gasoline generator. No single failure — power, network, or personnel — can interrupt your coverage. A contingency team is on standby at all times.

**Q Is the NDA legally enforceable, and what does it actually cover?**

The NDA is a formally drafted, legally binding agreement executed by Saztech Solutions LLC — a registered US limited liability company. It covers your company identity, customer lists, passenger data, operational procedures, and the existence of the engagement. Available for legal review before any trial begins.

**Q We've been burned by offshore companies before — how is Saztech different?**

Saztech is not a generic offshore call center. Ground transportation is the only industry we serve. Our dispatchers hold working proficiency across LimoAnywhere, Ground Alliance, iCabbi, and TaxiCaller. Every engagement is backed by enforceable commitments, measurable KPIs, and a no-penalty cancellation policy. You retain complete control throughout.

### III. Operational Oversight & Day-to-Day Control

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#### Q What happens when a dispatcher makes an error?

All dispatch activity is logged and fully reviewable. When an error occurs, it is escalated to you immediately, investigated, and subject to formal root cause analysis. Corrective action is implemented as standard — not on request. Performance is continuously assessed through live call monitoring and structured weekly reviews.

#### Q How do your dispatchers handle VIP clients and corporate accounts?

All dispatchers are trained in premium service delivery standards including VIP ride protocols, corporate account management, and executive passenger communication standards. We hold your service reputation to the same standard your in-house team would — and document every interaction.

#### Q What if we need to scale up quickly for a peak period or event?

Dispatch capacity scales up immediately without advance notice or additional cost. No staffing delays for seasonal peaks, city events, or holiday periods. Notify us and capacity increases same day. No minimum-hour commitments at any engagement level.

#### Q Do your dispatchers understand limo, black car, and NEMT operations specifically?

Ground transportation is the only industry Saztech serves. Operational expertise covers airport transfer coordination, live flight tracking, corporate account management, pre-dawn wake-up procedures, affiliate handling, NEMT dispatch, and VIP service delivery standards.

### IV. Pricing, Contracts & Commercial Terms

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#### Q Are there any fees beyond the \$3.99/hour rate?

No. The flat rate of \$3.99 per hour is the total cost — covering all dispatch, reservation management, and coordination services. No setup fees, per-call charges, minimum monthly thresholds, or cancellation penalties. A detailed time report is provided with every invoice so every billed hour can be independently verified.

**Q What does the free trial actually include — and what's the catch?**

The trial is a fully operational engagement: a dedicated dispatch team working live on your account for 8 hours per day across 3 consecutive days, at no cost. No credit card required. No obligation. If it is not right for your business, you walk away — no invoice, no follow-up, no questions asked.

**Q How straightforward is it to cancel?**

Cancellation requires no notice period and incurs no financial penalty — ever. Service can be terminated at any time, for any reason, by a single message or call. All data is permanently deleted within 1 hour. Saztech retains clients through consistent performance, not contractual lock-in.

**Q We're a small fleet — is this cost-effective for us?**

Many clients started with 2–5 vehicles. You pay only for the hours you need — no minimums. At \$3.99/hour, an 8-hour daily coverage for a full month including weekends costs less than \$1,000/month — a fraction of a single part-time in-house dispatcher. Smaller fleets often see the sharpest return, because every missed call represents a proportionally larger share of their total revenue.

## ***Start Your Free 3-Day Trial***

No credit card · No commitment · Fully operational within 24 hours  
*If you're not satisfied after 3 days, walk away — no invoice, no questions.*

**Get Started Online**

[saztech-solutions.com/get-started/](https://saztech-solutions.com/get-started/)

**Talk to Us Directly**

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