

Business Process Solutions

Delivering flexible operational process services to help businesses enhance performance and efficiency

In the Middle East
since 1926

Businesses today are facing a rapidly evolving landscape, including regulatory changes, continued advances in technology, and the adoption of more sophisticated approaches by authorities. These challenges are causing businesses to rethink the appropriate mix of in-house and external resources in efficiently managing essential operational processes with visibility, flexibility, transparency, and control.

The Business Process Solutions (BPS) practice of Deloitte Middle East delivers flexible operational process services to help

Our technology-based solutions, the superior quality of our people, and customized services for certain industries and geographies will differentiate us from other service providers








businesses enhance performance and efficiency with regards to finance and accounting, human resources and payroll, technology, and corporate secretarial services.

Bringing you to the next level A collaborative journey



Our service offerings

Deloitte offers a complete range of fully integrated services to growing and evolving businesses as per the below:

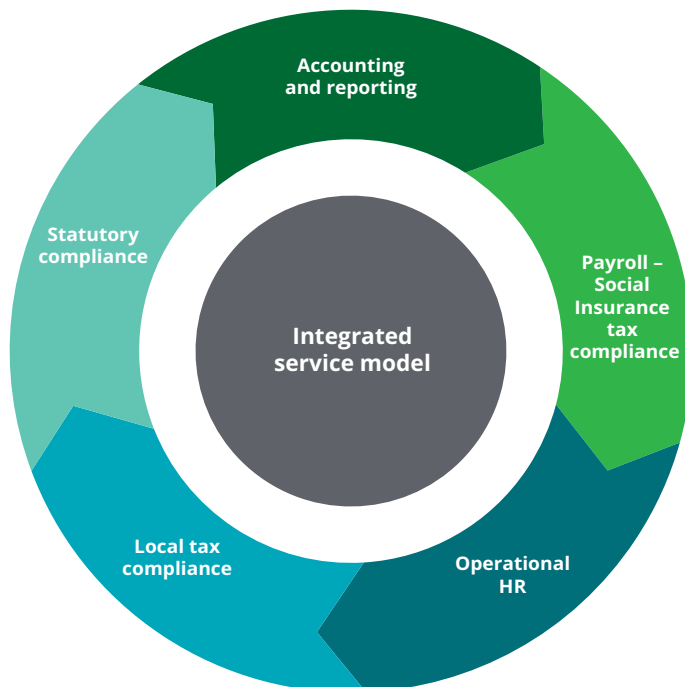
 Finance and accounting <ul style="list-style-type: none"> • Bookkeeping • Financial reporting and controlling • Budgeting & forecasting • Accounts payable processing • AR / credit management • Treasury & cash management • Local GAAP convergence • External audit support 	 HR and payroll <ul style="list-style-type: none"> • Payroll management and system support • Salary tax / social insurance compliance • Leave management tracking • Benefits administration • Payroll / labor compliance scan • HR workforce support • Visa / immigration services • Entrance / exit briefings • Salary benchmarking 	 Corporate secretarial <ul style="list-style-type: none"> • Company formation • Ownership restructuring • Re-domiciling • Company secretarial support • Advisory on business set-up • Registered agent for offshore companies • Liquidation support • Trademark registration
 Contract personnel <ul style="list-style-type: none"> • Operational resources for back office • Temporary finance management • Interim financial resources for ERP or other organizational projects 	 Projects <ul style="list-style-type: none"> • Accounts reconciliation • Accounting remediation • Fixed asset management • External audit readiness • Month-end fast close • Finance and accounting training 	 Technology <ul style="list-style-type: none"> • Employee self service / HRMS system • SAP Business One • Business Digital Hub (BDH) / Navision • Tagetik Corporate Performance Management
 Statutory reporting compliance <ul style="list-style-type: none"> • Maintenance of local books in local GAAP and language • Filing with relevant (non-tax) authorities, such as ministries and commercial courts 		

BPS core values

 Collaboration	 Communication	 Commitment	 Flexibility
--	--	---	--

The Middle East hub

Deloitte BPS provides an integrated service model including regional coordination especially for multinational entities across the region. They can benefit from centralized payroll processing, accounting procedures, and coordination / monitoring of tax and statutory compliance.



These cutting edge, highly flexible solutions for operational, compliance, and reporting services are augmented by technology and supported by a Deloitte network of member firms around the region

The key advantages are:

- Single enhanced point of contact and regional coordination
- Comprehensive report on service deliverables
- Enables the client to expand their footprints across the region with this as an operating service model that is effectively replicated across further jurisdictions, using our central understanding of the business objectives to enable the client to move effectively into new jurisdictions with Deloitte as their partners.

Value proposition



Subject matter experts and advisory team



Escalation and QA team



Tried and tested methodologies



Service delivery reports

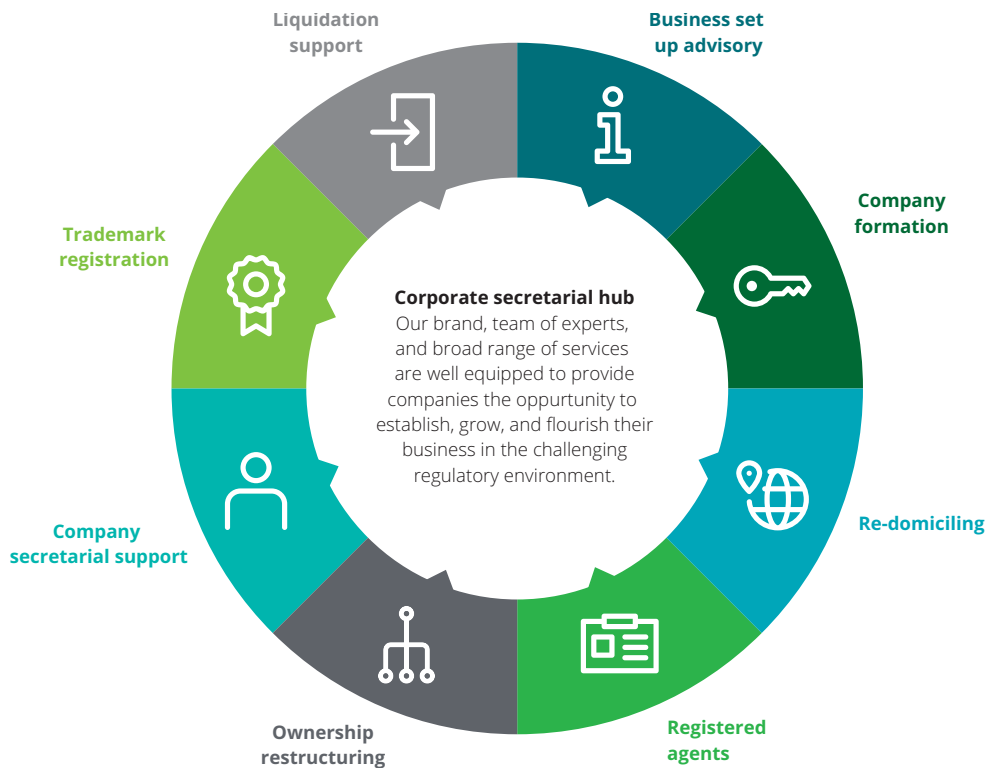


Comprehension reporting



Regular meeting and updates

Corporate secretarial hub



BPS quality statement

Deloitte's BPS service offerings in the Middle East are ISO 9001:2015 certified by the British Standards Institution (BSI) Management Solutions for Quality Systems Management. ISO 9001 is the world's most widely recognized quality management system and helps organizations meet the expectations and needs of their customers.



We deliver world class BPS services through robust process, systems, and continuous learning

Meet the team

Deloitte has a dedicated team based throughout the Middle East with in depth expertise in specialized and innovative solutions across a number of industries, locations, and businesses in the region.

Basit Hussain

BPS Leader
Middle East
Tel +971 6 517 9700
bhussain@deloitte.com

Cheryl Samaniego

Senior Manager
United Arab Emirates
Tel +971 6 517 9765
csamaniego@deloitte.com

Sheliza Binte Ghanty

Manager
United Arab Emirates
Tel +971 6 517 9731
sghanty@deloitte.com

Jennie Oclares

Manager
Oman
Tel +968 2 235 4300
joclares@deloitte.com

Ahmed Ibrahim Ahmed

Manager
Kingdom of Saudi Arabia
Tel +966 (13) 668 5730
ahmedahmed@deloitte.com

Mahmood Ali Mazher

Assistant Manager
Kingdom of Saudi Arabia
Tel +966 (12) 657 2725
mmazher@deloitte.com

Raed Mosleh

Senior Manager
Qatar
Tel +974 4 434 1112
rmosleh@deloitte.com

Maju Mathew

Manager
Kuwait
Tel +965 2 243 8060
mamathew@deloitte.com

Deloitte.

This publication has been written in general terms and therefore cannot be relied on to cover specific situations; application of the principles set out will depend upon the particular circumstances involved and we recommend that you obtain professional advice before acting or refraining from acting on any of the contents of this publication. Deloitte & Touche (M.E.) would be pleased to advise readers on how to apply the principles set out in this publication to their specific circumstances. Deloitte & Touche (M.E.) accepts no duty of care or liability for any loss occasioned to any person acting or refraining from action as a result of any material in this publication.

Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee ("DTTL"), its network of member firms, and their related entities. DTTL and each of its member firms are legally separate and independent entities. DTTL (also referred to as "Deloitte Global") does not provide services to clients. Please see www.deloitte.com/about for a more detailed description of DTTL and its member firms.

Deloitte provides audit, consulting, financial advisory, risk management, tax and related services to public and private clients spanning multiple industries. Deloitte serves four out of five Fortune Global 500® companies through a globally connected network of member firms in more than 150 countries bringing world-class capabilities, insights, and high-quality service to address clients' most complex business challenges. To learn more about how Deloitte's approximately 225,000 professionals make an impact that matters, please connect with us on Facebook, LinkedIn, or Twitter.

Deloitte & Touche (M.E.) is a member firm of Deloitte Touche Tohmatsu Limited (DTTL) and is a leading professional services firm established in the Middle East region with uninterrupted presence since 1926.

Deloitte provides audit, tax, consulting, and financial advisory services through 26 offices in 15 countries with more than 3,300 partners, directors and staff. It is a Tier 1 Tax advisor in the GCC region since 2010 (according to the International Tax Review World Tax Rankings). It has also received numerous awards in the last few years which include best employer in the Middle East, best consulting firm, the Middle East Training & Development Excellence Award by the Institute of Chartered Accountants in England and Wales (ICAEW), as well as the best CSR integrated organization.