ETIHAD GLOBAL

COMPANY PROFILE 2026

One accountable partner for how your business runs

Etihad Global runs and improves your business operations, on the right systems, in a workplace that works.

Improve. Digitize. Operate. Equip.



Improve | Digitize | Operate | Equip

Etihad Global · Obour City, Cairo, Egypt · www.etihadglobal.com.eg

WHO WE ARE

We find where your operations lose time and money, and we fix it

Etihad Global is an Egyptian business operations and transformation partner for companies of 10 to 500 employees. We check how your business runs, fix the processes, put the right system under them, run the back office where you need us to, and keep it all working under written service levels.



77
ERP implementations

150+
clients served

3
ERP platforms: Odoo, Zoho, ERPNext

14
services across four capabilities

Implementation and client figures are those led by our CEO.

Four capabilities, in the order clients need them

Improve
Fix how work flows before adding systems

Digitize
The right system, implemented and used

Operate
We run back-office functions to an agreed standard

Equip
A workplace that works

Most companies we meet don't need more software. They need work to flow, numbers they can trust and one partner who answers for the result. That is the job we take on, from the first diagnosis to daily operations.

COMPANY DETAILS

Legal name	**Etihad Global (اتحاد جلوبال)**
Address	**Villa 19, Block 16069, Fifth District, Obour City, Cairo**
Website	**www.etihadglobal.com.eg**
Email	**info@etihadglobal.com.eg**
Phone and WhatsApp	**+20 101 559 7550**
Working hours	**Sunday to Thursday, 9:00–17:00**

SOUND FAMILIAR?

Signs your operations need a check

These are the problems owners and finance managers describe in our first meeting. Each one is a symptom; the cause is usually in how work flows.

Month-end takes weeks

Closing the books takes so long that management sees the numbers too late to act on them.

Spreadsheets everywhere

Stock, orders and costs live in files and WhatsApp threads that never quite agree.

A system nobody uses

You paid for an ERP, but the team works around it and keeps its own records.

Compliance pressure

Payroll, social insurance and e-invoicing deadlines keep the team firefighting.

Growth means more admin

Every new branch or product line seems to need more back-office staff.

Workplace gaps

Supplies run out, equipment breaks and nobody owns the fix.

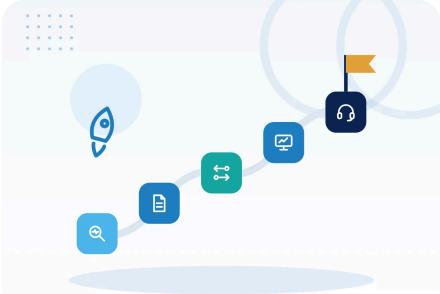


The Operations Health Check finds the cause, scores it and tells you what to fix first.

HOW WE WORK

Check → Deliver → Care

One method for every engagement, from an ERP launch to a supplies account. We check how the business runs, deliver the fix, and keep it working.



Check

A paid Operations Health Check measures how your business runs today and ends with a fixed-scope plan.

Deliver

We implement in clear steps (design, build, test, train, go-live), each signed off by you.

Care

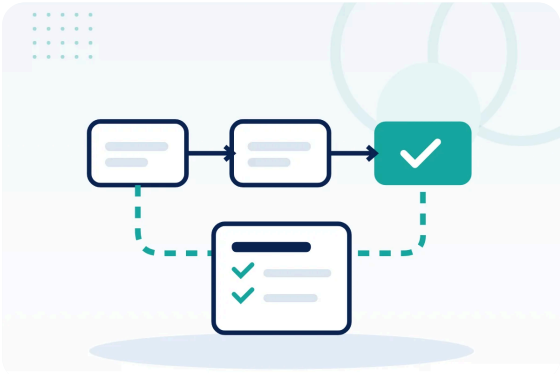
A Care plan keeps it working, with a helpdesk, written response times and regular reviews.

Six stages, and what you sign at each gate

#	Stage	What happens	You sign
0	**Qualify**	We confirm fit: size, sector, problem, decision-maker.	—
1	**Check**	Operations Health Check and a fixed-scope proposal.	**G1 · Signed proposal**
2	**Mobilise**	Kick-off, plan, team and risks agreed.	**G2 · Project charter**
3	**Deliver**	Design, build, test, train, go-live.	**G3 · User acceptance**
4	**Hand over**	Four weeks' hypercare, documents and admin training.	**G4 · Acceptance certificate**
5	**Care**	Helpdesk under SLA, reviews, improvement hours.	—

WHAT THIS MEANS FOR YOU

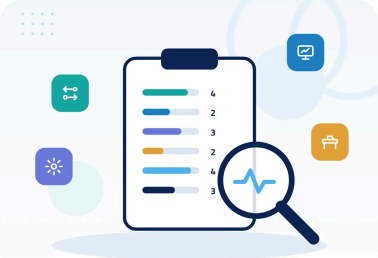
- No stage starts until the previous gate is signed.
- Any change is written, priced and signed before the work is done.
- Four weeks of hypercare after go-live are part of the project price.
- Your Care plan starts only when you sign the acceptance certificate.
- Clear milestones: 40% at signing, 40% when the build is complete, 20% at acceptance.



START HERE

The Operations Health Check

Know where your operations lose time and money, before you spend on fixes.



A fixed-scope diagnostic, not a free consultation and not implementation: a prioritised, evidence-based picture before you commit budget.

Six areas, each scored from 1 (ad hoc) to 5 (managed and measured)

Processes
How orders, purchasing, production and month-end actually flow

Systems & data
Which systems and spreadsheets you use, and how reliable the numbers are

Back office
HR and payroll, finance and sales administration: workload, errors, turnaround

Compliance
E-invoicing and e-receipt, VAT, labour law and social insurance records

Management information
Which KPIs management sees, how often, and how far they trust them

Workplace
Supplies spend, stock-outs, equipment condition and fit

WHAT YOU RECEIVE

- Health Check Report with the 1–5 scorecard, findings and root causes
- Prioritised roadmap: 30-day quick wins, core fixes, system decisions
- The recommended next step with a fixed-scope proposal
- A 90-minute findings session with management
- A 30-day follow-up on quick wins

ONE SECTOR MODULE INCLUDED

- Manufacturing
- Trading & Distribution
- Retail & e-Commerce
- Logistics

Fixed fee by company size

Band	Employees	On-site assessment	Findings delivered in	Fee (EGP, excl. VAT)
A	10–50	3 days	10 business days	**15,000**
B	51–150	5 days	15 business days	**25,000**
C	151–500	8 days	20 business days	**40,000**

Findings timeline counted from receipt of the requested data. Extra sector module or site: EGP 7,500. Report in both English and Arabic: EGP 5,000. Paid in full on order.

100% of the fee is credited against a project or path signed within 90 days of the findings session.

WHAT WE DO

Improve. Digitize. Operate. Equip.

Start anywhere. Most clients start with the Health Check, fix one problem and expand through a named path. A Care plan keeps everything working. Equip runs alongside, at any stage.



1 Improve

Fix how work flows before adding systems.

- **Process Redesign:** Mapped, measured and improved processes, each with an owner (BPM, ABPMP-certified practice). From EGP 30,000.
- **SOPs & Controls:** Trainable procedures, an approval matrix and basic internal controls. From EGP 35,000.

2 Digitize

The right business system, implemented and used.

- **ERP Advisory:** Independent fit-gap across Odoo, Zoho and ERPNext, with total cost and a roadmap. From EGP 25,000.
- **ERP Implementation:** Full-cycle, localised for Egypt, e-invoicing included: Odoo, Zoho or ERPNext. From EGP 80,000.
- **ERP Rescue & Upgrade:** Fix a stalled implementation or move to a current version. Audit from EGP 20,000.
- **Automation & Dashboards:** Less manual work; live numbers for stock, sales and cash. From EGP 20,000.

3 Operate

We run back-office functions for you, to an agreed standard.

- **Administrative Back Office:** Records, authority paperwork and sales administration.
- **Payroll & Social Insurance:** Monthly payroll, social insurance and payroll tax.
- **HR Administration:** Contracts, files, leave and attendance, in line with labour law.
- **Finance Administration:** Bookkeeping, procure-to-pay, collections and a monthly management pack.

4 Equip

A workplace that works.

- **Workplace Essentials:** Supplies on scheduled replenishment, one monthly e-invoice.
- **Office Furniture & Workplace Setup:** Space planning, supply and installation, one contractor.
- **Business Equipment:** Computers, printers, screens, networking and POS: supplied, set up and maintained.

Prices in EGP excluding VAT, Band A (10–50 employees). Exact prices are in your proposal.

ERP

Three platforms, independent advice

We implement Odoo, Zoho and ERPNext, and we recommend the one that fits how you work. One method, three platform tracks, localised for Egypt.



Odoo

Integrated suite

47

Manufacturing, distribution and multi-site companies that want one integrated system.

Food manufacturer: month-end close from 14 days to 4; inventory accuracy above 95%.

Zoho

Connected cloud apps

18

Service and sales-led companies that want connected cloud apps.

Recruitment firm: client fulfilment time cut by more than half.

ERPNext

Open source

12

Companies that want full ownership and no per-user licence fees.

Packaging manufacturer: financial reporting from days of manual work to same-day.

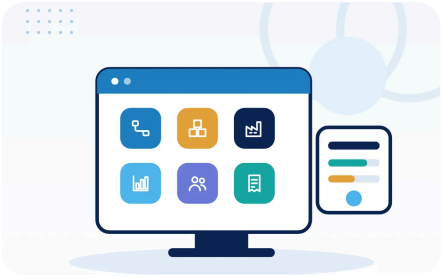
Implementation counts are those led by our CEO.

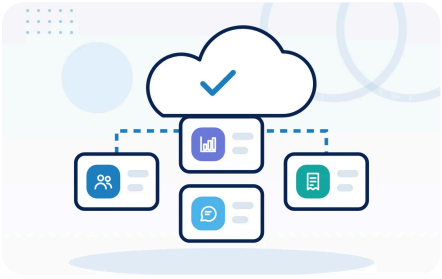
EVERY IMPLEMENTATION INCLUDES

- ✓ Arabic and English, localised for Egypt: e-invoicing, VAT, payroll, chart of accounts
- ✓ Data migration, user and admin training, go-live support on site
- ✓ Four weeks of hypercare after go-live
- ✓ Deeper training programmes through Etihad Global Academy

Your customer portal

Every Etihad Global client has a customer portal. Sign in at www.etihadglobal.com.eg to see and download your proposals, signed documents and invoices, follow your helpdesk tickets and send new requests.







OPERATE AND EQUIP

Your back office, run to a written standard

Every Operate service is a managed service: a monthly fee, a defined scope and volume, written turnaround times and a monthly KPI pack. We usually start with Process Redesign and SOPs, then take over the function.



SERVICE STANDARDS WE REPORT ON EVERY MONTH

Payroll
Payroll files and payslips ready 3 business days before pay date

Supplier invoices
Processed within 5 business days of receipt

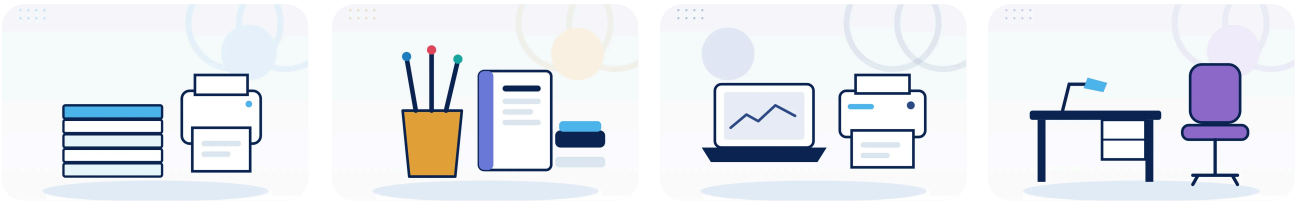
Management pack
Delivered by the 10th business day of the month

Quotations
Prepared within 1 business day of a complete request

Targets, measured and reported; not guarantees of outcome.

Equip: a workplace that works

Supplies, equipment and furniture from the same accountable partner: scheduled replenishment, one monthly e-invoice registered with the Egyptian Tax Authority, equipment sized to the workload with planned maintenance, and office setup from layout to installation.



Ready to Work

For companies opening, moving or expanding an office. One contract, one account manager. Quoted per site.

1. Needs check
2. Furniture and setup
3. Equipment
4. Supplies on replenishment
5. Essential Care

Buying supplies for your company, a tender or an organisation? Ask for our Office Supplies & Workplace Equipment profile.

CARE PLANS

Keep it running. Keep it improving. Look after it all.

A Care plan is the subscription that keeps what we deliver working: systems, operations and workplace. Every plan has written service levels and service credits.



Essential

Keep it running

- One capability
- Sun–Thu, 9:00–17:00
- Helpdesk portal and email
- P1 first response: 4 hours
- Monthly service report

Growth

Keep it improving

- Up to two capabilities
- Sun–Thu, 9:00–17:00, plus phone
- 8 improvement hours a month
- P1 first response: 2 hours
- Quarterly review with KPIs
- Named consultant

Full Care

Look after it all

- Everything we deliver for you
- Sat–Thu, 8:00–20:00
- Out-of-hours escalation line for P1 (first response within 4 hours)
- 16 improvement hours a month
- P1 first response: 1 hour
- Monthly review; yearly Health Check re-score
- Named account manager

Target, within support hours	Essential	Growth	Full Care
P1 Critical: first response	4 hours	2 hours	1 hour
P1 Critical: workaround or fix	1 business day	8 hours	4 hours
P2 High: first response	1 business day	4 hours	2 hours
P3 Normal: first response	3 business days	2 business days	1 business day

P1: the business cannot operate. P2: a key function is impaired, with a workaround. P3: a question, minor fault or change request. Full Care is not a 24/7 staffed service. Targets we commit to and report on, not guarantees of outcome.

Care plans from EGP 6,000 a month (Essential, Band A), annual commitment. Your exact fee is in your proposal.

Helpdesk first

Every request is logged as a ticket you can follow in your portal.

Written response times

P1, P2 and P3 targets for every plan, reported monthly.

Service credits

5% of the month's fee per missed P1, P2 or P3 target, up to 15%, credited automatically.

Reviews

Monthly, quarterly or yearly, depending on your plan.

PATHS

Start with one problem. Expand through a named path.

Each path starts with the Health Check, whose fee is credited, and ends on a Care plan. Sign a full path and the first 3 months of its Care plan are at no charge.



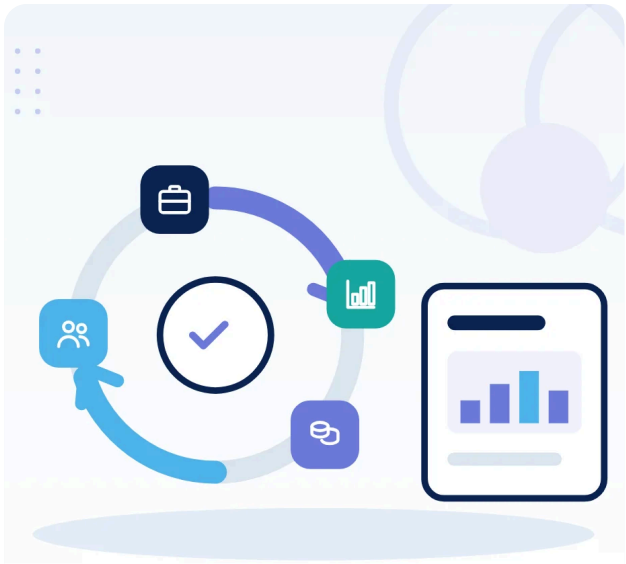
ERP Launch

For companies running on spreadsheets, scattered tools or an old system.

1. Operations Health Check
2. ERP Advisory
3. Process Redesign for the processes in scope
4. ERP Implementation with e-invoicing
5. Care plan (Growth recommended for year one)

From EGP 150,000 (Band A, Odoo), plus Care

Proof: six ERP client stories across Odoo, Zoho and ERPNext



Back-Office Run

For growing companies whose finance, HR and admin teams are overloaded.

1. Operations Health Check
2. Process Redesign + SOPs & Controls
3. Transition: handover, digitisation, one parallel month
4. Managed back office under the Service Level Schedule
5. Care plan

From EGP 15,000 a month after transition

Proof: retail chain and logistics company

WHO WE SERVE

Built for four priority sectors

Egyptian companies of 10 to 500 employees for operations and systems work. Supplies and equipment serve buyers of any size, including public bodies, NGOs and international organisations.



Manufacturing

BOMs, production costing, raw-material consumption, batch and traceability.

Our client stories: Food and packaging manufacturers, a manufacturing SME



Trading & Distribution

Multi-warehouse stock, credit control and collections, quotation to order.

Our client stories: A distribution company and a trading company



Retail & e-Commerce

Store-to-head-office flow, POS reconciliation, multi-site payroll.

Our client stories: A growing retail chain



Logistics

Driver settlements, fuel and maintenance expenses, hub reporting, collections ageing.

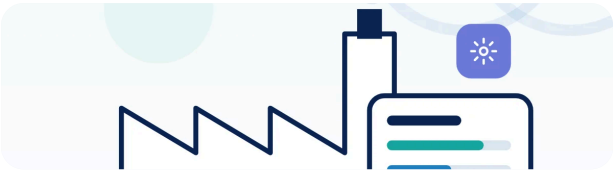
Our client stories: A logistics company

CLIENT STORIES

Real engagements, real results

Nine anonymised engagements. Client names are withheld under confidentiality agreements; the details and results are accurate.





Food manufacturer

Odoo

PROBLEM

Two plants, three disconnected systems, month-end taking over two weeks.

WHAT WE DID

Odoo across manufacturing, inventory, purchase, accounting and sales, with batch and expiry tracking.

Result: Month-end close from 14 days to 4; inventory accuracy above 95%, with no additional finance headcount



Recruitment firm

Zoho One

PROBLEM

CVs scattered across inboxes, duplicated outreach, manual invoicing.

WHAT WE DID

Zoho Recruit, CRM, Projects, Books and People as one connected system.

Result: Client fulfilment time cut by more than half



Packaging manufacturer

ERPNext

PROBLEM

Stock in spreadsheets, production stoppages, days of manual reporting.

WHAT WE DID

ERPNext for inventory, purchase planning, manufacturing and accounting.

Result: Financial reporting from days of manual work to same-day



Distribution company

Odoo

PROBLEM

Three warehouses, each keeping its own stock records; fast-moving lines kept running out.

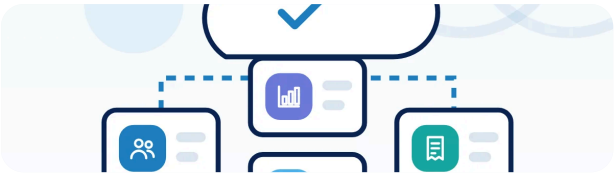
WHAT WE DID

Odoo inventory with one stock record across all three warehouses.

Result: Stock-outs on fast-moving lines fell sharply within the first quarter

CLIENT STORIES · CONTINUED

Real engagements, real results



Trading company

Zoho

PROBLEM
CRM, stock and invoicing in separate tools; quotations were slow to become orders.

WHAT WE DID
Zoho CRM, inventory and invoicing connected, with e-invoicing live from day one.

Result: Quotation-to-order time halved



Manufacturing SME

ERPNext

PROBLEM
Production costs estimated once a month, after the fact.

WHAT WE DID
ERPNext manufacturing with costing per batch, without per-user licence fees.

Result: Production costing moved from monthly guesswork to per-batch visibility



Retail chain

Managed back office

PROBLEM
Overloaded internal team, frequent errors, delayed payroll.

WHAT WE DID
Back office moved to a managed service with digitised AP/AR, payroll and an SLA.

Result: Payroll delays eliminated; store network grew without extra back-office headcount



Logistics company

Finance Administration

PROBLEM
Driver settlements and expenses reconciled in Excel, inconsistent collections.

WHAT WE DID
Redesigned settlement workflows, digitised invoicing and managed AP/AR with monthly KPIs.

Result: Driver settlements from days to same-day, with a clear approval trail for every payment



Health Check client

Operations Health Check

PROBLEM
Purchases and payments waiting on unclear approvals.

WHAT WE DID
Operations Health Check, then SOPs and an approval matrix.

Result: Three approval bottlenecks found and removed in under 30 days

All client stories are anonymised. Figures reflect individual client results and are not a guarantee of outcome.

WHY ETIHAD GLOBAL

One partner, one standard, from diagnosis to daily operations



Why companies choose Etihad Global

One accountable partner

From diagnosis to daily operations: process, system, back office and workplace.

Process before system

Every engagement starts by fixing how work flows.

Independent ERP advice

We implement Odoo, Zoho and ERPNext, and recommend the one that fits.

Egyptian compliance built in

E-invoicing and VAT, labour law and social insurance.

How we run our own business

Customer portal

Every client signs in at www.etihadglobal.com.eg to see documents, invoices and tickets.

Documented SOPs

Every engagement follows the same stages, gates and checklists.

Written service levels

Response times and service standards we measure and report every month.



THE ETIHAD GROUP

A talent engine behind every engagement

Etihad Global is the parent company of the Etihad Group. Its two sister companies make sure the right people are behind the work.



Etihad Global Academy
trains

Trains operations and ERP specialists, and your users and admins alongside our implementations.

Etihad Global Talents
verifies and matches

A verified network of ERP and operations experts, matched to the work after a 4-stage check.

Etihad Global
delivers

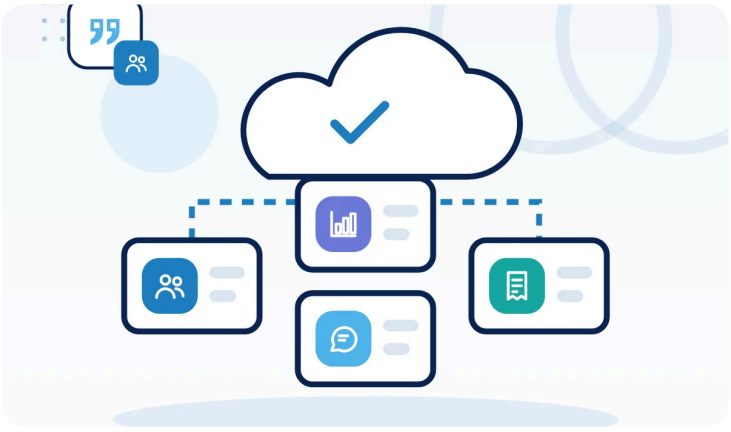
Takes full accountability for the engagement and delivers it, staffed with trained and verified people.

The Academy trains, Talents verifies and matches, Etihad Global delivers.

WHAT IT MEANS FOR YOU

- ✓ Trained users and admins, so fewer support tickets after go-live
- ✓ Capacity for peaks and rare skills, without lowering the standard
- ✓ Individual specialists or staff augmentation through Etihad Global Talents

Etihad Global	**www.etihadglobal.com.eg**
Etihad Global Academy	**www.etihadglobal.com.eg**
Etihad Global Talents	**talents.etihadglobal.com.eg**



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