

# SOUQ.com Launches Helpbit.com to Boost After-Sales Services at Consumers' Doorstep

-SOUQ.com consumers can now enjoy extended after sales services and fulfill their daily servicing needs at easy convenience

**- Platform provides opportunity for SMEs and professional service providers to grow their business faster**

**Dubai, U.A.E., 31 August 2016:** SOUQ.com, the Middle East's largest online retail and marketplace platform has announced the launch of Helpbit.com, a platform which aggregates regions leading professional service providers. Consumers can now enjoy a seamless online shopping experience with the added benefits of exceptional after sales services, extended warranties and damage protection at their convenience. The platform also offers consumers a revolutionary way to accomplish their daily servicing needs, anywhere and at any time. This latest offering is a testament to SOUQ.com's dedication to providing its customers with the best in-class online shopping experience and foster a dynamic e-commerce ecosystem in the region.

The initiative aims to help consumers overcome online purchasing barriers by offering them a platform which provides unparalleled after-sales service for their online purchases. Helpbit.com enables consumers to fulfill their servicing needs by connecting them with qualified professional service providers, comparing quotes and credible reviews to help them hire the right specialists. This platform offers consumers a wide array of on-demand services including electronic repairs, housekeeping, laundry, fashion alterations and more to enjoy a hassle free and time saving experience with speedy delivery at the click of a button.

Furthermore, the platform intends to transform the service industry and empower SMEs and professional service providers by offering them a gateway to grow their e-commerce model by making their expertise readily available to millions of consumers. The listed service providers can take advantage of the technologically robust platform to increase their outreach, increase their profitability, and grow their business faster.

**Ronaldo Mouchawar, SOUQ.com CEO & Co-Founder** comments, “In line with our promise towards our customers, we continue to look for ways to improve the online shopping experience and boost after sales services which are meaningful. The unique proposition of Helpbit.com is how it aggregates service providers to cater to the servicing demands of the consumers and offer a win-win situation for all the users. This initiative gives us the opportunity to use our smart technology and dedication to providing exceptional customer service in an exciting and innovative way. By offering convenience to choose from the widest selection of service providers at best pricing, the platform empowers consumers to make smarter choices which make their daily lives easier.”

**Mohammed Sleiman, Managing Director & Co-Founder, Helpbit.com**, comments, “We are very excited to partner with SOUQ.com, the undisputed market leader in the e-commerce business. At Helpbit.com, we aim to personalise our customers’ experience, introduce new professional services and bring in new service providers to our platform. The e-marketplace allows consumers access to a large assortment of services such as getting your wall re-painted, TV mounting, laundry and much more. Simultaneously, we want to empower SMEs and professional service providers to grow their own business via our platform which is backed by cutting-edge technology and will provide market exposure to potential service providers.”

All consumers need to do is define the service they require from the online catalogue - be it fixing a broken phone or hiring a house help, , choose a professional service provider at the best suited price and opt for easy delivery options offered by Helpbit.com. The platform offers one of its kind option to get services done ‘Onsite’, which means that the chosen service provider will arrive at the consumers’ doorstep on time with all the equipment they need to get the job done. While with ‘Collect and Return’, a trusted courier will be assigned to collect items and take it to the service provider and return after the service is completed.

Helpbit application is available on both IOS and Android operating systems, which can be downloaded from the AppStore and Google Play.

URL : <https://www.helpbit.com//>

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**About Helpbit.com**

Helpbit.com is an online service provider platform designed to provide best-in-class services to millions of customers across the UAE. All consumers need to do is define the service they require, choose a professional at a price that's right for them and Helpbit.com will take care of the rest. By offering access to an extensive selection of professional service providers, a seamless user experience, highly competitive pricing and a secure payment method, Helpbit.com wants to give consumers more free time at the click of a button.

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#### ABOUT SOUQ.COM

SOUQ.com is the largest online retail and marketplace platform in the Arab world, featuring more than 1.5 million products across 31 categories such as consumer electronics, fashion, health and beauty, household goods, and baby. Today, SOUQ.com attracts over 45 million visits per month, with localized operations in the KSA, UAE and Egypt.

SOUQ.com offers a convenient and safe online shopping experience with secure online payments, option to pay cash on delivery and free returns. For more information, visit [www.SOUQ.com](http://www.SOUQ.com).

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