



Transformation Advisory

Supporting dynamic businesses to improve
and enhance their performance





Delivering performance enhancement to dynamic businesses in the UAE.

“The rapidly emerging economies within the Middle East region are realigning their growth strategies to leverage the phenomenal evolution which has led way to one of the greatest economic story of the past two decades. From a conventional viewpoint, the region is enduring structural shifts that will set the business agenda for the foreseeable future.

With an increase and focused shift in economic diversification and growth, comes the need for both the public and private sector to be well versed with such changes, whilst navigating any challenges, leveraging the growth opportunities and mitigating any technological or wider risk which they may be exposed to.

Our transformation advisory team is focused on delivering performance enhancing services which will support businesses through the changing environment. We have a specialist team of local and internationally experienced advisors who have worked on transforming dynamic businesses across the region.”



George Stoyanov

Partner

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Connecting our innovative solutions to transform your business.

Our transformation practice provides our clients with innovative solutions which will drive business growth, cost optimisation, protect against risk and enhance technological performance.

We have designed bespoke solutions for our clients, which are driven by our deep understanding of the respective business challenges and industry issues, likewise our teams are supported by years of internal business process and operations experience which has supported the design, management and execution of lasting transformation change for our clients.

We showcase in our transformation service offering to the right, the typical challenges which our clients face, aligned to the solutions which we offer to help you navigate through them.

		Start-Up & Growth Services		Effectiveness & Optimisation	Transformation
		Start-Up	Growth	Optimisation	Transform
Typical Challenges		<ul style="list-style-type: none"> Cash management Managing sales expectations Establishing customer base Creating market presence Talent acquisition 	<ul style="list-style-type: none"> Managing increasing revenue Meeting working capital requirements Managing increase in customers People retention Scaling-up operations 	<ul style="list-style-type: none"> Increasing competition Heavy compliance / regulatory burden Increasing bureaucracy Revenue leakage Smarter customers 	<ul style="list-style-type: none"> Understanding market opportunity Moving into new markets Adding new products / services Expanding customer base Rising costs Ageing workforce
	Type of Support Required	<ul style="list-style-type: none"> Financial planning Cash management / working capital / injection Strategy & direction Organisational design Designing controls 	<ul style="list-style-type: none"> Financial management Regulatory compliance Customer attraction People development Back-office support Reliance on controls 	<ul style="list-style-type: none"> Becoming more agile Meeting compliance / regulatory requirements Increasing process efficiency Forensic analysis / investigation Securing assets Customer retention / churn analysis Turning risks into opportunities 	<ul style="list-style-type: none"> Feasibility studies Opportunity assessment / appraisal / impact assessment Procurement support Streamlining operations Exploit technology developments Cost reduction Succession planning Asset disposal
Applicable Services	<ul style="list-style-type: none"> Defining corporate strategy 	<ul style="list-style-type: none"> Working capital management 	<ul style="list-style-type: none"> Organisation design: 	<ul style="list-style-type: none"> Feasibility studies / due-diligence 	
	<ul style="list-style-type: none"> IT strategy / roadmap development 	<ul style="list-style-type: none"> Internal audit / risk management / compliance 	<ul style="list-style-type: none"> IT Non-IT 	<ul style="list-style-type: none"> Business case development Supply chain enhancement 	
	<ul style="list-style-type: none"> Developing corporate governance and risk management framework(s) Defining roles & responsibilities 	<ul style="list-style-type: none"> Career progression pathways Review / enhance people recognition & remuneration Define corporate strategy / business unit strategy 	<ul style="list-style-type: none"> Rationalisation of internal controls / internal audit / risk and compliance Application rationalisation / enterprise architecture review 	<ul style="list-style-type: none"> SSC set-up (/ outsourcing & off-shoring): IT Non-IT 	
	<ul style="list-style-type: none"> Define strategy to enter the market 	<ul style="list-style-type: none"> Develop ToM: 	<ul style="list-style-type: none"> BPR/P&P 	<ul style="list-style-type: none"> ERP 	
	<ul style="list-style-type: none"> Formulate talent acquisition strategy 	<ul style="list-style-type: none"> IT Non-IT 	<ul style="list-style-type: none"> IT Non-IT 	<ul style="list-style-type: none"> Cloud Digital (& automation) CRM strategy & execution 	
	<ul style="list-style-type: none"> Internal controls 	<ul style="list-style-type: none"> Programme and project portfolio management (PPM): 	<ul style="list-style-type: none"> Cyber / Info-Sec 	<ul style="list-style-type: none"> Cost optimisation: 	
		<ul style="list-style-type: none"> IT Non-IT 	<ul style="list-style-type: none"> Customer journey mapping BI / Analytics 	<ul style="list-style-type: none"> IT Non-IT 	
		<ul style="list-style-type: none"> Public-private partnership Go IPO 	<ul style="list-style-type: none"> Cost accounting and cost management Improve performance of business Fast Close Personnel evaluation Enterprise cost reduction Corporate Governance 	<ul style="list-style-type: none"> Succession planning Develop innovation strategy Personnel development Employee surveys 	
				<ul style="list-style-type: none"> Quality Assurance of Internal Audit Transformation of ERM & Compliance 	

Business Consulting
 Technology Advisory
 Business Risk

Business Risk Services

Helping clients navigate through the challenges of increased risk

Our business risk services team support clients in navigating through the challenges of evolving structural and risk pressures, the increased need to develop and implement effective governance structures, whilst mitigating any business risks which may occur. Our services include developing an effective approach which reduces time, cost and complexity whilst enhancing your performance through the application of governance and risk based solutions.

Our services include:

Internal Audit and Quality Assurance of Internal Audit

We support your needs at every stage - in setting up and delivering the entire Internal Audit function, building on work already performed or partnering in a co-sourcing model. Our Internal Audit services deliver solutions that can help you address a full range of reviews around strategic, operational, financial and compliance risk areas. For our advanced clients, our experts help them performed quality assurance on their functions in line with the Global Practices of the IIA.

Transformation of ERM & Compliance

Risk Assessment and Management is a structured, consistent and continuous process across the whole organisation, which identifies, assesses and decides on the responses to the risks, whilst reporting on the opportunities and threats which may affect the achievement of the organisational objectives. The integration and link of risk management and compliance is critical in minimizing the cost of compliance, while ensuring value add. Our experts work along with you to help you align your taxonomy and corporate frameworks to achieve your strategic objectives.

Developing corporate governance

Whether your company is fully listed or a private company wishing to adopt best practice, we work with you to develop bespoke solutions that strengthen governance structures. These structures underpin corporate performance, as well as ensuring regulatory compliance, where needed. Our specialists will work with you to identify key strategic drivers, operational processes and key inherent risks, linking these to your overall system of internal controls, risk management and compliance.

Developing Standard Operating Procedures and defining roles & responsibilities

Policies and procedures are the strategic link between the company's vision and its day-to-day operations. They allow management to guide operations without constant intervention, allowing the team to meet the strategic objectives. Our specialists help you develop policies and procedures, process maps and key controls, which facilitate the day-to-day operations and decision making.

Internal controls design

Internal Controls are an integral element in all business processes. It is critical to build a strong, efficient and effective structure of controls to ensure that all functions and activities are achieving their strategic, financial and operational objectives. At Grant Thornton, we design integrated internal control frameworks that best serve our clients' needs and challenges.

Customer journey mapping

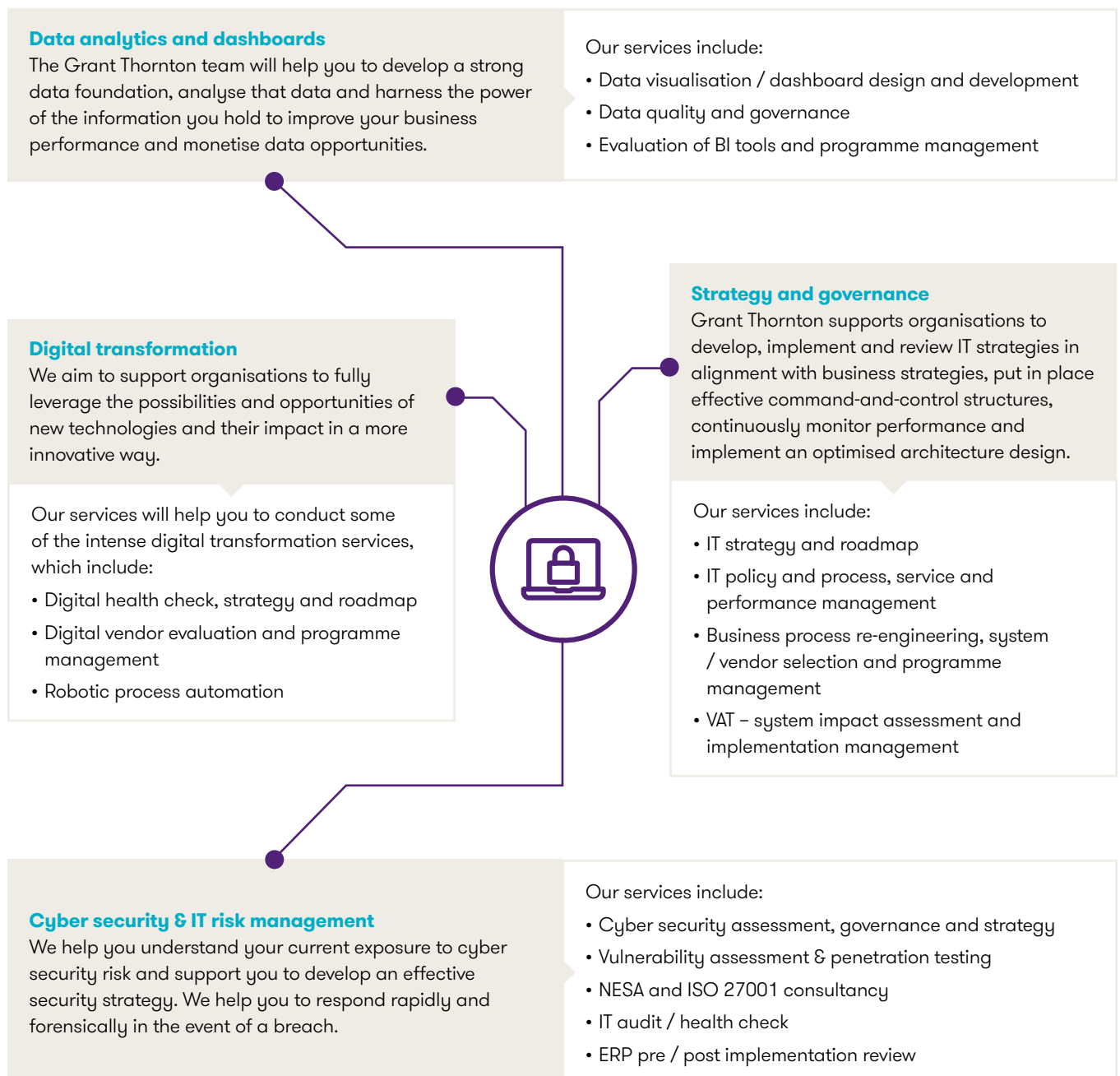
Customer experience is defined by the nexus of the customer journey and the product/services offered by the company. Our specialists help you and your organization re-examine the way services are offered to yield the ultimate customer experience. Value additions are decomposed and inefficiencies are eliminated. The starting point of the transformation is innovating the customer experience.



Technology Advisory

Leveraging smart tech to drive innovation

Powerful forces such as globalisation and rapid technological change are disrupting traditional business models. By working with Grant Thornton, you'll better understand these forces and their impact. We can formulate solutions to keep you ahead of disruptive change and support your innovation ambition by exploiting technology.



Business Consulting

Supporting Strategic and People Performance across dynamic businesses

The fundamental elements which drive organisational development include performance enhancement and people development. As dynamic organisations grow in market presence and prominence, so does their need to continue improving performance and its people strategy. Our team of business consultants have worked with growth-oriented businesses to drive change whilst optimizing cost.

Our services include:

Innovation strategy development

The world economy is becoming volatile and challenging times add to the complexity, risk and implications to every strategic decision. Under such conditions, sound strategic consulting becomes a critical factor to develop, defend and sustain competitive advantage.

We will help you innovate new products, services, processes and business models to remain effective and relevant in an ever changing market.

Shared service centre set-up *[outsourcing & off-shoring]*

Cost optimisation is a performance improvement approach that enables an immediate and sustainable cost reduction. Our teams are well-versed with developing outsourced and off-shore shared service center's which reduce cost and improve efficiency.

Supply chain enhancement

Grant Thornton helps you link the way you deal with suppliers and customers to business objectives. We will aid your business to set goals, whilst helping define key components of the strategy such as new processes, behaviors, skills, measures and information requirements. Additionally, we educate your organisation on the latest supply chain management concepts which are available.

Business case development

Project management is naturally complicated, but it can be devastating if you do not have sufficient support from stakeholders or a well-constructed supporting business case. Writing a robust and compelling business case can secure value-driven benefits. Our team will help you develop a robust case to convince project stakeholders.

Succession planning

Our succession planning and management services involves an integrated, systematic approach to identifying, developing and retaining employees in line with the current and projected business objectives.

Personnel development

Our services have been developed to meet the changing needs of our clients in this fast changing global economy, where the performance of people is such a decisive factor to success. We will help you mobilise hidden talent to achieve your strategic objectives.

Employee surveys

We provide a holistic approach to human capital management – from personnel evaluation to employee surveys. Our services are designed to support the development of high performing and influential individuals, teams and organisations. Our surveys are innovatively crafted to unveil hidden talent and potential performance improvement areas.



Experienced team of professionals



George Stoyanov
Partner
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George brings over 18 years of professional experience in corporate governance, risk management, and internal audit gained across projects in the United States, Europe and the Middle East.

Throughout his career, George has helped clients develop their policies, procedures, delegation-of-authority matrices and organisational structures, including operating models and governance frameworks. He is a strategic leader, known for adding considerable value for clients while ensuring their priorities and challenges are addressed.

George possesses global exposure and experience of serving clients in digital transformation and technology advisory services across various industries including banking and financial services, hospitality & real estate, FMCG, education, healthcare, telecom, NGOs and oil & gas sectors.



Melissa Aoun
Associate Director
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Melissa has over 11 years of risk management and strategy consulting experience spread across the US and the Middle East.

Melissa's most recent work focused on the integration of risk in corporate growth as she led a team of consultants dedicated to the aviation, education, real estate, insurance, manufacturing, and hospitality industries among others.

Beyond working with multinationals and regional medium to large businesses, she has also worked closely with entrepreneurs and large family groups on structuring and developing profitable business models including business process reengineering.

Melissa holds a Masters of Science in Risk Management at New York University and was awarded an Associate in Risk Management designation (ARM) from The Institutes.



Komil Ahmetov

Associate Director
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Komil brings over 17 years of business consulting experience having worked within an SME firm, alongside developing and managing business consulting services for a Big Four firm.

During Komil's professional career he has delivered several complex, yet high profile business consulting assignments. Projects have included evaluating the fit of a company's strategy with its operating model; benchmarking a company's operating indicators with the best-in-class companies in the industry; analysing existing business processes to uncover inefficiencies; reviewing organisational structures; making authority delegation matrices; and reviewing decision-making frameworks to optimise productivity.

Komil has been named as the top three in the Central Asia in market studies and market research according to the Central Asia Business Times in 2015.



Avik Chandra

Manager
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Avik brings over 11 years of cross-industry and international experience in management consulting primarily focusing on digital transformation, strategy and governance, data analytics and visualisation, cyber security and IT risk management.

Avik is an expert in technology advisory services, and has led digital transformation in high pressure / high profile scenarios; developed complex technology strategies for clients in multiple industry verticals; managed operational enhancement programmes delivering efficiency gains and cost savings; and developed detailed governance and cyber security frameworks across multiple corporate functions.

He has extensive sector experience spanning government / public sector, oil & gas, shipping and port management, financial services, retail, utilities, and education and media.

About us

Grant Thornton in the UAE

As a member firm of Grant Thornton International Ltd and a leading business adviser, our brand is respected globally, as one of the major global accounting organisations recognised by capital markets, regulators and international standard setting bodies.

Privately owned, publicly listed and public-sector clients come to us for our technical audit, tax and advisory skills and industry capabilities, but also for our different way of working.

The UAE firm has been built based on transparency, connected thinking and driving real insight to businesses who are focused on growth, building value and investing in innovative models for the future.

We have a long legacy in the region, therefore, not only have we supported economic prosperity but have worked to support businesses who today are successful profiled conglomerates.

Therefore, whether a business has domestic or international aspirations, Grant Thornton can help you to unlock your potential for growth.

We will combine the collective skill and experience of our professionals to deliver a experience that exceeds your expectations.

Contact us

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