

■ Proposal · Custom pet care business software

Pet care management software for vet clinics, groomers, boarding and pet shops: Tailora

Bookings, pet records, vaccines, grooming, boarding stays, bills, stock and a pet parent app, with reminders and an AI assistant and receptionist, for India and the Gulf

No pet business runs Tailora yet. It is a ready product on the Xale platform (reported by our team), set up for your business.

 [Start this project](#)

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Every tail, every visit, every bill.

Made for

Vet clinics, grooming salons, boarding and daycare centres and pet shops in India and the Gulf

Prepared by

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Date

11 October 2026

Next price review

9 January 2027

Tailora starts with tail, and it ends close to tailored: one system for the whole pet business, shaped around the way yours runs.

At a glance

Made for

Vet clinics, grooming salons, boarding and daycare, and pet shops, in India and the Gulf

Price

From INR 1,00,000 · AED, QAR or SAR 5,000 · KWD 400 · OMR or BHD 500

Go-live

Within 6 weeks; a first working draft in about 7 to 10 days

Care and hosting

From INR 2,000 a month, from month 4

AI

Assistant from INR 1,50,000 · receptionist from INR 2,00,000

Status

A ready product on the Xale platform. No pet business runs it yet

In short

Tailora is pet care management software, one system for the whole business: vet visits and records, vaccines, grooming, boarding and daycare, bills, stock and the shop counter, a pet parent app, and reminders that run as rules. An AI assistant and an AI phone receptionist can be added. It is a ready product on the Xale platform, which runs today. Tailora's own modules are configured and added around your business before go-live, and no pet business runs it yet.

Price: Tailora Core starts at INR 1,00,000 for an Indian business, three months of hosting included, and at AED, QAR or SAR 5,000, KWD 400, or OMR or BHD 500 in the Gulf. A draft you can click through arrives in about 7 to 10 days; the whole build is live inside 6 weeks. After the third month, hosting and care start at INR 2,000 a month. Half up front, half after your own staff have tested it.

We are in Calicut, Kerala. Gulf clients work with us online. Support runs Monday to Saturday, 9:30 am to 6:30 pm India time. Pet businesses in Kozhikode, Kochi and across Kerala can meet us.

Who Tailora is the right choice for

✓ A business with more than one service

A clinic that also has a salon, kennels or a shop keeps one record for each pet and sends one bill. On the sample day, 14 vet visits, 9 grooms, 16 boarding pets and 11 daycare dogs sit on the same records, and one sample bill carries a surgery and a cone collar from the shop.

Sample screens: [Pet record](#), [Bills and money](#)

✓ A clinic with several vets, or a salon with several groomers

Tailora Core starts from INR 1,00,000 for one branch, however many vets, groomers, rooms and kennels it has. There is no fee per vet and no fee per login. The sample centre, with 10 staff and room for 20 boarding pets, is one branch.

Sample screen: [Today](#)

✓ **A salon, kennels or daycare where pets mix**

Tailora shows any overdue vaccine at booking and at check-in, and every pet's due and overdue doses sit in one grid. In the sample week, 17 vaccines fall due and 6 are overdue. Your own vets decide which vaccines count.

Sample screens: [Today](#), [Visit notes and vaccines](#)

✓ **A business whose pet parents use WhatsApp, in English or Malayalam**

Reminders are rules you can read: 32 starter rules, each with a run log, consent, quiet hours and a weekly limit. The pet parent app opens from a WhatsApp link, in English or Malayalam, with no app store needed.

Sample screens: [Automations](#), [Pet parent app](#)

✓ **A business that takes deposits and part payments**

A boarding stay takes a deposit at booking and the rest at check-out, and a surgery can be paid in parts. Every bill prints a UPI QR with the amount. The sample shows 23 open bills, sorted by how old each one is.

Sample screen: [Bills and money](#)

When a monthly plan is the better buy

A business with one service, a salon only or a shop only, is well served by one app on a monthly plan. You pay by the month, and you do not pay for the joins between services that Tailora is built around.

Tailora makes sense once a second service shares the same pets and the same bill. We print no other seller's price here, because we have not yet read each one on the seller's own page.

Who builds it: on the platform already, and added for you

Tailora is a ready product on the Xale platform (reported by our team): a pet business's bookings, boarding, grooming, reminders and pet records configured on the same workspaces, roles, automations and AI that run Xale CRM. That is why it goes live within 6 weeks. No pet business runs it yet. It rests on Xale CRM, made by Xale Private Limited and built by the team behind Marketlube. The same team built the ERP that ReelsBuddy, a Marketlube company, runs on.

On the platform already

What the Xale platform brings, and where you can check it

✓ A workspace for your business alone	The Xale platform keeps each workspace to itself, with backups and exports, as xale.in describes it. Check it: the Xale platform
✓ Today's follow-ups, a list for each role	Xale CRM: each staff role has its own follow-ups. Check it: Xale case study
✓ A login for each role	Xale CRM: five-level access per stage, branch and field. Check it: Xale case study
✓ Reminders as rules, each with a run log	Xale CRM: 26 automation actions, retried and logged in plain English. Check it: Xale case study
✓ The pet parent app	Xale CRM: a student portal to follow each application. Check it: Xale case study
✓ Ask Tailora, the AI assistant (an add-on)	Xale AI, the assistant inside Xale CRM, answers by chat or on a live voice call, as xale.in describes it. Check it: xale.in/ai-crm
✓ Tailora Voice, the AI receptionist (an add-on)	Xale's telecaller is an AI voice agent built into Xale CRM that runs the call in Malayalam or English, as xale.in describes it. Someone on the team opens it on one student and hands the phone over. In xale.in 's words, 'It is a call with that person, not a list being dialled.' Check it: Xale's page on its voice agent · AI automation

Set up and added for you

The product's own modules, and what your build adds on top

- Tailora's own modules, shaped on the platform around your business: visit notes and the vaccine grid, the grooming board, the kennel map, bills, the shop counter and stock by batch. No pet business runs them yet, and none is our client.
- The grooming board and the bills: our team built a board and billing like these once, in ReelsBuddy's ERP. Its production board, where every sold video is a card that moves across stages, held 423 cards on 28 September 2026. The invoicing we have built so far runs in India.
- Added on top of the platform when your build needs them: a link to a lab machine (quoted for your machine's make and model), Arabic screens and an Arabic voice, and hosting inside the UAE, Saudi Arabia or another Gulf country.
- An AI phone call that a rule starts, added on top for Tailora Voice. Xale's telecaller is a call a person starts with one student.

Checks you can make

1. Read the platform's chapter in the [Xale case study](#), then the [ReelsBuddy case study](#). ReelsBuddy's ERP is private: its case study shows screens from the live system with names blurred, and the system itself is not open to visitors.
2. Click through the [sample screens](#) on this page. They are samples with made-up data, not a pet business's live system.
3. Ask for a [20-minute walk-through](#) of the design, on a call or at our office, before you pay anything.
4. Pay the second half only after your own staff have tested your system and approved it.

What pet care management software has to do, and where Tailora does it

The jobs a vet clinic, a grooming salon, a boarding centre and a pet shop do every day, and the part of Tailora that does each one.

1	The job See the whole day at once: vet visits, grooms, boarding and money	You get Today ✓ Today's vet visits, grooms, check-ins, check-outs and daycare pets, each with its status ✓ How full the kennels are, now and tonight ✓ Collected today, still to collect, and vaccines due this week ✓ Who is on shift, and what is running low ✓ Today's follow-ups: visits to confirm, vaccines and grooms due, unpaid bills and calls, each with one tap
2	The job Book by vet, groomer, room or kennel without clashes	You get Calendar ✓ A day view with a column for each vet, groomer and room; week and month views ✓ A colour for each service, with the service in words ✓ Drag a booking to move it; clashes are stopped ✓ Walk-ins with a token, and one family's pets booked back to back ✓ Repeat bookings: a groom every 6 weeks, daycare three days a week

3	The job Keep each pet's record, with the parent and the family	You get Pets and parents ✓ Species, breed, sex, age, weight chart and microchip number ✓ Allergies and alerts on every screen (bites, anxious with nail trims) ✓ A vaccine and deworming timeline with each due date ✓ Several pets for one parent, and a second person allowed to pick up ✓ Documents, old records and photos, kept by visit
4	The job Write visit notes, plans and prescriptions	You get Veterinary clinic software: visits, vaccines and prescriptions Part of Tailora Core, however many vets you have. ✓ Visit notes in four parts (what the parent says, what the vet finds, the vet's assessment, the plan) with vitals ✓ Lab and X-ray files on the visit, surgery and ward notes, consent forms signed on screen ✓ Treatment plans with an estimate the parent approves ✓ A vaccine and deworming grid: every pet's due and overdue doses in one view ✓ Prescriptions on your letterhead with the vet's registration number, sent on WhatsApp
5	The job Run the grooming salon	You get Pet grooming software: the board from booked to picked up Part of Tailora Core, however many groomers you have. ✓ A board from booked to picked up: checked in, bath, dry, style, ready ✓ Prices by size and coat, add-ons, and prepaid packages ✓ A groomer for each pet, with each groomer's day ✓ Before and after photos sent to the parent ✓ Each groomer's commission, worked out every month
6	The job Run boarding and daycare	You get Pet boarding and kennel software Part of Tailora Core, however many kennels you have. ✓ A kennel map: who is where, who leaves today, who arrives ✓ Feeding and medicine times, with who gave what ✓ Check-in with a vaccine check, belongings and the pickup person ✓ A daily report card with a photo and notes on WhatsApp ✓ Deposits at booking, the rest at check-out; daycare passes
7	The job Bill, collect and know what is left to collect	You get Money ✓ One bill for the vet visit, the groom, the stay and the shop ✓ Unpaid bills by age, packages and memberships ✓ Advances, deposits and part payments by UPI, cash or card ✓ GST lines, expenses, profit by month, cash and bank, groomer commissions ✓ A UPI QR with the amount on every bill

8

The job

Keep medicines, vaccines and shop stock right

You get

Pet shop billing and stock

Part of Tailora Core. A shop sale goes on the same bill as a visit, a groom or a stay.

- ✓ Batches and expiry dates; the oldest batch is used first
- ✓ A shop counter that adds the sale to the pet's record
- ✓ Low-stock alerts and purchase orders
- ✓ A reminder to the parent before the food bag runs out

9

The job

Send reminders without someone remembering to

You get

Automations

- ✓ Every reminder is a rule: what starts it, who gets it, the channel, the timing, and a log of each run
- ✓ 32 starter rules: vaccines, deworming, grooming, pickups, unpaid bills, after-surgery checks
- ✓ WhatsApp, SMS and email in the core; AI calls with Tailora Voice
- ✓ Consent, quiet hours and a weekly limit on every rule

10

The job

Let pet parents see their pets and pay

You get

Pet parent app

- ✓ Login with a phone number and a one-time code
- ✓ My pets, the vaccine card and the next visits
- ✓ Book a groom, a stay or a vet visit
- ✓ Today's boarding photo, bills and payments, messages
- ✓ English and Malayalam; opens from a link and installs from the browser

11

The job

Ask the records a question in plain words Add-on

You get

Ask Tailora

- ✓ Answers from your own records, with what it looked up
- ✓ Books, moves or sends a reminder only after you press Confirm
- ✓ Every question and action kept in a log

12

The job

Answer the phone and make reminder calls Add-on

You get

Tailora Voice

- ✓ Answers calls: books, moves and confirms visits, grooms and stays
- ✓ Calls your own pet parents about vaccines due, pickups and after-surgery checks
- ✓ Says it is an AI, and hands the call to your team when asked or unsure

The AI desk: Ask Tailora, Tailora Voice and Automations

Four parts that share one set of records. Each says when it is an AI, keeps a log, and leaves every decision about a pet's health to your vets.

Ask Tailora

the AI assistant

Does

- ✓ Answers questions from your own records: "Which dogs are due for rabies boosters this month?", "Who is in boarding tonight?", "How much is still to collect?"
- ✓ Shows what it looked up and the filters it used under each answer
- ✓ Books, moves or sends reminders only after you press Confirm: "Book Bruno for grooming on Saturday at 11"
- ✓ Keeps to each login's role: a groomer cannot ask about profit
- ✓ Takes questions in English or Malayalam, typed or spoken
- ✓ Logs every question and every action for the owner

Never

- Diagnoses, reads X-rays or lab results, or suggests a medicine or a dose
- Acts without a Confirm
- Makes up an answer when the records do not have one

Add-on, from INR 1,50,000

Tailora Voice

the AI receptionist

Does

- ✓ Answers your calls when you choose (after hours, when the line is busy, or always): books, moves and confirms vet visits, grooms and stays, and answers timings, address and fees from your price list
- ✓ Calls your own pet parents about vaccines due, boarding pickups, after-surgery checks and unpaid bills, between 9 am and 6 pm
- ✓ Opens each call with your business's name, then says it is an AI assistant and that the call is recorded
- ✓ Passes the call to a person if the caller wants one, if it is not sure, or the moment a sick, injured or poisoned pet, a bite or a complaint comes up
- ✓ Writes a short summary and the next step on the pet's record

Never

- Pretends to be a person
- Gives advice about a pet's health
- Calls someone who said no, or more than once a day and twice a week when no one answers
- Makes offer or marketing calls, or offers animals for sale

Add-on, from INR 2,00,000 for the first call flow; each further flow from INR 50,000

Automations

/automations

Does

- ✓ Every reminder is a rule in four parts: When (what starts it) · If (who it is for) · Send (WhatsApp, SMS, email or an AI call) · At (the timing), with quiet hours and limits
- ✓ A run log in plain words ("Rabies booster due Wed 4 Nov for Snowy. WhatsApp sent 9:00 am. Booked by the parent for Tue 3 Nov.")
- ✓ 32 starter rules, each one on or off

Never

- Messages a parent who has not agreed to that channel
- Lists puppies or kittens for sale on WhatsApp, which WhatsApp's rules do not allow

In Tailora Core (WhatsApp, SMS, email); AI call steps need Tailora Voice

Today's follow-ups

Does

- ✓ One list on the dashboard: visits to confirm, vaccines due, grooms due, unpaid bills, calls to make and missed calls to return
- ✓ A status on each, and one tap: Call, Let AI call, WhatsApp, Book, Pay link, Done

Never

- Hides a follow-up because a rule already ran: a person can always see what is still open

In Tailora Core

Each country sets its own calling rules. Indian businesses tell their telecom provider about automated calls before Tailora Voice rings anyone (TRAI's rules of 18 September 2026). The UAE fixes the hours for marketing calls and messages, and Tailora Voice never makes those. In the other Gulf countries the AI parts wait for your adviser and phone provider; message reminders by WhatsApp, SMS and email work from the first day.

Built by the team behind Xale CRM.

On the Xale platform (reported by our team).

Xale AI, the assistant inside Xale CRM, answers by chat or on a live voice call, as xale.in describes it.

Xale's telecaller is an AI voice agent built into Xale CRM that runs the call in Malayalam or English, as xale.in describes it. Someone on the team opens it on one student and hands the phone over. In xale.in's words, 'It is a call with that person, not a list being dialled.'

[See our AI work](#) →

Xale's telecaller is a call a person starts with one student. Tailora Voice's outgoing calls start from your rules, so we only describe them as calls to your own pet parents about their own pets' visits, reminders and bills, inside the hours you set. The two share one platform (reported by our team), and the rule-started call is added on top when you order it.

Who logs in, and what they see

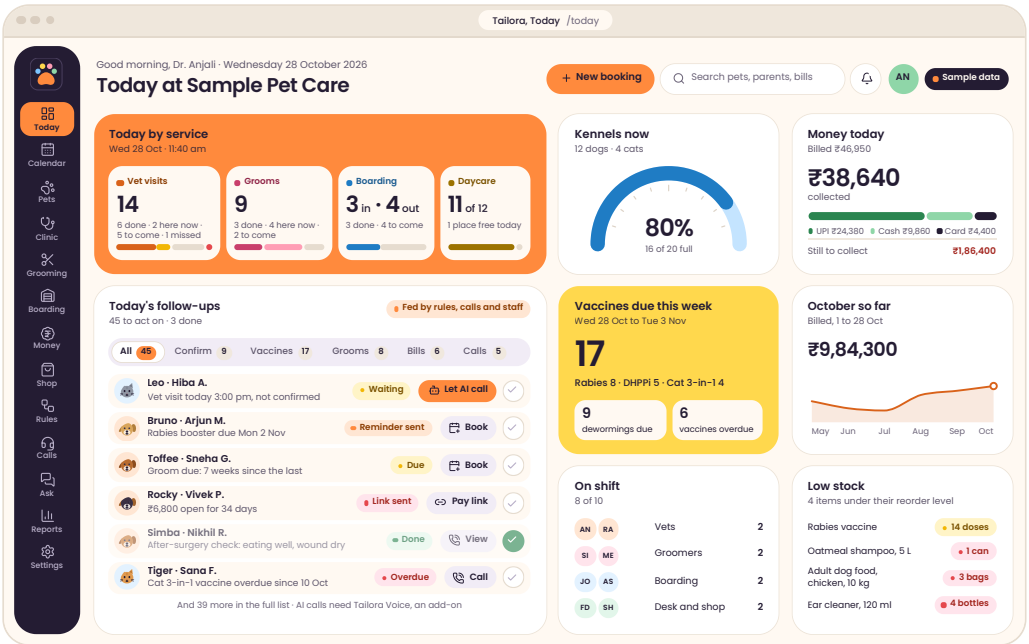
Owner	Logs in with The staff app	Sees Everything Money and profit Reports Automations The AI log
Front desk	Logs in with The staff app	Sees Calendar Pets and parents Follow-ups Bills and the shop counter No profit and loss
Vet	Logs in with The staff app	Sees Their day Visit notes and vitals Plans, prescriptions and vaccines Lab and X-ray files No money totals
Groomer	Logs in with The staff app	Sees The grooming board Their pets for the day Before and after photos Their own commission
Boarding staff	Logs in with The staff app	Sees The kennel map Feeding and medicine times Report cards Check-in and check-out
Pet parent	Logs in with The pet parent app	Sees Their pets Vaccine cards Visits and bookings Bills and payments Boarding photos
Tailora Voice Add-on	Logs in with A limited system role	Sees Free slots Bookings and confirmations Balances, after the caller is checked Follow-ups Never visit notes

Sample screens

The screens show Tailora's core build with the AI add-ons, on a made-up pet care centre in Kozhikode, in rupees. Screens 2 and 5 are add-ons.

Tailora sample screens · 1 of 6

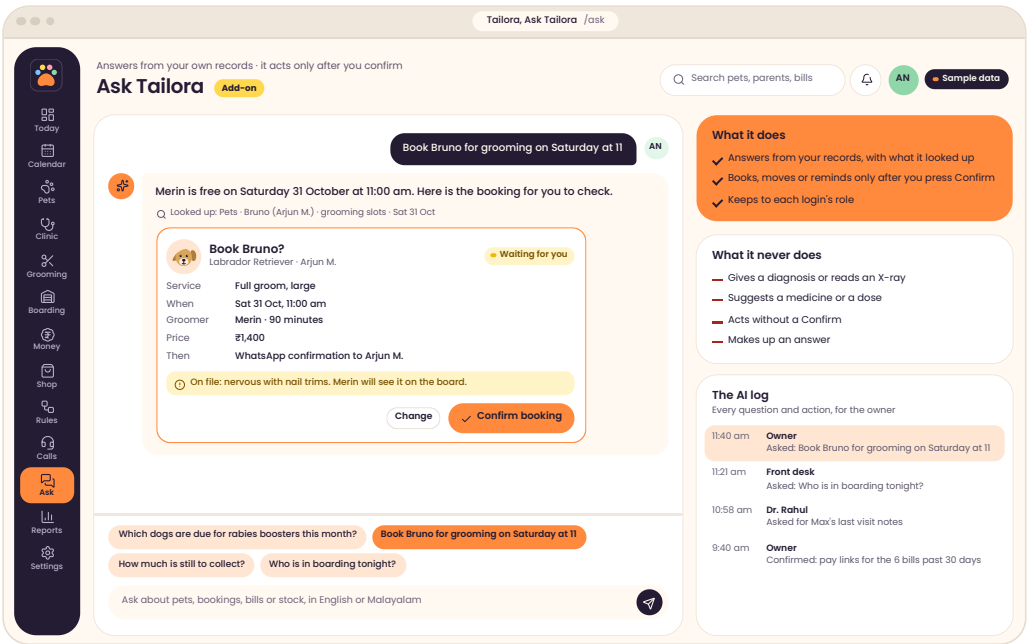
Sample data



SAMPLE SCREEN WITH MADE-UP DATA

Today Owner

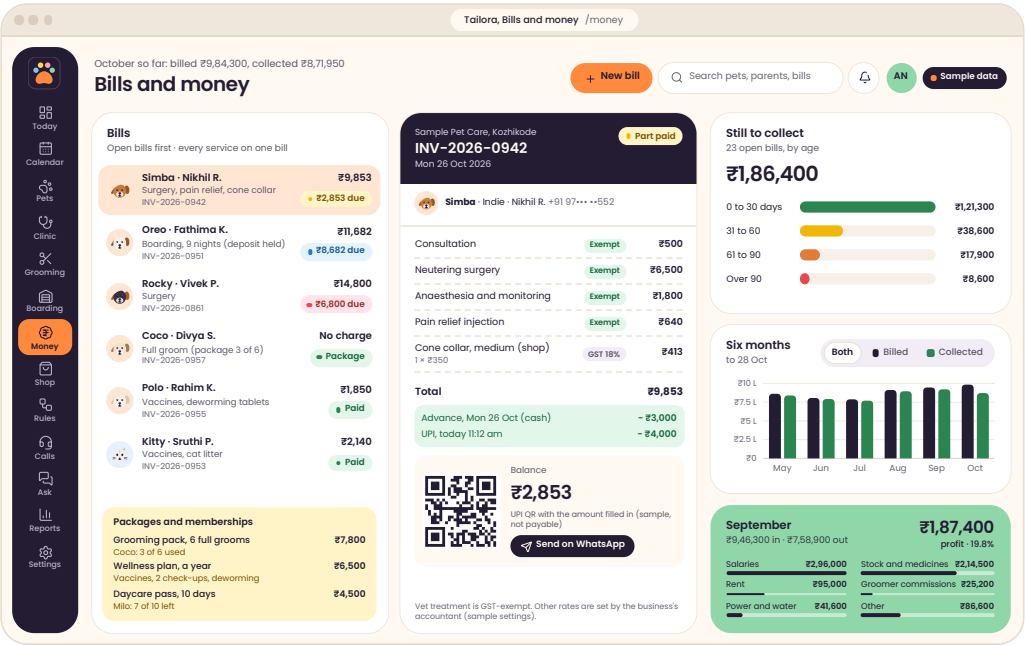
Vet visits, grooms, boarding check-ins and check-outs and daycare at a glance, with kennels, money, vaccines due, staff, low stock and today's follow-ups.



SAMPLE SCREEN WITH MADE-UP DATA

Ask Tailora Add-on Owner

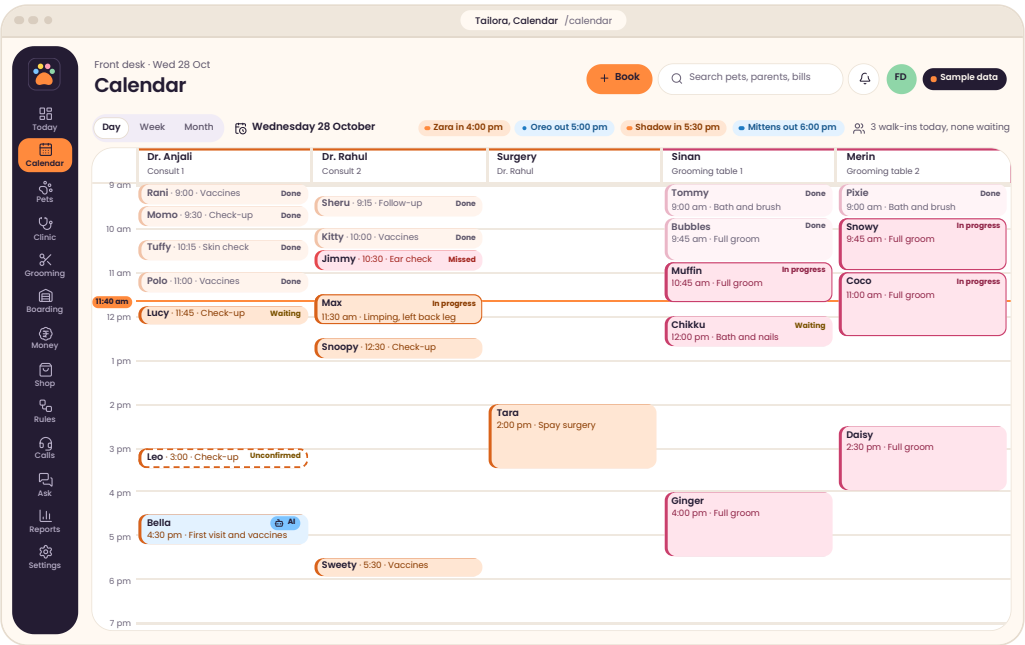
Plain questions answered from your records, with what it looked up. It books or reminds only after you press Confirm.



SAMPLE SCREEN WITH MADE-UP DATA

Bills and money Owner

Bills with deposits and part payments, a UPI QR on each, what is still to collect and how old it is, and last month's profit.



SAMPLE SCREEN WITH MADE-UP DATA

Calendar Front desk

The day by vet, groomer and room, coloured by service. Drag a booking to move it, or open one to see the pet and the parent.

Tailora Voice Add-on

Answers and makes calls - says it is an AI - hands over to your team

Neha J. (new) · Bella: first visit 11:38 am · Incoming · English

AI: Hello, this is Sample Pet Care, Kozhikode. I'm the centre's AI assistant, and this call is recorded. Say staff at any time to talk to a person. How can I help?

NJ: Hi, I'd like a check-up for my dog Bella. She's due for her vaccines.

AI: Of course. Is this Bella's first visit with us?

NJ: Yes, first time.

AI: Dr. Anjali is free today at 4:30 pm, or tomorrow at 10:00 am. Which suits you?

NJ: Today, 4:30.

AI: Booked: Bella, first visit and vaccines, today at 4:30 pm with Dr. Anjali. Please bring her old vaccine card. I'll send the details on WhatsApp.

NJ: Also, she was sick once on our walk this morning. Is that okay?

AI: I can't give advice about her health, so I'm passing you to our team now. They can see your booking.

63 Handed to the front desk at 11:40 am, with the summary

Summary on Bella's new record
New pet: Labrador, 3 years. First visit and vaccines booked today 4:30 pm with Dr. Anjali. Was sick once on a walk this morning: handed to the front desk at once. WhatsApp with the booking sent.

Booked, handed to desk Take over

Calls today
By 11:40 am
19 calls 12 in 7 out
6 booked or moved 3 handed over English 14 · Malayalam 5

Today's calls
The latest 4 of 19

11:38 am Neha J. (new) Bella: first visit Booked, handed to desk

11:02 am Divya S. Is Coco ready yet? Answered

10:41 am Ajay T. Ginger's groom time Moved to 4:00 pm

10:20 am Vivek P. Rocky: unpaid bill Will pay Friday

Lined up
1:00 pm - Hiba A: Confirm Leo's 3:00 pm visit
5:30 pm - 3 parents: Pickup tomorrow: time and balance
Thu 10:00 am - Irfan M: Bolt's rabies booster, second try

Call rules
Says it is the centre's AI assistant, and that the call is recorded
An unanswered parent: at most once a day and twice a week
Sick, injured, poisoned or bitten: straight to a person
Outgoing calls 9:00 am to 6:00 pm
Never again after a no; never offers or sales

SAMPLE SCREEN WITH MADE-UP DATA

AI receptionist Add-on Front desk

It answers and makes calls about visits, vaccines and pickups. It says it is an AI and hands over to your team.

Xale CRM is built by the team behind Marketlube. Xale's telecaller is an AI voice agent built into Xale CRM that runs the call in Malayalam or English, as xale.in describes it. Someone on the team opens it on one student and hands the phone over. In xale.in's words, 'It is a call with that person, not a list being dialled.'

Automations

Every reminder is a rule you can read

+ New rule Search pets, parents, bills FD Sample data

34 rules · 29 on
32 in the core · 2 need an add-on · AI calls need Tailora Voice

Vaccine due 7 days before the due date WhatsApp AI call 41 sent · 29 booked

Grooming every 6 weeks 6 weeks after the last groom WhatsApp 23 sent · 14 booked

Boarding pickup tomorrow 5:30 pm the day before WhatsApp AI call 12 sent · 12 confirmed

After-surgery check-in 2 days after surgery, 10:00 am WhatsApp AI call 3 checks · 3 fine

Balance due 3 days after the bill WhatsApp AI call 9 sent · ₹38,200 paid

Pet birthday On the day, 10:00 am WhatsApp 6 sent

Please confirm 24 hours before a booking WhatsApp AI call 88 sent · 79 confirmed

Deworming due 3 days before WhatsApp 14 sent

Boarding check-in reminder 2 days before a stay WhatsApp

Need an add-on

Freed slot to the waitlist At once WhatsApp With the waitlist

Owner's day summary 8:30 pm WhatsApp Add-on

And 23 more rules · Quiet hours 9:00 pm to 8:00 am · a weekly limit for each parent

Vaccine due AR-05 · On

When A vaccine's due date is 7 days away

If The pet is not marked as passed away
No visit is booked before the due date
The parent agreed to WhatsApp

Send WhatsApp, in the parent's language, with times to book
No booking in 3 days: an AI call (Tailora Voice)
Still nothing: a follow-up for the front desk

At 9:00 am to 8:00 pm only
At most 2 messages a week
AI calls 9:00 am to 6:00 pm

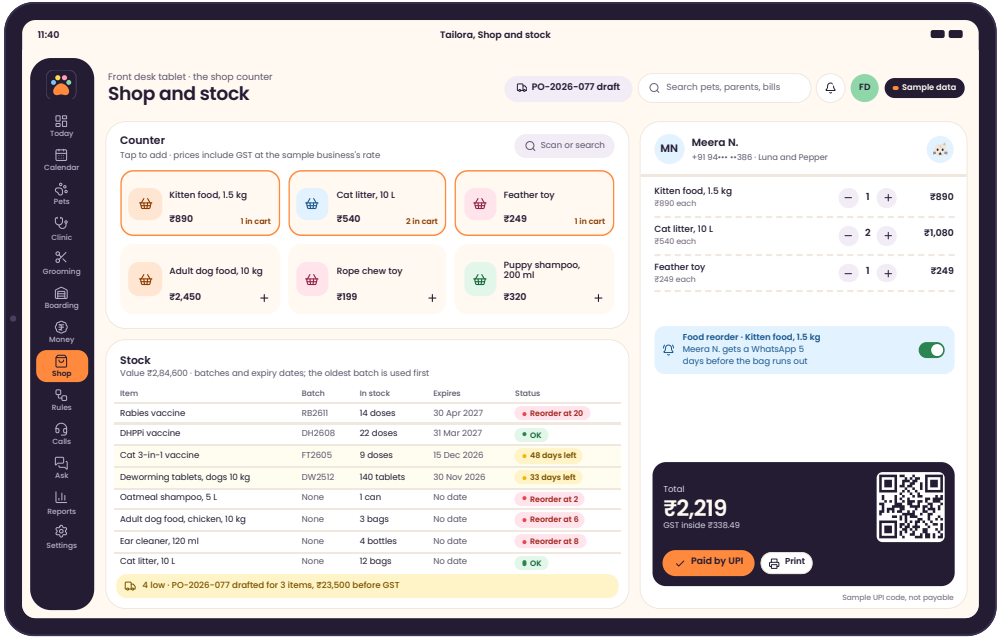
Run log
What ran today, in plain words

- 9:00 am · Milo (Rohan P.): DHPP booster due Wed 4 Nov. WhatsApp sent, read 9:14 am.
- 9:00 am · Snowy (George T.): rabies booster due Wed 4 Nov. Booked by the parent for Tue 3 Nov.
- 9:20 am · Bolt (Irfan M.): AI call, no answer. Next try Thu 10:00 am, then the desk.
- 9:35 am · Toffee (Sneha G.): no booking 3 days after the WhatsApp. AI call: booked Fri 30 Oct.

SAMPLE SCREEN WITH MADE-UP DATA

Automations Front desk

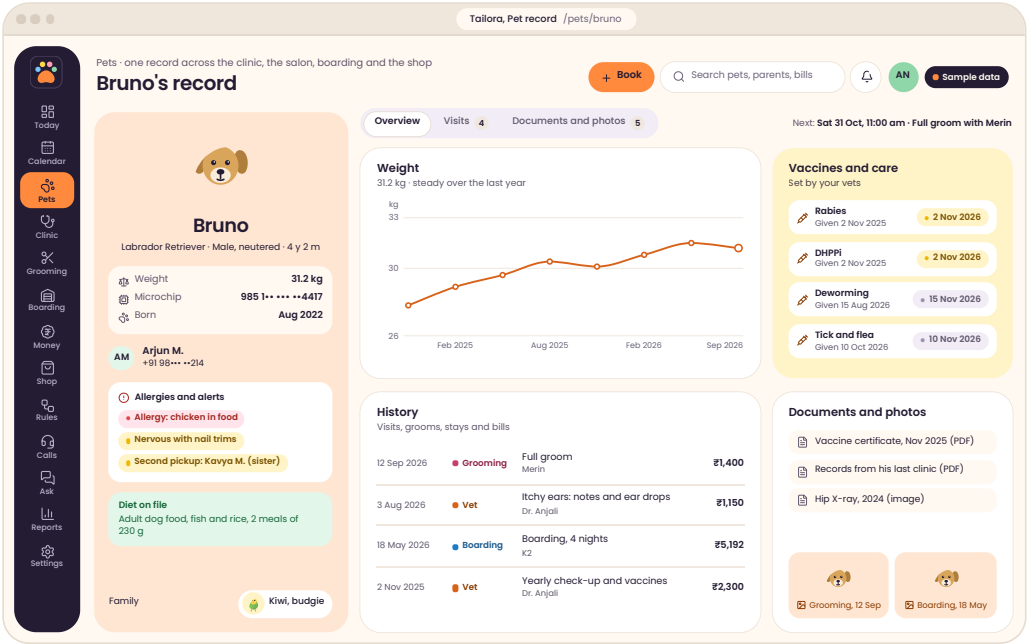
Each reminder is a rule: what starts it, who gets it, the channel and the timing, with a log of every run. AI call steps need Tailora Voice.



SAMPLE SCREEN WITH MADE-UP DATA

Stock and shop counter Front desk

The shop counter on the front desk tablet, and stock with batches, expiry dates and low-stock alerts.



SAMPLE SCREEN WITH MADE-UP DATA

Pet record Vet

One pet's record: weight over time, microchip, allergies and alerts, vaccines, visits, documents and the rest of the family.

Today

Calendar

Pets

Clinic

Grooming

Boarding

Money

Shop

Rules

Calls

Ask

Reports

Settings

Consult 2 - Dr. Rahul · started 11:30 am

Visit notes

Max · German Shepherd, 7 y

Joseph K. · +91 99*** · +107 · Reason: Limping on the left back leg since Sunday

In consult

Temperature

38.7 °C

Heart rate

96 a min

Breathing

24 a min

Weight

38.4 kg

0.6 kg less than July

Body score

5 of 9

What the parent says

Limping on the left back leg since a run on Sunday. Eating and drinking as usual. No fall seen.

What the vet finds

Mild swelling at the left knee; pain when the knee is bent. X-ray of the left knee, 2 views, uploaded 11:37 am.

The vet's assessment

Knee strain, left back leg. No break seen on the X-ray. · Typed by Dr. Rahul

Plan

Rest for 2 weeks, short walks on a lead. Pain tablets for 5 days. Physio, 4 sessions. Review on Wed 11 Nov.

Prescription

Pain tablets for dogs, 5 days, after food, as the label and the vet say

Signed by Dr. Rahul · registration number on the PDF

Next visit, set by the vet

Wed 11 Nov, 11:30 am with Dr. Rahul

A reminder 3 days before the date books it with Joseph K.

X-ray, left knee, side view

X-ray, left knee, front view

Signed notes are never overwritten; changes are added with a reason.

Search pets, parents, bills

RA

Sample data

Plan and estimate

For Joseph K. to approve

X-ray, left knee, 2 views

Done

₹1,800

Pain tablets, 5 days

Today

₹420

Physio, 4 sessions

From Mon 2 Nov

₹2,400

Estimate

₹4,620

Sent on WhatsApp · waiting

Vaccines and deworming

Due this week and overdue, set by your vets

All Due Overdue

Pet	Rabies	DHPPI	Cot 3-in-1	Deworming	Tick, flea
Bruno	2 Nov	2 Nov	—	15 Nov	10 Nov
Ginger	29 Oct	Mar	—	Done	3 Nov
Max	30 Oct	Jan	—	1 Nov	Done
Toffee	31 Oct	Jun	—	Done	Done
Bolt	25 Oct	25 Oct	—	12 Oct	—
Tiger	Feb	—	10 Oct	2 Nov	—
Luna	Mar	—	Mar	Done	In stay
Oreo	Apr	Apr	—	Done	In stay

SAMPLE SCREEN WITH MADE-UP DATA

Visit notes and vaccines Vet

Visit notes and vitals typed by the vet, the plan and its estimate, and every pet's vaccines and deworming due in one grid.

11:40

Tailora, Grooming board

+ Walk-in groom

Search pets, parents, bills

ME

Sample data

Salon tablet · Wed 28 Oct

Grooming board

Both tables 1 Sinan 5 Merin 4 Commission this month: Sinan ₹12,552 · Merin ₹11,016

Drag a card to the next step; the parent gets a WhatsApp

Booked 2

Checked in 1

Bath 1

Dry 1

Style 1

Ready 1

Picked up 2

Daisy

Pomeranian

2:30 pm · Full groom

ME Senior: gentle

Ginger

Golden Retriever

4:00 pm · Full groom

SI

Chikku

Indie

12:00 pm · Bath and nails

SI

Coco

Shih Tzu

11:00 am · Full groom

ME Pack 3 of 6

Muffin

Thosa Apso

10:45 am · Full groom

SI

Snowy

Spitz

9:45 am · Full groom

ME

Bubbles

Poodle

9:45 am · Full groom

SI

Before After

Tommy

Spitz

9:00 am · Bath and brush

SI

Before After

Pixie

Maltese

9:00 am · Bath and brush

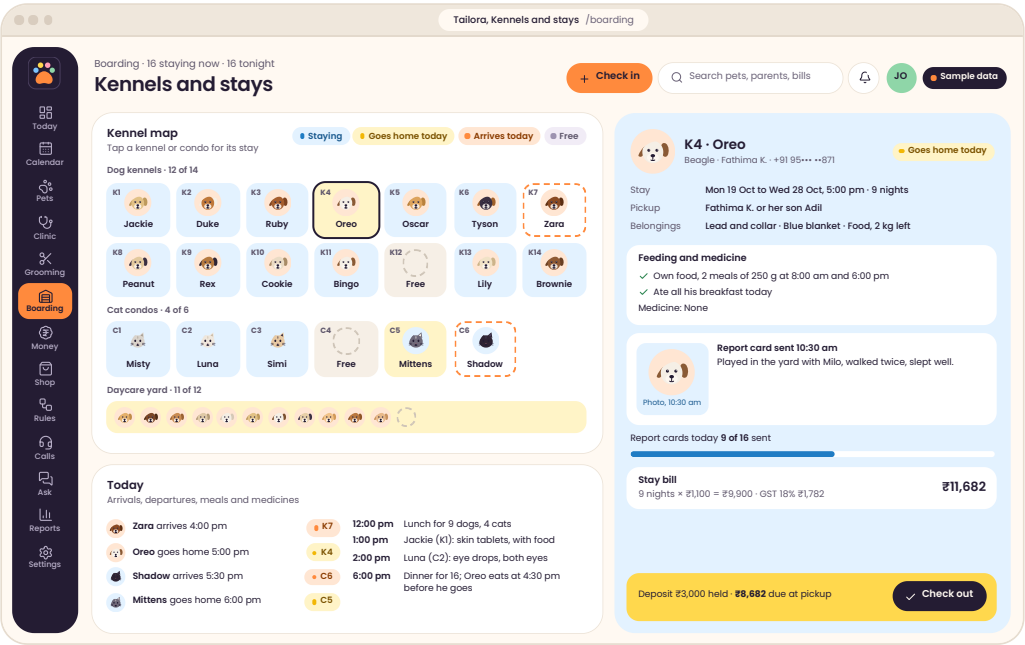
ME

Before After

SAMPLE SCREEN WITH MADE-UP DATA

Grooming board Groomer

Today's grooms from booked to picked up, on the salon tablet. Drag a card to the next step and the parent gets a message.



SAMPLE SCREEN WITH MADE-UP DATA

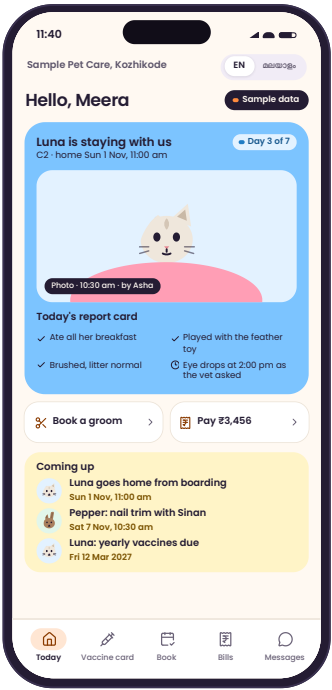
Kennels and stays Boarding staff

Who is in each kennel, who leaves and arrives today, feeding and medicine times, and the report cards sent.

SAMPLE SCREEN WITH MADE-UP DATA

Pet parent app Pet parent

Pet parents see their pets, the vaccine card, today's boarding photo, visits and bills, and book a groom or a stay.



A day with Tailora

An example Wednesday at the made-up pet care centre in our screens, with the AI add-ons switched on.

8:45 am	The owner opens Today: 14 vet visits and 9 grooms booked, 16 pets staying tonight and 11 dogs in daycare.	11:38 am	A new caller books Bella's first visit for 4:30 pm. She mentions that Bella was sick on a walk, so the call goes straight to the front desk.
9:00 am	The vaccine rule sends its WhatsApp reminders, each 7 days before the due date. 17 vaccines fall due this week, and 9 visits wait to be confirmed.	1:00 pm	An AI call asks Leo's parent to confirm the 3:00 pm visit.
10:00 am	Tailora Voice calls Simba's parent two days after his surgery: eating well, wound dry. It marks the check-in done.	5:00 pm	Oreo goes home after 9 nights: the deposit comes off his bill and the rest is paid by UPI at the desk.
10:30 am	Boarding staff send 9 report cards, each with a photo and a note.	5:30 pm	Tailora Voice calls 3 parents whose pets go home tomorrow, inside the 9 am to 6 pm call window.
11:00 am	Coco moves from Checked in to Bath on the grooming board, and her parent gets a message.	8:30 pm	A WhatsApp lands on the owner's phone: today's takings, unpaid bills, tomorrow's bookings and kennels, and what is still open.

Every part of a pet care business

What Tailora covers, and what the core build includes.

166 of 232 features are in the core build; 44 are add-ons, 21 come later, and 1 is a standing rule.

AREA	IN THE CORE BUILD	ADD-ON	LATER, OR NEVER
Today	Every service's day with its status, kennel occupancy, money cards, alerts, the follow-ups widget, a home screen for each role, meds and feeds due in the next hour	The Tailora Voice card; the owner's evening summary on WhatsApp; the branch switch (branches)	The week ahead: kennels and grooming slots free
Calendar	Day, week and month by vet, groomer, room or kennel; drag to move; clash checks; walk-ins and tokens; several pets back to back; a vaccine and a groom in one booking; confirmations; online booking; deposits; repeat bookings; holidays and Gulf weekends	A waitlist that offers freed slots	Grooming van routes, video consults, staff calendar sync
Pets and parents	Fast add; species, breed, sex, age and photo; weight chart; microchip search; allergies and alerts; vaccine and deworming timelines; families; a second pickup person; one timeline; documents; diet; tags; consent per channel; language; merging; a memorial flag that stops every reminder		Pet ID tags with a QR code, insurance details, the local licence number
Clinical	Visit notes with templates and vitals; the vet's assessment typed by the vet; plans and estimates the parent approves; charges flow to the bill; prescriptions with an allergy check and dispensing from stock; lab and X-ray files; surgery, anaesthesia and ward sheets; consent forms; the vaccine grid; vaccine certificates; discharge notes in English or Malayalam; referral letters	Voice notes drafted for the vet to check and sign; a form the parent fills before the visit	Video consult notes, pet travel paperwork
Grooming	The board, prices by size and coat, add-ons, packages, before and after photos, groom notes, a vaccine check at booking, groomer commissions and workload, a skin or ear concern sent to the vet in one tap	A grooming report card	Tips, grooming van jobs
Boarding and daycare	The kennel map, stays, deposits, check-in and check-out, feeding and medicine logs, daily report cards, daycare passes and attendance, kennel moves, kennel cards, extras during a stay, an incident log	Festival and holiday pricing	Live camera links, training sessions

AREA	IN THE CORE BUILD	ADD-ON	LATER, OR NEVER
Money	One bill across services, part and split payments, advances, deposits, refunds, unpaid bills by age, packages, memberships, a UPI QR on every bill, pay links, GST bills, day close, expenses, profit and loss, cash and bank, commissions, discounts with limits	Gulf VAT bills and three-decimal dinars (country packs); e-invoicing in Saudi Arabia (the Saudi pack, quoted); exports to Tally or Zoho Books	Loyalty points, card terminals, e-invoicing in the UAE
<u>Stock and shop</u>	Medicines, vaccines, food and accessories; batches and expiry; low stock; purchase orders and suppliers; a barcode counter with a UPI QR; sales on the pet's record; stock counts; food reorder reminders	Stock taken off for each service (shampoo per groom); transfers between branches	A controlled medicines register, online orders from the app
Automations	The rules list and editor, WhatsApp, SMS, email and app messages, a run log for each rule and pet, 32 starter rules, English and Malayalam templates, guards for consent, quiet hours and limits, test mode, escalation	AI call steps (Tailora Voice); rules drafted from a sentence (Ask Tailora); Arabic templates (the Arabic extra)	
AI	None: the core runs on rules	Ask Tailora: answers from your records with what it looked up, actions after a Confirm, a pet's history before a visit, reply drafts, Malayalam, role limits, a log. Tailora Voice: calls in and out, booking, hand-over, reminder and check-in calls, summaries, English and Malayalam	Never: a diagnosis or a medicine suggested by AI (a standing rule)
Pet parent app	English and Malayalam, login with a code, my pets, vaccine cards, bookings, prescriptions and visit notes, bills and UPI, boarding report cards and grooming photos, packages left, chat, record uploads, reminders, installs from the browser	Medicine refill requests; the app in the stores; the app in Arabic (the Arabic extra)	Reordering food
Reports	Revenue by service and person, unpaid bills by age, vaccines due and missed, kennel occupancy, commissions, no-shows, new and returning pets, stock value and expiry, GST summaries, automation results, prepaid packages not yet used, Excel and PDF	The Tailora Voice report	A report builder
Branches	One branch of any kind (clinic, salon, boarding, shop or a mix)	Each further branch: one record for each pet, prices, staff, kennels, stock and bill numbers per branch, the owner's view across branches, a branch in a second country	
Roles and security	Owner, front desk, vet, groomer, boarding staff and accounts; custom roles; an audit log; two-step login for owners		Staff attendance
Settings	Business profile and letterhead, services and prices, tax settings, vaccine and deworming schedules set by your vets, templates, hours and holidays, kennels and rooms, the WhatsApp number, export, backups, import from Excel, consent forms	Hosting in a Gulf country (country packs)	

What changes by country

We are in Calicut, Kerala, with no office in the Gulf. No customer in any of these countries runs Tailora yet. This is our reading of each country's rules in October 2026, not legal or tax advice.

COUNTRY (CURRENCY)	ON A BILL	RECORDS AND CONNECTIONS	WHERE THE DATA LIVES	AI AT LAUNCH
India (INR)	Vet treatment is GST-exempt; grooming, boarding, food and accessories carry the rates your accountant sets; our fee carries 18% GST	Pet shops and breeders keep the records the 2018 and 2017 rules ask for; Kerala dog licences need a vet's rabies certificate	On the Xale platform; its location in writing on request	The assistant and incoming calls at launch; outgoing AI calls once you have declared automated calling to your telecom provider (TRAI)
UAE (AED)	5% VAT, by our reading for vet care too	Dubai: pets registered with the municipality, with an approved vaccine card; Abu Dhabi: registration through TAMM	Inside the UAE as the safer default, arranged for your build and confirmed in your quote	Assistant and calls on services hosted in the UAE; never marketing calls
Saudi Arabia (SAR)	15% VAT; e-invoicing in the Saudi pack (quoted)	Vets and clinics licensed by MEWA; microchip and rabies vaccine for travel	In the Kingdom, arranged for your build and confirmed in your quote	Waits for your adviser's go-ahead
Qatar (QAR)	No VAT	Qatar has a licensing system for cats and dogs: we check its steps with you before we quote	In Qatar, arranged for your build and confirmed in your quote	Waits for your adviser's go-ahead
Kuwait (KWD)	No VAT; bills in three decimals	Pet rules not confirmed at an official source yet: we check them with you before we quote	On the Xale platform, with your agreement	Waits for your adviser's go-ahead
Oman (OMR)	Bills in three decimals; VAT as your accountant sets it	Pet rules not researched yet: we check them with you before we quote	On the Xale platform, with your agreement	Waits for your adviser's go-ahead
Bahrain (BHD)	Bills in three decimals; VAT as your accountant sets it	Pet rules not researched yet: we check them with you before we quote	Decided together before the build	Waits for your adviser's go-ahead

A Gulf business pays the core price plus a quoted pack for its country, covering Arabic and English bills, VAT, hosting in the country where needed, and Saudi e-invoicing.

How it is built

A web app for the desk, the salon and the kennels

The front desk and the vets work in any browser. Groomers and boarding staff use a tablet or a phone. Everyone works on the same records.

A pet parent app with no app store needed

Parents open a link from WhatsApp and add it to the home screen. On Android: Chrome, the menu, then Install. On iPhone: Safari, Share, then Add to Home Screen.

Hosted where it should be

Tailora runs on the Xale platform, hosted on Amazon Web Services (AWS) (reported by our team). Your workspace is kept apart from every other, and Xale's team helps inside your workspace when you ask for onboarding or support, as xale.in describes it. Hosting inside a Gulf country is arranged for your build and confirmed in your quote, in writing, before you sign. We have set up none yet.

Backups every day

Your records and every photo and file are backed up daily, and we test a restore.

Logins that match the job

A login for each person, roles that decide what each one sees, two-step login for owners, and a record of who changed what. A signed visit note is never overwritten: changes are added with a reason.

Your data stays yours

Everything in Tailora is customisable: fields, pipelines, roles, modules, automations and reports. Your data and your configuration are yours, exportable any time, in a workspace in your business's name.

Everything can be customised

Each part of Tailora can change to fit how your business runs. Tell us how you work today, and we shape Tailora around it.

- ✓ Any screen or field can be added, dropped or renamed
- ✓ Your services, prices, packages and tax settings
- ✓ Kennels, rooms, grooming tables and opening hours
- ✓ The reminder rules and the message wording
- ✓ Who sees what, role by role
- ✓ Your own name and logo on the parent app, the messages and the calls; the small Tailora line in the staff app can go too
- ✓ Arabic for Gulf businesses, priced as an extra

We build other software too

Pet businesses often need more than one system. We also make booking websites, online shops for food and accessories, enquiry CRMs, apps, and ERPs for groups with several branches.

Custom software →

App development →

Ecommerce development →

CRM development →

ERP development →

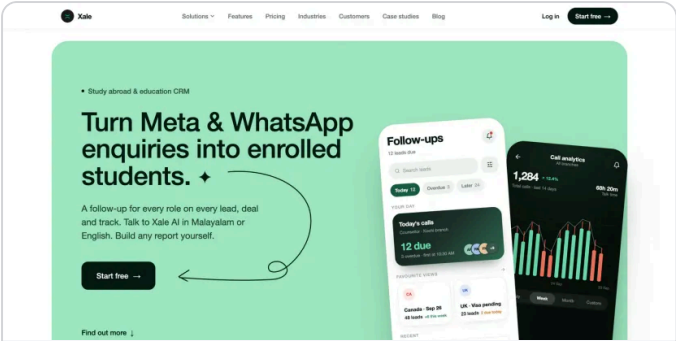
AI automation →

Odanta, our proposal for dental clinics →

Lintora, our proposal for construction companies →

SafarDesk, our proposal for a school transport company in Kuwait →

Work we have done



Built by the team behind Marketlube

Xale CRM

Xale is a CRM for study abroad consultancies and academies, made by Xale Private Limited in Kozhikode. It runs as a web app and an Android app. Each staff role has its own follow-ups. Access is set by stage, branch and field. Students follow their applications in a portal, and every number in a report opens the leads behind it.

Xale AI, the assistant inside Xale CRM, answers by chat or on a live voice call, as xale.in describes it. Xale's telecaller is an AI voice agent built into Xale CRM that runs the call in Malayalam or English, as xale.in describes it. Someone on the team opens it on one student and hands the phone over. In xale.in's words, 'It is a call with that person, not a list being dialled.'

[Read the case study](#) →



ReelsBuddy, a Marketlube company

ReelsBuddy's ERP

ReelsBuddy is our own video production company. We built its whole ERP: leads and sales, a production board, accounts, HR and hiring, and reports. It is one web app made for phones, and it installs like an app. Staff roles and daily attendance are in it too. Its team also uses a private mobile app we built on the same system, as our team reports. It has sales, projects, HR, and accounts and auditing. That app is private, so we describe it here and do not show it.

[Read the case study](#) →

Timeline

Step 1

Within 7 to 10 days

A first draft with your services, prices, staff, rooms and kennels, for you to try.

Step 2

Weeks 2 to 4

The full core: desk, clinic, salon, kennels, shop and the parent app, every login working. Message wording goes to Meta, and in India to the DLT portal, for approval.

Step 3

Week 5

Your staff try it on real days; the old records come across.

Step 4

By week 6

Live, with each role shown its own screens.

Step 5

Then

Add-ons on their own timelines: Ask Tailora 4 to 6 weeks; Tailora Voice 4 to 6 weeks, then a 30-day pilot; Arabic 3 to 4 weeks; each further branch about 1 week.

Tailora price, in your currency

From

INR 1,00,000

Tailora Core: AED, QAR or SAR 5,000 · KWD 400 · OMR or BHD 500

WHAT IT BUYS	INDIA (INR)	UAE (AED)	QATAR (QAR)	SAUDI ARABIA (SAR)	KUWAIT (KWD)	OMAN (OMR)	BAHRAIN (BHD)
Tailora Core One branch, on the Xale platform · within 6 weeks	INR 1,00,000	AED 5,000	QAR 5,000	SAR 5,000	KWD 400	OMR 500	BHD 500
Tailora: each further branch about 1 week	INR 25,000	AED 1,500	QAR 1,500	SAR 1,500	KWD 120	OMR 150	BHD 150
Tailora care with hosting Hosting included, one business · a month, from month 4	INR 2,000	AED 500 *	QAR 500 *	SAR 500 *	KWD 40 *	OMR 50 *	BHD 50 *

* Care in the Gulf: once a shared server runs in your country; quoted until then.

With the add-ons: Core INR 1,00,000 · with Ask Tailora INR 2,50,000 · with Tailora Voice's first flow INR 4,50,000 · with all five call flows INR 6,50,000; in the Gulf AED, QAR or SAR 5,000 · 13,000 · 23,000 · 33,000; KWD 400 · 1,050 · 1,850 · 2,650; OMR or BHD 500 · 1,300 · 2,300 · 3,300.

The platform under Tailora is built, and its design and scope are fixed, so your price pays for shaping it around your business. One fee as priced here, or as a subscription, quoted on request.

Tailora Core includes every core part in the coverage table, for one branch.

Gulf prices are fixed figures set for Gulf projects, never a live conversion of the rupee price: one value across the Gulf, the same number in dirhams, Qatari riyals and Saudi riyals, and its own figure in Kuwaiti dinars, Omani rials and Bahraini dinars. In the Gulf, your country's pack is quoted on top: Arabic and English bills, VAT, hosting in your country where it is needed, and e-invoicing in Saudi Arabia.

Every price is before GST (18%) in India and before VAT where it applies in the Gulf. AED prices are excl. UAE VAT where applicable.

Meta's message fees, SMS and email fees, call minutes, AI model usage and payment gateway fees are billed at cost, in your name.

Payment: 50% advance to start, and 50% on completion and testing approval.

Next price review: 9 January 2027.

 Start this project

Contact us

 Download the proposal (PDF)

Optional extras, priced

Ask Tailora, the AI assistant

Plain questions about your own pets, bookings, bills and stock; a pet's story before the vet goes in; a Confirm before it changes anything

From INR 1,50,000 · AED, QAR or SAR 8,000 · KWD 650 · OMR or BHD 800
4 to 6 weeks

In the Gulf, it starts once your adviser confirms where pet parents' data may be processed.

Tailora Voice, the AI receptionist: first call flow

Its first job, usually taking incoming calls, in English or Malayalam on your existing number, followed by a month of trial calls

From INR 2,00,000 · AED, QAR or SAR 10,000 · KWD 800 · OMR or BHD 1,000
4 to 6 weeks, then a 30-day pilot

In India, outgoing calls wait for your declaration to your telecom provider. An Arabic voice would be our first: it is added when a build needs one and trialled on your own calls before going live.

Each further call flow

One flow each: visit confirmations, vaccine reminders, boarding pickups, after-surgery checks. With incoming calls, these make the five pet care flows. Unpaid bill calls and missed-call returns can be further flows, at the same price each

From INR 50,000 · AED, QAR or SAR 2,500 · KWD 200 · OMR or BHD 250
1 to 2 weeks each

Only your own pet parents, only about their own pets, only inside your calling hours, and never to sell anything. A grooming reminder goes by WhatsApp, never by an AI call.

WhatsApp booking assistant

A chat on your WhatsApp number that books grooms, stays and visits, answers the questions you approve, and passes the chat to staff

From INR 50,000 · AED, QAR or SAR 4,000 · KWD 330 · OMR or BHD 400
2 to 3 weeks

WhatsApp's rules do not allow selling live animals, so it never lists puppies or kittens for sale.

Voice notes for vets

The vet talks through the visit, AI fills the note template, and the vet edits and signs before anything is kept

From INR 50,000 · AED, QAR or SAR 2,500 · KWD 200 · OMR or BHD 250
2 to 4 weeks

It starts in English; Malayalam follows once it handles your vets' own recordings well.

Arabic for staff and pet parents

Staff screens and the parent app read right to left; bills, vaccine cards and consent forms print in Arabic and English

From AED, QAR or SAR 5,000 · KWD 400 · OMR or BHD 500
3 to 4 weeks

A person writes every Arabic line, not a translation tool. The phone voice stays in English or Malayalam at this price.

Online payments, one gateway

Parents pay a bill or a boarding deposit from a WhatsApp link or the app, and each payment lands on the right bill: UPI and cards in India, KNET in Kuwait, cards across the Gulf

From INR 25,000 · AED, QAR or SAR 1,500 · KWD 120 · OMR or BHD 150
1 to 2 weeks

Gateway fees at cost. Tailora Core already prints a UPI QR on every bill.

Pet parent app in the stores

The same parent app in the App Store and Google Play under your business's name, from your own developer accounts, with notifications

From INR 1,00,000 · AED, QAR or SAR 5,000 · KWD 400 · OMR or BHD 500
3 to 5 weeks, with store review

Apple charges a yearly fee for its developer account and Google a one-time fee, both paid by you. Apple refuses template apps that a developer files for its clients, which is why the listing sits under your own accounts. A different, new app starts from INR 4,00,000.

Each further branch

Another clinic, salon, boarding centre or shop on the same records, with its own prices, staff, kennels, stock and bill numbers

From INR 25,000 · AED, QAR or SAR 1,500 · KWD 120 · OMR or BHD 150
about 1 week

Each pet keeps one record across every branch.

Your country's pack

The UAE, Saudi Arabia, Qatar, Kuwait, Oman or Bahrain: Arabic and English bills, VAT, three-decimal dinars, hosting where needed, e-invoicing in Saudi Arabia

Quoted

Quoted after we read your country's rules with your adviser.

Lab machine links

Results from an in-house blood or urine machine straight into the visit

Quoted

Quoted for your machine's make and model, once its maker shares the connection details.

Tailora Voice with all five pet care flows (incoming calls, visit confirmations, vaccine reminders, boarding pickups, after-surgery checks) starts at INR 4,00,000 (AED 20,000).

What is included

Included

- ✓ The staff web app for the desk, the salon and the kennels, and the pet parent app
- ✓ Every core part in the coverage table for one branch, however many vets, groomers, rooms and kennels it has
- ✓ Separate logins for owner, desk, vets, groomers and boarding staff
- ✓ Your service menu, grooming and boarding prices, packages, kennels and message wording, entered for you
- ✓ Parents, pets, vaccine dates, upcoming bookings and open balances brought over once, from a spreadsheet or your old system
- ✓ Your WhatsApp Business number, SMS sender and email linked up
- ✓ The 32 starter rules, switched on with you
- ✓ Three months of hosting from go-live
- ✓ A backup of every record and photo each night
- ✓ A test run with your staff, then a role-by-role walkthrough

Not included

- Care with hosting from month 4: from INR 2,000 a month, or from INR 10,000 a month with Ask Tailora or Tailora Voice
- What the providers charge for use: WhatsApp, SMS and email fees, call minutes, AI use, gateway fees, billed to your own accounts
- Photos and files beyond the storage your quote allows, at what the host charges
- The AI parts and the extras listed above; country packs and lab links are quoted
- Anything added after the plan is signed off, with its own quote first

Terms

1. Payment: 50% advance to start, and 50% on completion and testing approval. The same split applies to every add-on.
2. These prices hold until our next price review on 9 January 2027; the figure in your signed quote is the one that holds.
3. Anything new you ask for once the plan is signed off gets its own quote first.
4. Every record and every setting belongs to the business: your data and your configuration, in a workspace in the business's name, to export whenever you like.
5. Care, from the fourth month, pays for the server, the daily backups, security patches and bug fixes; new work is priced on its own.
6. Message, call, AI and gateway charges pass through at what the providers bill, under your own accounts.
7. Your accountant sets the tax on each service and product, and your adviser confirms the consent wording, before go-live. Nothing on this page is legal or tax advice.

Questions pet business owners ask

Is Tailora a ready product?

Yes, as a product on the Xale platform (reported by our team): the platform is live today, and Tailora's own modules are configured and added for your business before go-live. No pet business uses it yet. What is live is Xale: its workspaces, roles, automations, reports and AI, as xale.in describes them. Tailora's modules are shaped around your services, staff, rooms and kennels, and go-live is inside 6 weeks. A working draft reaches you in about 7 to 10 days, and the second half is due only when your team has tried it and signed off.

Can one system run a vet clinic, a grooming salon, boarding and a shop together?

Yes. That is what Tailora is for. One pet has one record, so the vet sees the last groom, the groomer sees an allergy, the boarding team sees the vaccines, and one bill can carry a visit, a groom, a stay and a bag of food. A business with only one of these switches off what it does not need.

What does it cost in India and in the Gulf?

Tailora Core starts from INR 1,00,000 in India and from AED, QAR or SAR 5,000, KWD 400, or OMR or BHD 500 in the Gulf, before tax, with the first 3 months of hosting. From month 4, care with hosting starts from INR 2,000 a month, or from INR 10,000 a month with an AI add-on. The AI parts and extras are priced above. A Gulf business also needs its country's pack, which we quote.

Does it send vaccine reminders on WhatsApp, and what does each one cost?

Yes. A rule sends each reminder before the due date and stops once the pet is booked. Messages are billed at cost in your name. In India a reminder costs about INR 0.115 plus GST, and in the UAE about AED 0.0576 plus VAT: Meta's rates from 1 October 2026, as resellers publish them. AI calls cost about INR 1.78 to 2.39 a minute in India, by our own estimate of 9 October 2026.

Can pet parents book a groom or a boarding stay online?

Yes, from the pet parent app or a booking link. You choose which bookings are confirmed at once and which wait for the desk, and a boarding stay can ask for a deposit.

Does it check vaccines before a groom or a stay?

Yes. At booking and at check-in, Tailora shows any vaccine that is overdue for that pet, so the desk can ask for the card before the pet goes in with others. Which vaccines count is set by your vets.

Does the AI give medical advice?

No. Ask Tailora and Tailora Voice work on bookings, records, bills, stock and reminders. They never give a diagnosis, read an X-ray or lab result, or suggest a medicine or a dose. A caller who mentions a sick, injured or poisoned pet is handed straight to your team.

Does the AI receptionist say it is an AI?

Yes, at the start of every call: it opens with your business's name, then says it is an AI assistant and that the call is recorded. Saying "staff" reaches a person at any time. It calls only between 9 am and 6 pm local time, tries an unanswered parent at most once a day and twice a week, never calls again after a "no", and makes no offer calls.

Does it print GST bills in India and VAT bills in the Gulf?

Yes. Each service and product has its own tax setting. Vet treatment is set as GST-exempt, and your accountant sets grooming, boarding, food and accessories. Gulf VAT bills, in Arabic and English, come with your country's pack.

Does it work in Malayalam and Arabic?

The pet parent app and the reminders come in English and Malayalam in the core, and Ask Tailora takes questions in both. A native speaker checks every Malayalam line before it goes out. Arabic screens and documents are an extra, written with a native Arabic writer.

Can we move our records from Excel or another app?

Yes. Bringing over your parents, pets, vaccine dates, bookings and open balances once, from a spreadsheet or another app, is part of the core build.

Who owns the data and the code?

The business owns its data and its configuration, in a workspace in its own name, and any record can be downloaded as a spreadsheet whenever you like. Fields, pipelines, roles, modules, automations and reports can all be customised. The platform under Tailora is Xale, made by Xale Private Limited.

When can we reach you after go-live?

On WhatsApp, by phone or by email, Monday to Saturday, 9:30 am to 6:30 pm India time. That is 8:00 am to 5:00 pm in the UAE and Oman, and 7:00 am to 4:00 pm in Saudi Arabia, Qatar, Kuwait and Bahrain. Sunday is a working day in the Gulf outside the UAE, and it is not one of our support days, so a Gulf quote says how a fault on a Sunday is handled.

How do you choose the best veterinary software in India for a clinic that also grooms and boards?

Ask the same five things of any system, ours included. Does one pet have one record across the clinic, the salon and the kennels? Is the price per vet, per branch or per business? Does it show overdue vaccines before a groom or a stay? Can it bill by UPI and send reminders from your own WhatsApp number? Can you take your data out whenever you want? If you run one service only, one app on a monthly plan will serve you well.

Who Tailora is the right choice for ↓

Next steps

- 1 Tell us about your business on WhatsApp or by email: services, staff, rooms and kennels, branches and country.
- 2 See the design on a 20-minute call, or at our office in HiLITE Business Park.
- 3 Approve the written quote and pay the 50% advance (INR 50,000 for Tailora Core).
- 4 Join a kick-off call: your price list, roles, kennels and reminders.
- 5 Try the first draft within 7 to 10 days.

Why trust a team with no pet business client yet?

Judge us on the platform Tailora is made on, which is live today, and on your own first draft, which you try before the second half is due.

Who builds it: on the platform already, and added for you ↓

Contact

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Prepared by Althameem Ali,
co-founder, Marketlube

 **Start this project**

 **Ask for a walk-through**

Contact us