Aldar Audit Bureau
Abdullah Al-Basri & Co.
Member firm of Grant Thornton International Ltd.
Grant Thornton

Business Process Outsourcing (BPO)

Services in Saudi Arabia

Saudi Arabia is entering a new phase of operational sophistication. As Vision 2030 accelerates privatisation, digital transformation, foreign direct investment, and regulatory reform, organisations across the Kingdom are being challenged to operate with greater efficiency, enhanced governance, and uncompromising transparency.

In this environment, business process outsourcing is no longer viewed solely as a cost-management lever. It is a strategic platform for operational excellence, resilience, and scalable growth. Companies require robust, technology-enabled delivery models that strengthen financial control, streamline compliance, and provide real-time visibility across core functions.

As a member firm of Grant Thornton, Grant Thornton Saudi Arabia brings global methodology, quality standards, and cross-border coordination together with deep local regulatory expertise. Our Business Process Outsourcing (BPO) practice, led by Alaa Fayed, is designed to support organisations at every stage of growth, from market entry and expansion to optimisation and transformation.

We work alongside boards, CFOs, and management teams to design and implement practical, end-to-end process solutions across finance, administration, payroll, and compliance. Our approach combines structured governance frameworks, disciplined execution, and digital enablement to reduce complexity while maintaining control, visibility, and service quality.

Our Business Process Services

Aldar Audit Bureau, Grant Thornton's Business Process Outsourcing practice delivers integrated, end-to-end operational support designed to strengthen financial control, enhance compliance, and improve organisational efficiency. Our services are structured to provide clarity, governance, and scalability, enabling management teams to focus on strategic priorities while maintaining full operational visibility.

Through disciplined delivery models, technology-enabled processes, and robust internal control frameworks, we help organisations operate with greater confidence in an increasingly regulated and performance-driven environment.

Business Process Solutions Services

We design and deliver tailored outsourcing and co-sourcing solutions that enhance operational efficiency and internal control. Our approach is built on clear governance frameworks, process standardisation, and performance monitoring.

- Finance & Accounting Process Outsourcing
- Bookkeeping & Transaction Processing
- Management & Financial Reporting
- Payroll Administration & WPS Compliance
- Process Design & Optimisation
- Internal Controls & Policy Implementation
- Shared Service Model Support

Our solutions are scalable and adaptable, supporting growing enterprises, multinational groups entering the Kingdom, and established organisations seeking operational refinement.

Global Compliance & Reporting Solutions (GCRS)

Operating in Saudi Arabia requires alignment with evolving regulatory and tax frameworks. Our GCRS offering provides structured compliance and reporting support to ensure accuracy, timeliness, and regulatory confidence.

- Statutory Accounting & Financial Statements
- ZATCA Compliance & E-Invoicing Support
- VAT & Zakat Reporting Coordination Corporate
- Governance & Regulatory Filings
- Multi-Jurisdiction Reporting Coordination
- Risk & Compliance Monitoring

Through a coordinated and technology-enabled approach, we help organisations meet both local and cross-border obligations efficiently and transparently.

Back-Office Outsourcing (BOO)

Efficient back-office operations are fundamental to sustainable performance. Our BOO services streamline administrative and support functions while preserving oversight and accountability.

- Accounts Payable & Receivable Management
- General Ledger & Record Maintenance
- HR Administration Support
- Documentation & Compliance Management
- Data Processing & Reporting
- Operational Support Services

We act as a trusted operational partner, delivering disciplined execution, reliable reporting, and structured service delivery aligned with your strategic objectives.

Access operational confidence through our comprehensive Business Process services.

Our BPO specialists provide structured, technology-enabled solutions tailored to your organisation's needs, enabling you to enhance efficiency, maintain compliance, and focus on long-term growth in Saudi Arabia's evolving market.

We deliver measurable outcomes across:

- Cost optimisation and predictability
- Strengthened internal controls
- Improved reporting accuracy and timeliness
- Reduced regulatory risk exposure
- Scalable operating models aligned with growth

Our Delivery Model

Our BPO engagements are underpinned by:

- Clear service-level agreements (SLAs) and KPIs
- Secure technology platforms and data confidentiality protocols
- Segregation of duties and internal control safeguards
- Regular performance reviews and governance reporting
- Alignment with international quality standards

This ensures that outsourcing enhances, rather than dilutes, control and accountability.

Industry Coverage

We support organisations across key sectors aligned with Saudi Arabia's growth agenda, including:

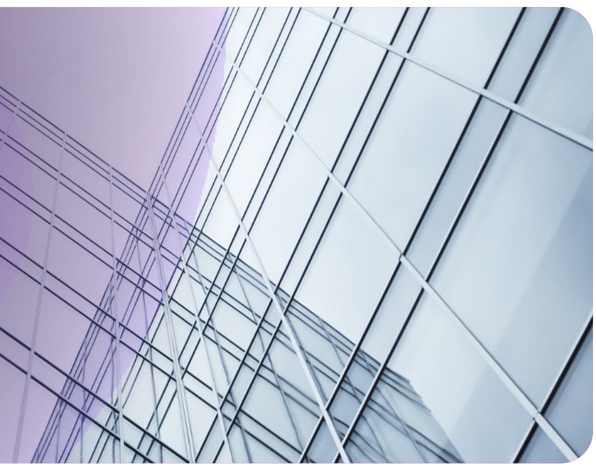
- Government & Public Sector Entities
- Family-Owned & Conglomerate Groups
- Real Estate & Construction
- Retail & Consumer Markets
- Manufacturing & Industrial
- Technology & Emerging Enterprises

Why BPO is Strategic in Saudi Arabia

Organisations operating in the Kingdom must respond to:

- Increasing regulatory oversight and reporting requirements
- Zakat, VAT, and e-invoicing compliance obligations
- Heightened stakeholder expectations around governance
- Workforce nationalisation considerations
- Rapid business scaling driven by economic diversification

A fragmented or under-resourced back office can create operational risk, inefficiency, and reporting gaps. Our BPO model addresses these challenges through integrated service delivery, clear accountability, and measurable performance standards.



"Operational resilience and financial transparency are essential in today's Saudi business environment. Our Business Process Outsourcing practice is designed to provide control, clarity, and scalability, allowing organisations to optimise performance while maintaining full regulatory confidence."

Alaa Fayed
Senior Director
Aldar Audit Bureau, Grant Thornton

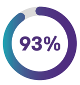
We are where you need us in Saudi Arabia and beyond.

Beyond Saudi Arabia, we are part of Grant Thornton International, a global network of 80,000 professionals across more than 156 countries. Together, we share a single purpose: to help dynamic organisations realise their ambitions, wherever opportunity takes them.

By combining global reach with deep local knowledge, we support clients as they expand across markets, enhance operational efficiency, navigate complex risks and regulations, and create sustainable stakeholder value. Through our assurance, tax, and advisory services, we deliver the insight and expertise needed to turn vision into measurable success.

Percentage of Forbes 100 companies served by Grant Thornton member firms

Percentage of Fortune 500 companies served by Grant Thornton member firms regionally



of Forbes 100 companies are clients of Grant Thornton member firms

of Fortune Global 500 companies are clients of Grant Thornton member firms

Global

People
80,000

Offices
700+

Markets
156

KSA

People
250+

Years
40+

Offices
3

America	Africa	Europe	Middle East	CIS	Asia Pacific
44 markets	**22** markets	**46** markets	**10** markets	**8** markets	**20** markets
20,200+ people	**3,000+** people	**22,400+** people	**1,500+** people	**690+** people	**24,900+** people

Contact our team to discuss your Business Process Outsourcing requirements in Saudi Arabia.

Alaa Fayed is the Senior Director leading the Business Process Solutions and Accounting Advisory practice at Aldar Audit Bureau, Grant Thornton. He brings over 20 years of professional experience, specialising in accounting, financial reporting, regulatory compliance, and process transformation. His expertise includes finance and accounting outsourcing, internal controls design, payroll administration, regulatory reporting, and the implementation of scalable operating models.

Alaa has advised multinational corporations, regional groups, and public and private sector entities on optimising finance and back-office functions, strengthening governance frameworks, and improving reporting and operational efficiency. He has extensive experience supporting organisations at all stages of growth, from market entry and expansion to operational restructuring and transformation.

Throughout his career, Alaa has led complex engagements in finance function transformation, shared service centre design, and compliance coordination across multiple jurisdictions. He is recognised for aligning operational delivery with strategic objectives, ensuring that outsourcing initiatives not only drive efficiency and cost discipline but also enhance transparency, control, and sustainable organisational performance.

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Senior Director

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