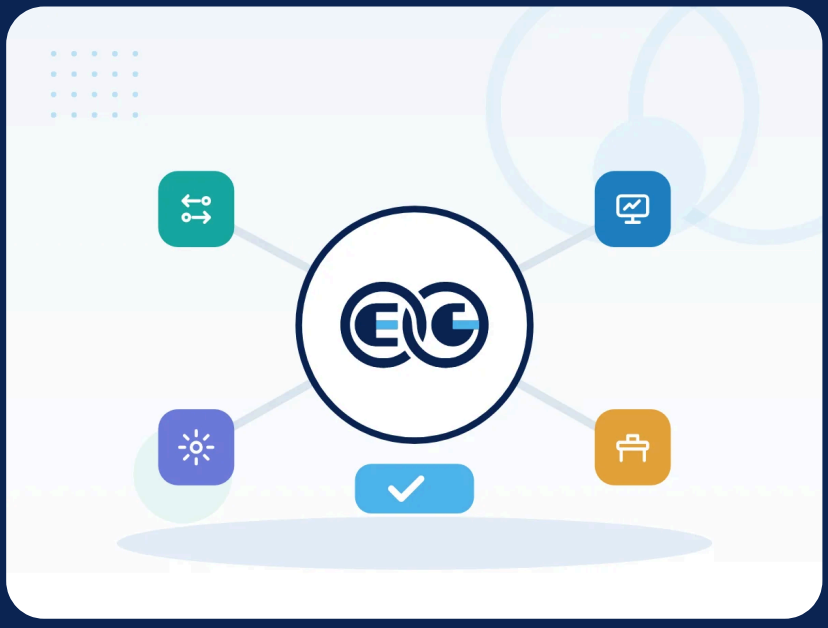
ETIHAD GLOBAL

SERVICE CATALOGUE 2026

Every service, how it works and where to start

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

Improve. Digitize. Operate. Equip.



Front door | 1 Improve | 2 Digitize | 3 Operate | 4 Equip | Care plans

All prices in EGP, excluding VAT. Exact prices are in your proposal.

HOW TO READ THIS CATALOGUE

Start anywhere. Expand through a named path.

Every service has three parts: what it is, what's included and what you gain. Most clients start with the Operations Health Check, fix one problem and expand from there.

Services at a glance

Front door
- Operations Health Check

1 Improve
- Process Redesign
- SOPs & Controls

2 Digitize
- ERP Advisory
- ERP Implementation (Odoo · Zoho · ERPNext)
- ERP Rescue & Upgrade
- Automation & Dashboards

3 Operate
- Administrative Back Office
- Payroll & Social Insurance
- HR Administration
- Finance Administration

4 Equip
- Workplace Essentials
- Office Furniture & Workplace Setup
- Business Equipment

Care plans
- Essential
- Growth
- Full Care

How a client moves through Etihad Global

Health Check → 1 Improve → 2 Digitize → 3 Operate → Care plan

4 Equip runs alongside at any stage.

Each service shows four things

Where it fits
The capability and the problem it solves

What's included
The scope, so nothing is assumed

What you gain
Plain benefits; figures only where a client story backs them

Price
Health Check fees and "from" prices

Who we serve

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

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

TERMS USED IN THIS CATALOGUE

CURRENCY
All prices in EGP, excluding VAT

GOVERNING LAW
Arab Republic of Egypt

BANDS
Band A = 10–50 employees. Band B (51–150) and Band C (151–500): Health Check fees below; other prices quoted on request

FRONT DOOR

Operations Health Check



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

A paid, fixed-scope diagnostic of how your business runs today, and the starting point for every capability. One core assessment plus a short module for your sector.

> The Health Check is a fixed-scope diagnostic, not a free consultation and not implementation. Its purpose is a prioritised, evidence-based picture before you commit budget.

Core assessment: six areas, each scored 1 to 5

Processes
How orders, purchasing, production or service delivery, and month-end actually flow; where work waits, repeats or breaks.

Systems & data
Which systems and spreadsheets are in use, how they connect, and how reliable the numbers are.

Back office
HR and payroll, finance, purchasing 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 much they trust them.

Workplace
Supplies spend and stock-outs, equipment condition and fit, workspace readiness.

Each area gets a maturity score from 1 (ad hoc) to 5 (managed and measured), with the evidence behind it. The same scorecard is re-run later to show progress.

Sector modules (one included)

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

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

Retail & e-Commerce
Store-to-head-office flow, POS reconciliation, multi-site payroll.

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

OPERATIONS HEALTH CHECK · CONTINUED

Process

1. Kick-off and data request
2. On-site interviews and process walk-throughs
3. Analysis and scoring
4. Findings session with management
5. 30-day follow-up

WHAT YOU RECEIVE

- Health Check Report in English or Arabic (both: + EGP 5,000): 1–5 scorecard, top findings with evidence, root causes
- Prioritised improvement roadmap: quick wins (first 30 days), core fixes and system decisions, each with effort and budget range
- Recommended next step: the service or path that fits, with a fixed-scope proposal
- Findings session with management (90 minutes)
- 30-day follow-up (45 minutes) on quick wins and next steps

WHAT YOU GAIN

- A clear, prioritised picture of where operations lose time and money, before you commit budget
- An independent view of which system fits, if any
- A roadmap you can act on with us or on your own

Fee

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

Add-ons: extra sector module or extra site EGP 7,500 · report in both English and Arabic EGP 5,000 · paid in full on order · findings timeline counted from receipt of the requested data.

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

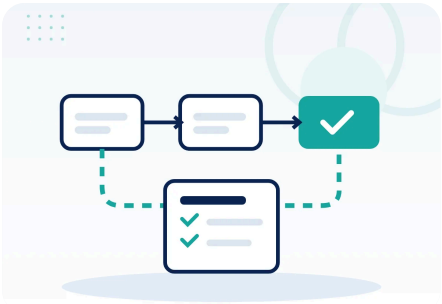


1

CAPABILITY 1

Improve

Fix how work flows before adding systems.



Process Redesign

Business Process Management (BPM), ABPMP-certified practice

Redesign of how work flows through your company: mapped, measured and improved.

WHAT'S INCLUDED

- ✓ Current-state process mapping and bottleneck diagnosis
- ✓ Measures for each process: cycle time, cost, quality, error rates
- ✓ Future-state process design, with owners and controls
- ✓ Implementation support and results measured against the baseline

WHAT YOU GAIN

- → Every core process has an owner, a measure and a standard
- → Less waste and duplication in daily work
- → A solid base for any system you add later

Price: From EGP 30,000, quoted from the Health Check findings

SOPs & Controls

Procedures and controls that keep spending and approvals in order

Clear, trainable procedures for every recurring process, plus the controls that keep spending and approvals in order.

WHAT'S INCLUDED

- ✓ Step-by-step SOPs with roles, checklists and forms
- ✓ Approval matrix and delegation of authority: who approves what, up to which amount
- ✓ Basic internal controls: segregation of duties, document trail, reconciliation points
- ✓ Staff training, SOP owners, review cycles and update management

WHAT YOU GAIN

- → Know-how stays in the company, not with individuals
- → Consistent quality whoever does the task
- → Clear approvals and a document trail auditors can follow
- → New staff get up to speed faster

Price: From EGP 35,000, quoted from the Health Check findings

2

CAPABILITY 2

Digitize

The right business system, implemented and used.



ERP Advisory

Independent system selection

Independent guidance to choose the system that fits your business, before you spend on licences or implementation.

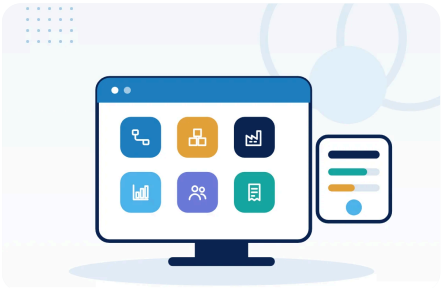
WHAT'S INCLUDED

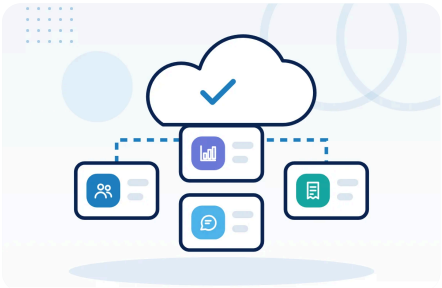
- ✓ Requirements mapping, built on the Health Check or Process Redesign findings
- ✓ Fit-gap analysis across Odoo, Zoho and ERPNext (and other options where relevant)
- ✓ Total cost of ownership: licences, implementation, hosting and running costs
- ✓ Implementation roadmap and budget

WHAT YOU GAIN

- → You choose the system that fits how you work
- → A realistic budget and timeline before you commit
- → Clear requirements that keep any implementer accountable

Price: From EGP 25,000. A standalone service: use the result with us or with any implementer







CAPABILITY 2 · CONTINUED

Digitize

ERP Implementation (Odoo · Zoho · ERPNext)

One method, three platform tracks

Full-cycle implementation of the system that fits, in Arabic and English, localised for Egypt.

WHAT'S INCLUDED

- ✓ Configuration of the modules you need: sales, CRM, purchase, inventory, manufacturing, accounting, HR, projects
- ✓ Data migration, user and admin training, go-live support
- ✓ Egyptian localisation: e-invoicing, VAT, payroll, chart of accounts
- ✓ Integrations and customisation where needed
- ✓ Four weeks of hypercare after go-live; deeper training through Etihad Global Academy

WHAT YOU GAIN

- → One system in place of scattered spreadsheets and tools
- → Live visibility of stock, money and orders
- → A platform chosen for your business, not for our partnership

Track	Best for	From (Band A)	Client story
Odoo Integrated suite	Manufacturing, distribution and multi-site companies wanting one integrated system	**EGP 150,000**	Food manufacturer: month-end close from 14 days to 4; inventory accuracy above 95%
Zoho Connected cloud apps	Service and sales-led companies wanting connected cloud apps	**EGP 80,000**	Recruitment firm: client fulfilment time cut by more than half
ERPNext Open source	Companies wanting full ownership and no per-user licence fees	**EGP 120,000**	Packaging manufacturer: financial reporting from days of manual work to same-day

Price: From EGP 80,000 (Zoho) · EGP 120,000 (ERPNext) · EGP 150,000 (Odoo), Band A. Larger companies quoted. Licences and hosting passed through at cost, at the day's exchange rate



CAPABILITY 2 · CONTINUED

Digitize

ERP Rescue & Upgrade

For implementations that stalled, and old versions

Fixing an implementation that stalled or never delivered, and upgrading systems to a current version (for example, Odoo 18 / 19 / 20).

WHAT'S INCLUDED

- ✓ System audit: configuration, data quality, customisations, user adoption
- ✓ Rescue plan with priorities, effort and cost
- ✓ Fixes, clean-up and re-training
- ✓ Version upgrade and migration of custom modules

WHAT YOU GAIN

- → A system your team uses, instead of one it works around
- → A clear decision on what to fix, rebuild or retire

Price: Audit from EGP 20,000; fixes and upgrades quoted after the audit

Automation & Dashboards

Less manual work, numbers on time

Removing manual, repetitive work and giving management the numbers they need, when they need them.

WHAT'S INCLUDED

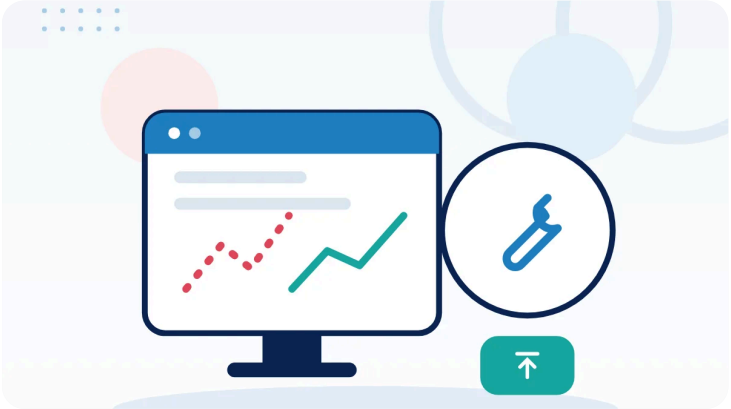
- ✓ Mapping where time is lost to manual steps
- ✓ Workflow and approval automation: notifications, data flows, document approvals
- ✓ Integration between systems: ERP, CRM, e-commerce, ETA portal, banks
- ✓ Management dashboards and monthly KPI packs

WHAT YOU GAIN

- → Typically less time spent on repetitive admin
- → Fewer errors and faster approvals
- → Live dashboards for stock, production, sales and cash

Price: From EGP 20,000 per workflow or dashboard pack

Every client gets a customer portal at www.etihadglobal.com.eg: proposals, signed documents, invoices and support tickets in one place.



3

CAPABILITY 3

Operate



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

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

Administrative Back Office

Includes sales administration

We run your document flow, records, government and authority paperwork, and the administration behind your sales.

WHAT'S INCLUDED

- ✓ Document management and organised records, physical and digital
- ✓ Follow-up of government and authority submissions
- ✓ Correspondence, meeting coordination, minutes and action tracking
- ✓ Sales administration: quotations, order processing, CRM upkeep, delivery scheduling, customer follow-up

WHAT YOU GAIN

- → Managers spend less time on paperwork
- → Faster quotations and a reliable customer history
- → Records stay audit-ready

Price: From EGP 10,000 a month, by volume

Service standard: Quotations prepared within 1 business day of a complete request

Payroll & Social Insurance

Monthly payroll, run on schedule

Your monthly payroll, run accurately and on time, with social insurance and payroll tax handled.

WHAT'S INCLUDED

- ✓ Monthly payroll: salaries, overtime, allowances, deductions, loans
- ✓ Social insurance registration, monthly calculation and submission
- ✓ Payroll tax calculation and settlement
- ✓ Payslips, bank transfer files and a monthly payroll report

WHAT YOU GAIN

- → Payroll prepared on a fixed monthly schedule
- → Social insurance and payroll tax handled in line with Egyptian rules

Price: From EGP 150 per employee a month (minimum EGP 5,000)

Service standard: Payroll files and payslips ready 3 business days before pay date

Client story: Retail chain: payroll delays eliminated

CAPABILITY 3 · CONTINUED

Operate

HR Administration

From offer letter to exit

Employee administration from offer letter to exit, in line with Egyptian labour law.

WHAT'S INCLUDED

- ✓ Contracts, onboarding and personnel files
- ✓ Leave, attendance and overtime administration
- ✓ Performance review cycle administration
- ✓ HR policies and an employee handbook

WHAT YOU GAIN

- → Labour-law records kept in order
- → HR reports you can use: headcount cost, turnover, absence

Price: From EGP 12,000 a month

Service standard: Contracts and onboarding files ready before the start date

Finance Administration

Includes procure-to-pay

A disciplined finance back office, from purchase request to monthly report.

WHAT'S INCLUDED

- ✓ Bookkeeping and chart-of-accounts maintenance
- ✓ Procure-to-pay: purchase requests and approvals, purchase orders, supplier invoices, payment runs
- ✓ Receivables and collections follow-up; bank reconciliation and cash-flow tracking
- ✓ Monthly management pack; VAT and payroll-tax filing support

WHAT YOU GAIN

- → Current, reliable numbers at a lower cost than a full in-house team
- → Controlled, transparent spending with a clear approval trail

Price: From EGP 15,000 a month

Service standard: Supplier invoices processed within 5 business days; management pack by the 10th business day

Client story: Logistics company: driver settlements from days to same-day



4

CAPABILITY 4

Equip

A workplace that works.



Workplace Essentials

Supplies as a running service

Everyday supplies managed as a running service, not ad-hoc purchasing: paper and stationery, toner and ink, filing, cleaning and hygiene, packaged pantry goods.

WHAT'S INCLUDED

- ✓ Consumption baseline per department or site
- ✓ Scheduled replenishment, weekly or monthly
- ✓ Approved suppliers with quality control; originals from authorised distributors, compatibles always labelled
- ✓ One consolidated monthly e-invoice (ETA) with a spend report

WHAT YOU GAIN

- → Fewer stock-outs
- → One e-invoice instead of many small receipts
- → Typically lower spend through consolidated buying

Price: Client price list, sent on request

Office Furniture & Workplace Setup

From one office to a full floor

Design, supply and installation of workspaces.

WHAT'S INCLUDED

- ✓ Space planning and layout
- ✓ Workstations, meeting rooms, reception and storage
- ✓ Installation supervision and coordination of cabling with IT
- ✓ Post-setup support and warranty handling

WHAT YOU GAIN

- → Move-in ready, with one accountable contractor
- → Ergonomic, professional workspaces

Price: Quoted per project

CAPABILITY 4 · CONTINUED

Equip

Business Equipment

Supply, setup and maintenance

Supply, setup and maintenance of the equipment your business runs on: computers and monitors, printers and copiers, phones, meeting-room screens, networking basics, POS hardware, accessories and kitchen appliances.

WHAT'S INCLUDED

- ✓ Specification matched to the workload
- ✓ Supply, installation and setup
- ✓ Planned preventive maintenance
- ✓ Breakdown response and replacement management

WHAT YOU GAIN

- → Equipment sized to the workload, with planned maintenance

Price: Quoted per project

Ready to Work

Bundle within Equip

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

1. Workspace needs check
2. Furniture and setup
3. Equipment
4. Supplies on replenishment
5. Essential Care for the workplace

Essential Care is the base Care plan. As part of Ready to Work it includes the workplace cover described here; standalone Essential Care covers one capability (see the Care table).



Buying for a tender or an organisation? Ask for our Office Supplies & Workplace Equipment profile and price list.

CARE PLANS

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

The subscription that keeps what we deliver working: systems (ERP, automations, dashboards), operations (processes, SOPs, KPIs) and workplace (supplies and equipment). Every plan has written service levels and service credits.



Systems
ERP, automations, dashboards

Operations
Processes, SOPs, KPIs

Workplace
Supplies and equipment

	Essential Keep it running	Growth Keep it improving	Full Care Look after it all
Scope	One capability	Up to two capabilities	Everything we deliver for you
Support hours	Sun–Thu, 9:00–17:00	Sun–Thu, 9:00–17:00	Sat–Thu, 8:00–20:00, plus an out-of-hours escalation line for P1 incidents
Channels	Helpdesk portal and email	+ phone	+ phone and a WhatsApp alert line for P1
System health	Updates, backups, monitoring	Same	Same, plus quarterly health report
Improvement hours a month	—	8 hours	16 hours
Reviews	Monthly service report	Quarterly review with KPIs	Monthly review; yearly Health Check re-score
Training	—	Refresher each quarter	Refresher each month, new-joiner training
Workplace	—	Replenishment review	Replenishment and preventive maintenance managed
Account contact	Shared team	Named consultant	Named account manager + senior escalation

Full Care is not a 24/7 staffed service. Outside support hours, P1 first response is within 4 hours.

From EGP 6,000 a month (Essential, Band A), annual commitment, billed monthly in advance. Your exact fee is in your proposal. Prices reviewed yearly.

CARE PLANS · CONTINUED

Service levels (targets within support hours)

Target	Essential	Growth	Full Care
P1 first response	4 hours	2 hours	1 hour
P1 workaround or fix	1 business day	8 hours	4 hours
P2 first response	1 business day	4 hours	2 hours
P3 first response	3 business days	2 business days	1 business day

P1 Critical

the business cannot operate

P2 High

a key function is impaired, with a workaround

P3 Normal

a question, minor fault or change request

Service credits: 5% of the month's Care fee for each missed P1, P2 or P3 target, capped at 15% a month, credited automatically on the next invoice.

Helpdesk first: every request is logged as a ticket you can follow in your customer portal. Phone and WhatsApp are for raising urgent issues.

Targets we commit to, measure and report on; not guarantees of outcome. Full terms in the Service Level Schedule attached to every Care contract.



PATHS

Named paths across capabilities

Every 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.

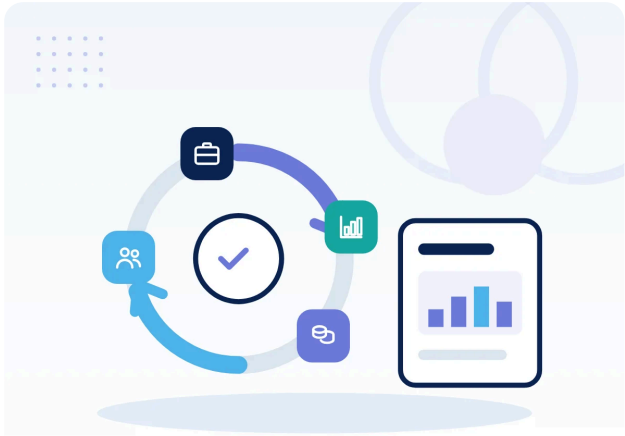


ERP Launch

Companies on spreadsheets, scattered tools or an old system, ready to move to one system.

1. Operations Health Check
2. ERP Advisory
3. Process Redesign for the processes in scope
4. ERP Implementation (Odoo, Zoho or ERPNext) with e-invoicing
5. Care plan (Growth recommended for the first 12 months)

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



Back-Office Run

Growing companies whose finance, HR and admin teams are overloaded or error-prone.

1. Operations Health Check
2. Process Redesign + SOPs & Controls for the functions we take over
3. Transition: handover plan, document digitisation, one parallel month
4. Managed back office under SLA (any mix of the four Operate services)
5. Care plan

From EGP 15,000 a month after transition

CLIENT STORIES

Results our clients have seen



ERP: six stories across Odoo, Zoho and ERPNext

Food manufacturer

Odoo

Month-end close moved from 14 days to 4, and inventory accuracy held above 95%, with no additional finance headcount.

Recruitment firm

Zoho

Client fulfilment time cut by more than half after sales, delivery and billing moved onto one connected cloud platform.

Packaging manufacturer

ERPNext

Financial reporting went from days of manual spreadsheet work to same-day management packs.

Distribution company

Odoo

Three warehouses moved onto one stock record; stock-outs on fast-moving lines fell sharply within the first quarter.

Trading company

Zoho

Quotation-to-order time halved after CRM, inventory and invoicing were connected, with e-invoicing live from day one.

Manufacturing SME

ERPNext

Production costing moved from monthly guesswork to per-batch visibility, without per-user licence fees.

Operations

Retail chain

Payroll

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

Logistics company

Finance Administration

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

Health Check client

Health Check

One Health Check found three approval bottlenecks; SOPs and an approval matrix removed them in under 30 days.

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

HOW WE WORK

Clear models, clear gates, clear payments

Model	Best for	How it works	Payment
Health Check	The starting point	Fixed fee by size, credited within 90 days	100% on order
Project	Process Redesign, SOPs, ERP, rescue, automation	Fixed scope, fixed price, signed gates	40% signing · 40% build complete · 20% acceptance
Managed service	Running a back-office function	Monthly fee, defined scope and volume, SLA	Monthly in advance
Care plan	Keeping it working	Essential / Growth / Full Care, SLA	Monthly in advance, annual commitment
Equipment & furniture	Supply and installation	Item prices and installation	50% on order · 50% on delivery
Supplies	Workplace essentials	Client price list	Advance for new accounts; 30 days after credit approval

Check → Deliver → Care

0 Qualify
1 Check — G1 · Signed proposal
2 Mobilise — G2 · Project charter
3 Deliver — G3 · User acceptance
4 Hand over — G4 · Acceptance certificate
5 Care

RULES THAT PROTECT BOTH SIDES

- No stage starts until the previous gate is signed
- Changes are written, priced and signed before the work
- Four weeks of hypercare after go-live are included
- Care starts at the signed acceptance certificate
- Every proposal, signed document and invoice is in your customer portal

THE TALENT BEHIND DELIVERY

Our delivery teams include specialists trained by Etihad Global Academy and verified experts from Etihad Global Talents. Requests for individual specialists or staff augmentation go to Etihad Global Talents.

Etihad Global Academy: trains

Etihad Global Talents: verifies and matches

Etihad Global: delivers

Prices in EGP excluding VAT. Licences and hosting passed through at cost, at the day's exchange rate. Care and managed-service prices reviewed yearly. All agreements are governed by the laws of the Arab Republic of Egypt.



ETIHAD GLOBAL

Book your Operations Health Check

Tell us about your company and the problem you want solved. We reply within one business day.

Website
www.etihadglobal.com.eg

Email
info@etihadglobal.com.eg

Phone and WhatsApp
+20 101 559 7550

Address
Villa 19, Block 16069, Fifth District, Obour City, Cairo, Egypt

Working hours
Sunday to Thursday, 9:00–17:00

