



Streamlining Back-Office Operations: How Deloitte's Business Digital Hub (BDH) Supports a large Middle East Client.

Operate | GBS Operate as-a-Service Offering

The challenge

- The entity working towards building new market capabilities through investing in new companies across sectors such as retail, manufacturing, hospitality, and mobility, encountered significant challenges in establishing a unified back-office operation. These challenges included difficulties in integrating operations within the companies and issues with data fragmentation. Additionally, the entity's shared service team struggled to meet service demands due to a lack of capacity and expertise. Technological limitations in utilizing Enterprise Resource Planning (ERP) systems further complicated operations, particularly as the companies matured and their needs evolved.

Our solution

- Deloitte's Business Digital Hub (BDH) is an integrated technology solution that embeds an ERP system to streamline key back-office operations, such as HR, finance, procurement, and tax, for newly established companies. This platform is designed to fully support the growth and expansion of startups, offering smooth integration and enhanced management reporting.
- Along with Project Management Office (PMO), an Engagement Management Office Team was set up to maintain and monitor operational progress, scaling solutions to meet evolving needs. To ensure real-time support, Deloitte expanded its teams to provide the necessary services, including digital, accounting, and tax advisory, helping companies transition to build their own functions and ERP systems.

The outcomes

Deloitte's solution enabled client leadership to improve their back-office operations by integrating HR, finance, procurement, and tax services on the BDH platform. Deloitte managed and supported these companies daily through this integration. As a few companies transitioned to their own ERP systems, Deloitte continued to enhance its service offerings, expanding into staff augmentation, analytics, and advisory support.

Key Impacts: - :- Operations and mainly focus on their goals.

- 8+ entities managed
- 15,000+ transactions processed
- Day 1 plug and play operate solution for new companies

