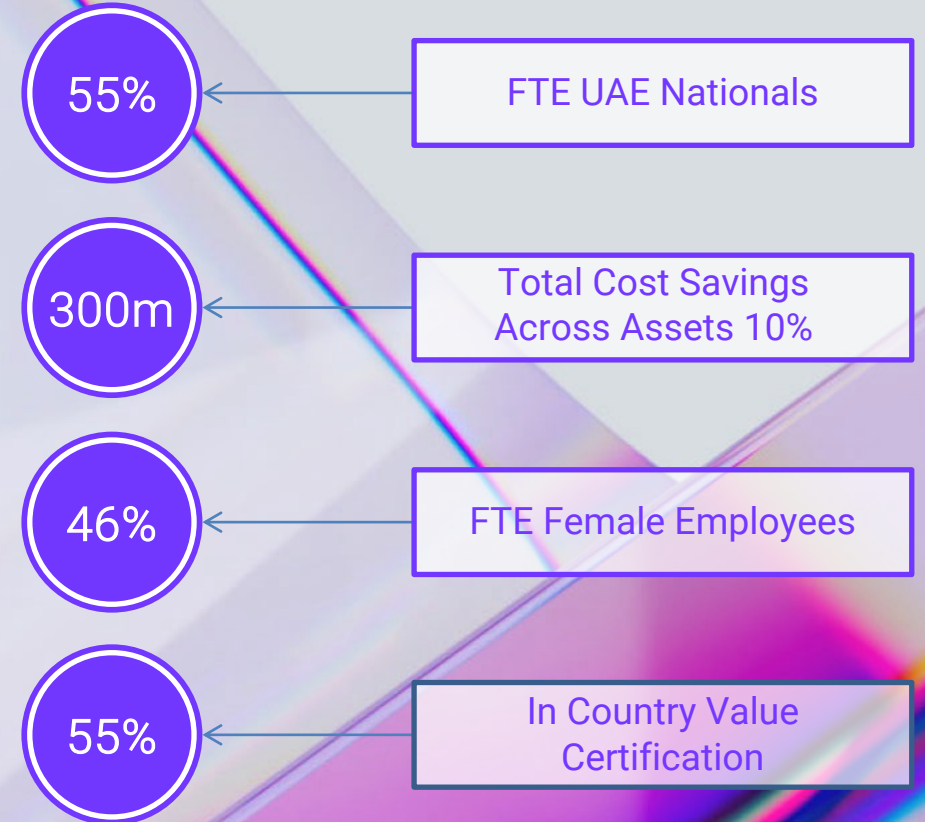


solutions<sup>+</sup>  
a Mubadala company

# COMPANY PROFILE

Solutions+ is a fully owned Mubadala Company founded in 2014 to provide BPO, Digital and Facility Management Services to the Group and its family of companies. Originally called MDC BMS, we rebranded in 2023 and have grown to a team of over 4,000 people across 15 sites





- + Data & Analytics
- + Cloud
- + Intelligent Automation
- + Applications Services
- + Strategy & Consulting
- + Staff Augmentation



- + Order-to-Cash
- + Procure-to-Pay
- + Record-to-Report
- + Financial Planning & Analysis



- + Talent Acquisition & Development
- + Employee & HR Operations
- + PRO Services
- + Payroll & Pension



- + Source to Contract
- + Procurement Administration Support
- + Procurement Consulting



- + Facility Management
- + Security Services
- + Property Management
- + Fit-out Services
- + Office Support Services



- + Decarbonization
- + Sustainable Procurement

# SERVICE CATALOGUE

## Human Resource services

- + Over 4.5k portfolios of employees managed every month
- + Over 1.4k contractors and service providers managed
- + 50% reduction in recruitment cycle time
- + Reduction in CID response to 7 days
- + 500 plus new hires recruited annually (2.5k plus pre-screening assessments)

## Finance Services

- + Over 11,000 average transactions per day at lower cost per transaction ratio
- + 600+ man-days saved (internal) across clients through automation
- + 75% Reduction in processing time through implementation of ePayments
- + 17-20% increase in productivity (transactions / FTE) across processes

## Integrated Facilities Management

- + Over 400,000 Sq. coverage area managed
- + Over 400 manpower managed

## Digital Services

- + Total savings for the group approx. AED 60 million
- + AED 4.2 million capex cost avoidance for new assets
- + Over 23,000 Man-hours saved through automation in 2018-19
- + Robotic Process Automation - bespoke services implemented for Solutions+
- + SharePoint support - 3,000 users
- + 40+ custom apps, 15000+ paper processes online
- + 6000+ hours saved

## Solutions+ Impact For Mubadala Group

## Emiratization

- + MDC BMS placed 850 Emiratis across 22 Mubadala assets through Train for Work

## Procurement Services

- + Over 3k active supplier master data management
- + Over AED 200m managed in group spend
- + 18k support sites managed (supplier)
- + Average 26% savings on catalogue items
- + Yearly 1k plus contract support requests handled

**Mission: Create Global Business Services arm for Mubadala and the United Arab Emirates**



## Solutions+ as the lead Shared Services Provider in the UAE

### Benefits for our clients:

- + Technical know-how, global best practice, and sustainable solutions for our clients
- + Optimized Facilities Management and Back Office costs
- + Continuous innovation of services to enhance delivery quality
- + Provision of services with complete independence from Mubadala (shareholder entity for assets we serve).
- + Compliant to your policies and procedures

# WHY SOLUTIONS+?

- + Solutions+ uniquely positioned as part of the Mubadala ecosystem leverage learnings and accelerate shared services for our client and their assets
- + Take advantage of significant investment already made at Mubadala BMS, Enova and Accenture to drive innovation and quality
- + Drive cost optimization through a variety of levers including labour arbitrage and automation
- + Ability to scale shared services to support our clients' growth and their strategic priorities



## Some clients we have worked with



# SERVICE CATALOGUE



**Solutions+ Digital implement key technology enablers to drive positive outcomes for our clients**

## ERP Solutions

- + Oracle E-Business Suite (M-Power)
- + Oracle Fusion - Cloud ERP
- + Tejari - Sourcing and Supplier Management

## Financial Application

- + Hyperion Financial Data Consolidation & Reporting Systems
- + Hyperion Budgeting & Planning Systems
- + e-Payment System

## Intelligent Automation / Data & Analytics

- + Virtual assistants
- + Matching platform/engine
- + Robotic process automation
- + Data management & BI
- + Advanced analytics
- + Information Discovery

## Takafo Talent Management

- + Workforce management solution connecting job seekers with employment opportunities

## Cloud and Productivity Tools

- + Workforce Transformation
  - Collaboration services
  - Mobility and security
  - Business adoption
  - Document Management System

## + Software as a Service (SaaS)

- MS SharePoint Solutions
- Web Services / Portals
- CRM
- Enterprise Project Management
- Custom Applications

Empower Workforce

Achieve Operational Excellence

Enhance Customer Experience

Improve Decision Making

# Finance & Accounting Solutions

## Order-to-Cash

## Procure-to-Pay

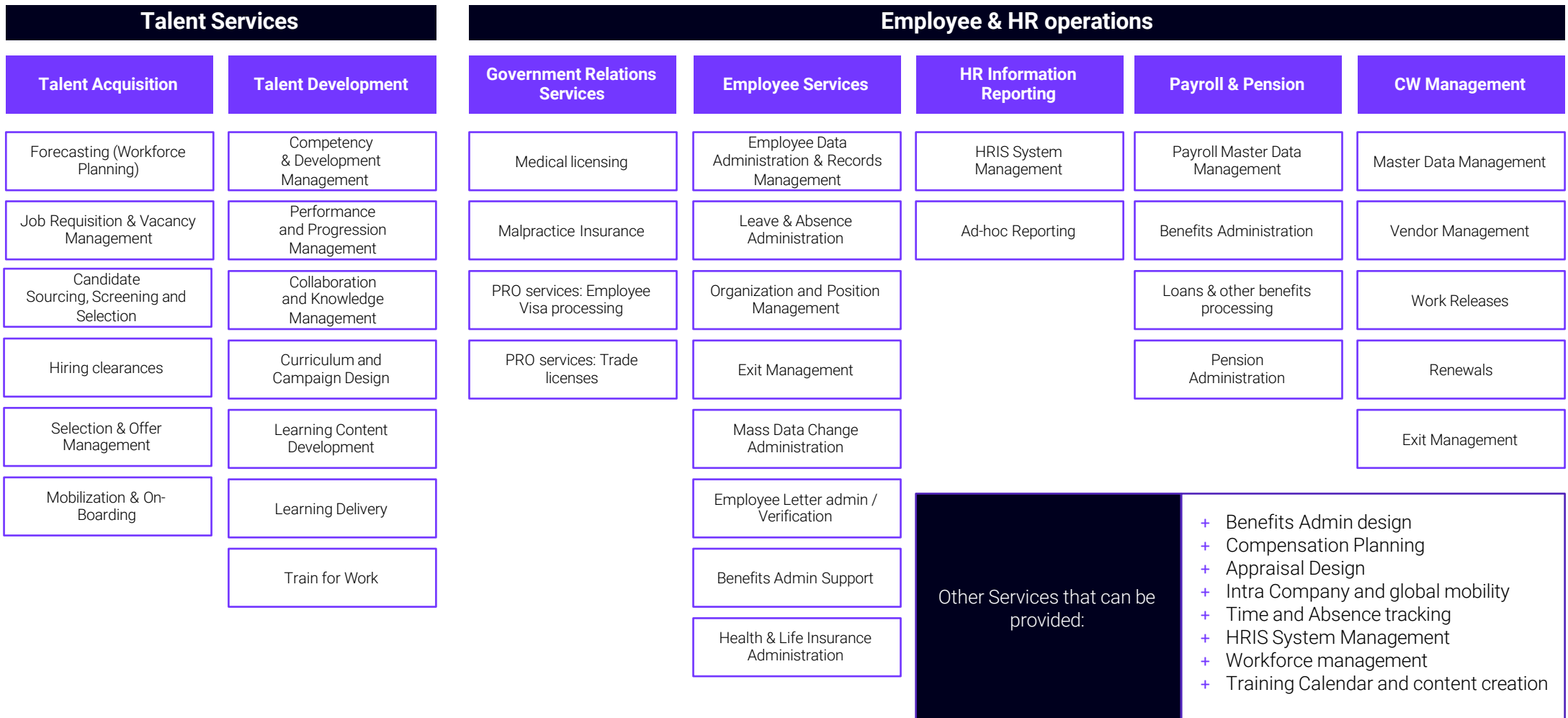
## Record-to-Report

## Financial Planning & Analysis

Order Management & Billing	Collections & Accounts Receivable	Order to Cash Analytics	Sourcing & Procurement*	Accounts Payable	Employee Disbursements	Analytics	Process Support	GL, Cost Accounting & Treasury	Period Close and Data Integrity	Reporting Services	Budgeting & Forecasting	Business Metrics & Tracking	Decision support & Analysis
Manage Sales Orders	Manage Collections and Disputes	Authorize & Manage Credit	Source to Contract*	Invoice Processing	Travel & Expense Claims	Vendor payment Analytics	Doc. Mgmt. Receipt and Scanning	Cost, Inventory, Manufacturing Acctg	System Interface	Financial Reporting	Administrative & Governance	Expense/ Revenue Allocation	Balance sheet and P&L analysis
Manage Contracts	Manage and Process Deductions	Perform Revenue Assurance Activities	Procurement Operations*	Payment Processing	Payroll and Pension Disbursements	T&E Analytics		General Ledger, Inter co Reconciliations	Compliance Test and Controls	Regulatory Reporting	Budgeting	Profit/Cost Centre Analysis	Project Management
Manage Customer Billing	Maintain Customer Master Data	*To be covered under Procurement Services function/ slide		Payment Accuracy and Controls	Maintain Payroll Ledger	Working Capital Analytics		Fixed Assets	Period Close and Consolidations	Statutory Reporting	Forecasting	Management Reporting	Volume/Price Analysis
Manage Customer Inquiries	Maintain A/R Ledger & Apply Cash			Maintain AP Ledger				Cash Management and Banking	Financial Master Data and Administration	VAT Filing & Reporting	Variance Analysis	Variance & Trend Analysis	Product & Service Profitability Analysis

Other Services that can be provided:

- + Treasury
- + Internal Control & Monitoring
- + Healthcare Insurance Claim
- + Medical Coding
- + Internal Reporting
- + Risk Management



## Source to Contract

Sourcing & Category Management

Purchasing

Contract Management

## Procurement Administration Support

PO Management

Delivery Management

Master Data Management

## Procurement Consulting

Procurement Analytics

Procurement Advisory

- Other Services that can be provided:
- + Spend database Management
  - + Supplier Compliance management
  - + Spend intelligent
  - + Clean sheet cost development
  - + Category Sourcing
  - + Predictive category analytics

# Integrated Facilities Management Solutions

Facility Management	Security Services	Property Management	Fit out Services	Office Support Services
Hard FM Services	Man guarding Security Services	Commercial Property Management & Leasing	Interior Design Services	F&B Staff Services
Soft FM Services	Electronic Security Systems & Services	Residential Property Management & Leasing	Space Management Services	Office Boy Services
Asset Management Services	Security Training Services	Advisory Services & Real Estate Market Analysis		Stationary Supply Services
	Security Advisory Services			Food & Beverage Supply Services
				Catering Services
				Reception Services
				Moving & Relocation
				Logistics Center
				Transportation & Vehicle Leasing
				Courier Service
				Document Delivery

Decarbonization	Sustainable Procurement
Carbon Footprint Assessment	Sustainable Procurement Policy
Energy Audit	Sustainable Procurement Process
Implementation of Efficiency Measures	Sustainable Procurement Operating Model
Innovative Solar Panel Solution	Current State Assessment
	Sustainable Procurement Implementation

# OUR ACHIEVEMENTS

	FS	HRS	TS	IFM	PS	ESG Sustainability
Customer Experience	50% Faster invoice matching and payment processing due to e-invoicing	7 Days Reduction in CID response time	58% Reduction in incident resolution time	24/7 Hotline number for tenants for HSSE & Emergency response plan	95% fast track RFQs processed within 4 working days	Upskilled 16 clients with their knowledge on carbon and decarbonization pathways
Productivity	40% Productivity increase	300+ Portfolio of employees managed every month	23000+ Man-hours saved through automation in 2018	54000+ Reactive calls	90% reduction in backlog of iSupplier requests	Conducted energy audit on 50+ buildings and identified 100+ energy efficiency measures
Controls and Compliance	100% Clients provided with monthly SLAs	100% HAAD license requests processed on time	100% Successful monthly back up restorations	9900+ Planned Preventive Maintenance	100% of active suppliers' mandatory information updated in system	Developed 16 decarbonization pathways and assessed most effective and feasible carbon reduction initiatives



## What we have achieved

### Improved transaction processing, employee opportunities improved controls and cost efficiency

01

#### Focus on Core Business

Building a multifunctional shared services center to support transactional processes will allow group companies to focus on their core business activities

02

#### Higher quality, standard service

Service catalogue, service quality and innovative new value add services. Sharing best practices across companies and implementing standardized processes

03

#### Platform for growth

'Plug-in' greenfield projects without their own functions, enabling agility and alignment to Mubadala group's practices. Ability to scale up operations

04

#### Focus on talent "People First"

Exciting career paths and leadership opportunities for both UAE nationals and expats, with a focus on skill development supported by career progression and new functional opportunities

08

#### Clear Accountability

Clear accountability for delivery with a strong governance framework and one version of the facts across the Group

07

#### Integration of acquisition

Faster speed to market by providing a platform to quickly integrate Mubadala's future acquisitions

06

#### Access to technology

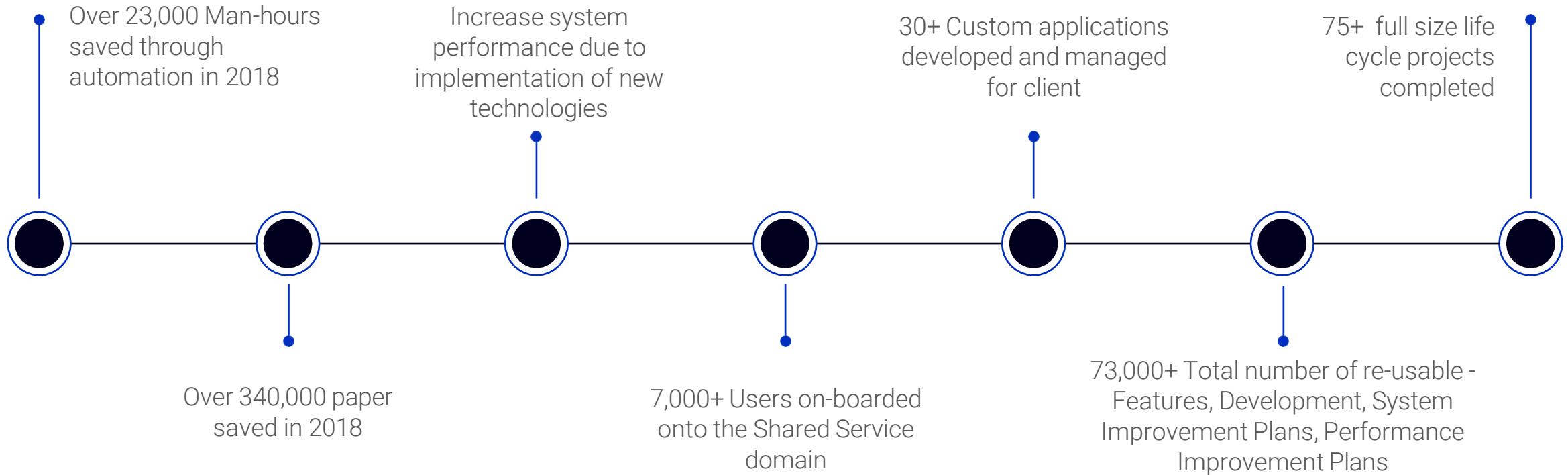
Greater access to technology enhancements and innovation, leveraging economies of scale on a Group-wide basis

05

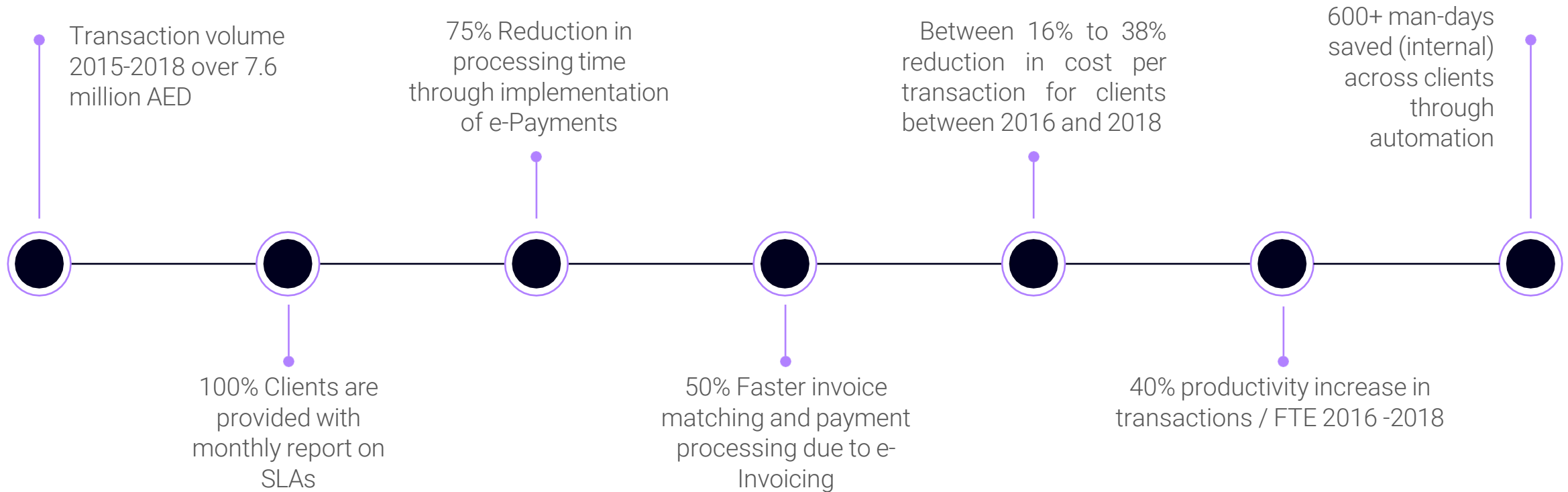
#### Cost efficiency

Cost savings delivered in mid to longer term and focus on improving client profit and capital efficiency

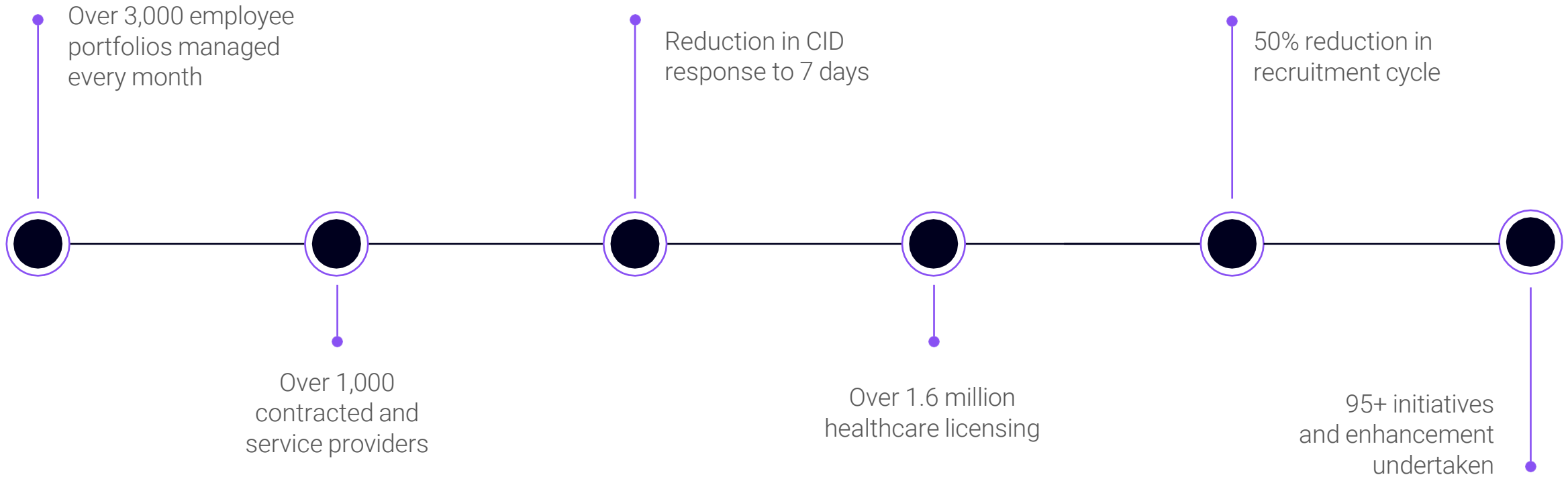
## What we have achieved – Technology Services



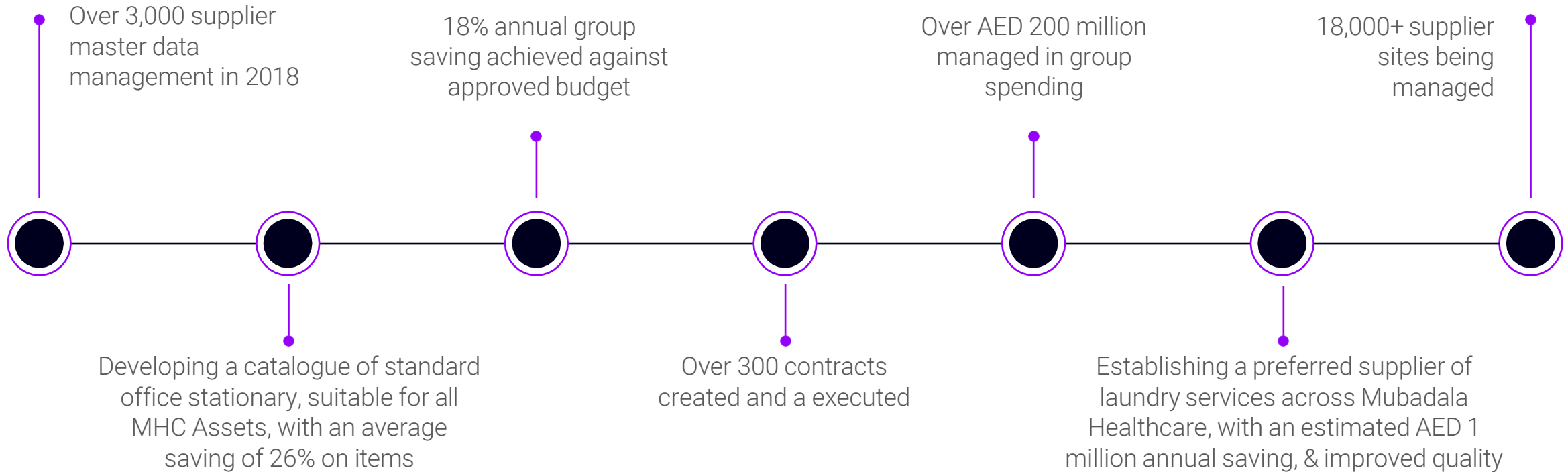
## What we have achieved – Finance Solutions



# What we have achieved – Human Resources Solutions



## What we have achieved – Procurement Solutions



# What we have achieved – Integrated Facility Management Solutions

