

Business Process  
Outsourcing  
Innovative and cost  
effective solutions  
in outsourcing



# Our competence, your strength

The Business Process Outsourcing (BPO) practice of Deloitte Middle East offers a range of efficient, cost-effective outsourcing solutions in accounting, payroll and corporate secretarial services. Our services include the outsourcing of all, or part of, the finance function as well as interim finance staff secondments.

Our team has the experience and the expertise in providing specialized and innovative solutions across a number of industries, locations and business processes to international companies across the Middle East. While BPO clients concentrate on enhancing their core business, our skilled professionals focus on covering the routine financial accounting, reporting and corporate secretarial needs. We perform these support functions efficiently and cost-effectively, using a broad knowledge of business processes as well as financial or payroll software packages.

## Vision & mission

Deloitte is eager to become your business partner by providing innovative and cost-effective solutions for your management and accounting needs. We look forward to placing our unique combination of capabilities, experience and expertise at your service as soon as possible. By tapping into the corporate cycle of your establishment, the BPO practice can serve as a 'one stop shop' for your business support needs, helping to relieve common burdens and saving you time and money.

With our effective support in handling your corporate secretarial and accounting requirements, you can focus on your core business to improve your business results.

We will develop policies and procedures to simplify your back office processes and practices, thereby enhancing business performance throughout.

## Why does it matter?

Our clients require accurate, timely and useful business information on a regular basis.

## What distinguishes us?

- All policies and procedures for your company are documented in a meticulous internal Client Procedures Manual (CPM).
- These policies and procedures create consistency and accountability throughout the company and ensure that your monthly financial reporting is both timely and accurate.
- Our people possess knowledge and experience across a variety of industries.
- All our employees follow the same policies and procedures. Our services are provided in real time. You have direct channels of communication with the assigned Controller daily by e-mail or telephone.
- Our clients' books are closed by the assigned Controller, who administers the account and supervises the book-keeping required. The financial report package is issued within days of each and every month-end.

## What we offer

We offer reliable processes that streamline and develop your accounting practices. Our talented team—experienced accounting and corporate secretarial professionals with a high level of expertise—is knowledgeable in all the major accounting software technologies.

Our extensive experience in regional and global engagements has given us an opportunity to act as the hub for outsourcing services in the Middle East. The key advantages of this model are:

- **A single enhanced point of contact**  
Our team will be the point of contact for day-to-day communications for the entire Middle East. All matters will be discussed and coordinated from Deloitte Dubai.
- **Commitment to our best resources**  
The BPO practice has full access to the Deloitte network in servicing the client in these regions.
- **Better client satisfaction**  
The services and the relevant advice can be provided in a clear and consistent manner. This provides greater accountability, with increased quality of service and consistent delivery.

# At your service...

## Accounting & reporting

### A strategic tool for management

We believe that understanding and seeking to improve our client's core business are key to an effective outsourcing solution. This is why we create dedicated client service teams and customize outsourcing solutions to ensure the right fit for each engagement.

We manage the accounting processes efficiently by providing timely and accurate information and analysis critical to strategic decision-making. We bring an entrepreneurial spirit and vision to help strategize solutions, take advantage of opportunities and optimize benefits to help our client move forward confidently and successfully. Our accounting and related services include:

- Accounting:
  - Monthly Management Accounting and Reporting
  - Accounts Reconciliation
  - Accounts Receivable Processing
- Treasury and Cash Management
- Accounts Payable:
  - Preparation of Payment Instructions
  - Payment Processing on behalf of the client/Operating of bank accounts
- Backlog Accounting
- Compilation of Interim and Financial Statements
- Other Accounting Support

## Payroll processing

### A premier service

Our Global Employer Services (GES) unit provides clients with a fully-comprehensive payroll service tailor-made to meet individual client requirements. Such services include entrance interviews, tax reviews, social security, pension, employment law, international assignment policies, short-term business travelers, exit assistance and much more.

Using specialist payroll software, we deliver a high-quality service, punctually, consistently and with confidentiality.

Our team already operates on a large scale with services covering Middle East. Whilst many of our local offices in the Middle East have outsourcing capabilities, the Dubai practice acts as the hub for payrolls managed in this region. We offer strict confidentiality, a flexible fee structure and salary administration costs, with a responsive and personal service to clients. We provide our payroll clients with the following services:

- Payments to employees
- Calculation of employer and employee tax and social insurance

- Preparation and distribution of pay slips
- Processing of expense or other claims
- Related management reporting—e.g. payroll reconciliation, bank reconciliation, journal entries and payroll related accruals
- Filing and payment of taxes and social insurance to relevant authorities, in accordance with individual country regulations
- Preparation of payroll based on client's information

## Support staff

### Providing continuity and value

We recognize that at certain times our clients face exceptional pressures within their finance departments. This may be caused by special project requirements, the need for specialist skills or unexpected resignations.

Our team consists of highly motivated individuals with good business acumen and the ability to adapt to varied client environments. We have experience in covering a number of industries and business cases and have worked effectively, either individually or as part of a team, on client engagements.

Staff can be made available on short- or longer-term secondment arrangements on a full or part-time basis as required. Seconded members of staff work under the client's management and supervision but continue to have access to Deloitte advice and resources whilst their performance is monitored by our line managers.

## Other advisory services

### Keeping you a step ahead

The BPO services at Deloitte work closely with business executives to predict and resolve strategic, operational and financial issues. Our team approach focuses on knowledge and human resources with diverse backgrounds and varied skills. In conjunction with our Consulting and Financial Advisory service lines we are able to provide our clients with a broad range of advisory services such as:

- Business Process Review
- Implementation of New Accounting/ERP Systems
- Recommendations to improve controls and operations
- Accounting and Procedure Manuals
- Management Flash Reports
- Budgets, Forecasting and Projections
- Financial Analysis

The BPO practice assures its clients of the quality and security of all information processed and services performed. It is fully supported by highly trained, professional staff and reliable IT systems. We continue to equip ourselves with the vital tools and skills necessary to keep abreast of the rapid changes in our environment. We constantly keep pace with the advancement of technology and practice standards that contribute to the reshaping of the competitive landscape.

### Corporate services

#### Solutions to ease your mind

Our objective is to provide solutions for setting up legal entities in the Middle East, maintaining registrations and handling statutory filing requirements and—where necessary—dealing with the wind-down/liquidation of entities on cessation of business. We aim to keep up to date with our rapidly progressing business environments. Our comprehensive range of business formation, liquidation and corporate secretarial services caters to different types of entities, including limited liability companies, branches of foreign companies, representative offices and, where applicable, Free Zone companies and establishments.

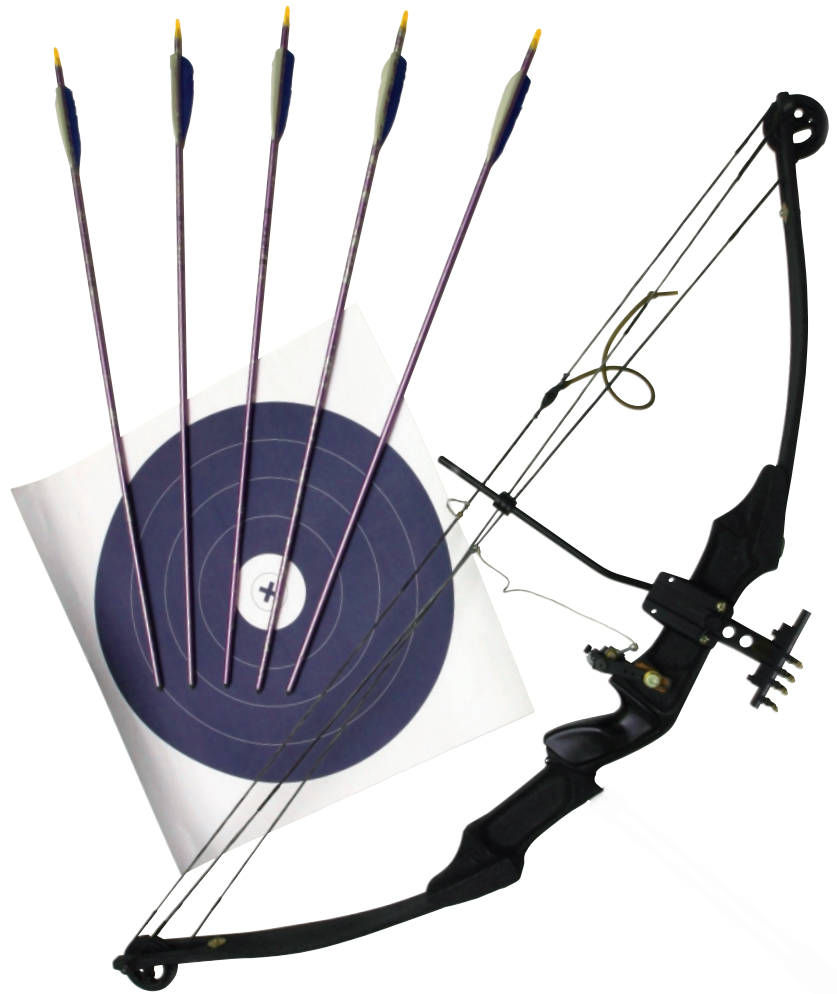
We offer our clients a cost-effective and individually tailored service to support their corporate and company secretarial needs.

#### Business formation solutions

#### & liquidation services

Exceptionally client centric service is the foundation of our assistance, using our expertise and knowledge to provide a dedicated service focused on client requirements. The outcome is an efficient, solution-oriented approach that helps achieve our clients business objectives in an effective manner:

- Provide clients with advice regarding the best form of legal entity they may establish and carry out their business as required by the nature of their operations.
- Advise clients on the practical issues to be considered and official procedures that need to be followed when considering setting up a legal entity.
- Assist clients with establishing legal entities by assisting them with the preparation of applications and supporting documentation, filing applications on their behalf and following up with the relevant authorities to secure the required permissions and registration, in compliance with the applicable rules, regulations and procedures.



- Advise clients on, and assist with, completing the formalities required to maintain the appropriate licensing for their entity.
- Define the practical steps and procedures required to comply with Labor Law requirements.
- Update clients on compliance with the laws relevant to their business.

#### Domiciliary and company secretarial services

Our corporate domiciliary and company secretarial services are based on the premise that each of our clients has a distinctive challenge that requires the utmost in proficiency, attention and service. Through experience with challenging businesses and regulatory environments, our corporate service line has a proven track record with hundreds of companies over the past 12 years.

- We assist clients with the administrative maintenance of their entities such as:
  - Registration renewal
  - Amending the status of the legal entity with regards to any change that should be notified to any official competent authority
  - Deregistration and/or termination of legal entities
  - Attestation of documents
  - Capital reduction/increase
  - Maintaining statutory records for companies

# Contact us

For more information, please contact:

**Cheryln C. Samaniego**  
Supervisor | BPO  
ccasala@deloitte.com

**Basit Hussain**  
Director | BPO  
bhussain@deloitte.com

**Patric Colquhoun**  
Senior Manager | BPO  
pcolquhoun@deloitte.com

**Anis Sadek**  
Office Managing Partner  
asadek@deloitte.com

**Contact Details:**  
Tel +971 (0) 4 331 3211  
Fax +971 (0) 4 331 4178



---

## Covering your routine financial accounting, reporting and corporate secretarial needs so you can focus on your core business

Deloitte provides audit, tax, consulting, and financial advisory services to public and private clients spanning multiple industries. With a globally connected network of member firms in more than 140 countries, Deloitte brings world-class capabilities and deep local expertise to help clients succeed wherever they operate. Deloitte's more than approximately 169,000 professionals are committed to becoming the standard of excellence.

Deloitte refers to one or more of Deloitte Touche Tohmatsu, a Swiss Verein, and its network of member firms, each of which is a legally separate and independent entity. Please see [www.deloitte.com/about](http://www.deloitte.com/about) for a detailed description of the legal structure of Deloitte Touche Tohmatsu and its member firms.

Deloitte & Touche (M.E.) is a member firm of Deloitte Touche Tohmatsu (DTT) with a presence in the Middle East region of more than 85 years. It is among the region's leading professional services firms, providing audit, tax, consulting, and financial advisory services through 26 offices in 15 countries with over 2,200 partners, directors and staff.

This publication contains general information only, and none of Deloitte Touche Tohmatsu, its member firms, or its and their affiliates are, by means of this publication, rendering accounting, business, financial, investment, legal, tax, or other professional advice or services. This publication is not a substitute for such professional advice or services, nor should it be used as a basis for any decision or action that may affect your finances or your business. Before making any decision or taking any action that may affect your finances or your business, you should consult a qualified professional adviser.

None of Deloitte Touche Tohmatsu, its member firms, or its and their respective affiliates shall be responsible for any loss whatsoever sustained by any person who relies on this publication.

**In the first study of its kind in 2009, Hewitt Associates recognized Deloitte & Touche (M.E.) as a Best Employer in the Middle East.**

**Deloitte & Touche (M.E.) was recognized as the "2010 Best Consulting Firm of the Year" in the first Complinet GCC Compliance Awards.**