



Business Process Management

**Transforming challenges into
opportunities**

August 2016



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Successful businesses often find their internal resources – from payroll to order processing - are fully stretched. As a consequence, complex financial, operational, compliance and risk management issues can be missed. Challenging business conditions mean additional burdens. Key decision makers often look outside their organizations to help fill these gaps. It's why the choice of business adviser is often pivotal to business success.

How KPMG can help

KPMG has been helping companies like yours in the UAE for almost 50 years. We understand your challenges and know what is important to you. Our professionals offer valuable perspectives, ideas, and options to help clients capitalize on opportunities and achieve their goals. We understand the concerns and issues you face every day and are passionate about providing service excellence to every client.

A selection of our service offerings

Payroll

Companies outsource their payroll functions - delegating payroll administration to a third party with proven expertise in payroll processes - to get more accurate, timely and confidential systems that comply with local regulations and laws and are based on the latest technology. Companies can then concentrate on their core business activities, saving time and enabling them to focus on what really matters. Nevertheless, payroll processing is an important, sensitive and time consuming activity. Errors and delays impact morale and can affect organizational performance. Our BPM professionals can:

- Process payrolls, including issuing pay slips and e-pay slips
- Administer employee benefits
- Ensure all payments are aligned with wages protection schemes (WPS)
- Manage employee reimbursements and travel expenses
- Update leave balances, including accrued and consumed leave
- Manage bonus, overtime and incentive payments
- Update staff on key documents, such as passport and visa expiries

Bookkeeping and accounting services

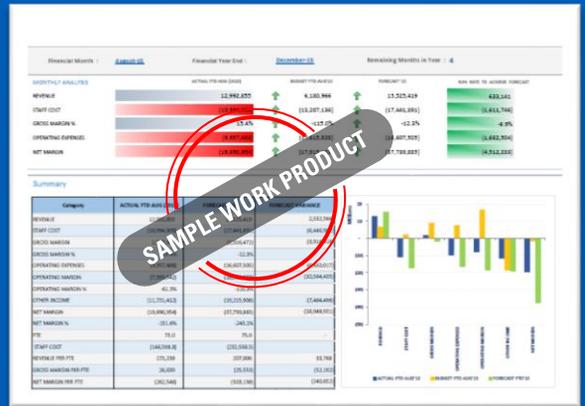
We tailor our accounting services to your needs. We work with a wide range of businesses, from owner managed companies to subsidiaries of local and global companies. We can:

- Support accounting for monthly invoices and transactions
- Produce monthly reports and financial statements including cash flows
- Prepare payments and manage collections for online banking systems
- Reconcile and highlight variances including management accounts and reports

Our new, cloud-based bookkeeping platform gives clients direct access to reports. Alternatively, we can store and process data on our own dedicated, secure internal servers.

MIS and KPI dashboards

We leverage leading edge proprietary tools and the experience gained from working with prominent companies in the UAE to develop customized dashboards. Our seasoned professionals consolidate large amounts of company financial data onto dashboards - including charts and current status reports (often using RAG traffic lights) - so that key decision makers can easily understand critical information. Our dashboards allow senior management to make the important decisions needed to drive the business forward - as well as to see - and therefore deal with - issues before they become significant problems.



Staff augmentation

We help clients augment their existing management and technical resources by seconding experienced KPMG professionals for short or long-term assignments. Our seasoned specialists have worked as CFOs, finance directors and finance managers for both large and small companies – and as finance team leaders and members.

Compliance and mystery shopper solutions

In a constantly changing corporate environment, there are always concerns that internal processes and controls might be avoided or abrogated. Our compliance solutions – from reseller and distributor reviews to warehouse checks and process compliance reviews – identify possible system leakages and analyze process compliance gaps. As a mystery shopper, our BPM team explores the customer experience, giving a holistic view and suggesting possible improvements across the process value chain.

Please note that, in order to protect our professional independence, we may not be able to provide some of the services detailed here to current audit clients.

When you work with KPMG, you:



Gain access to quality people and proven business methodologies



Engage with people who listen - and speak your language



Receive clear, practical and jargon-free advice



Work with a professional organization that tailors its services to your needs



Choose - and only pay for - the services you need and want



Enjoy the peace of mind that comes from working with people who take their professional and ethical responsibilities seriously

Contact us:



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Tasneem heads our business process management [BPM] function. She previously headed a leading international consultancy company's transformation team and was responsible for the global development, growth and delivery of finance and accounting processes for a leading outsourcing company. Tasneem is a qualified chartered accountant (ICAI).



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On a day-to-day basis, Ben directs our business process management [BPM] function across the Lower Gulf region. With a strong background in commercial banking, he understands the challenges that key decision makers face in their day-to-day working lives. Ben has advised and assisted a number of high profile clients on their growth journeys.

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