



Excellent Solutions
الحلول الممتازة

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About ES

Since 2004, Excellent Solutions delivered exceptional, tailored outsourcing business solutions with a team of top-tier experts.

We're dedicated to transparency and understanding our clients' needs, ensuring outstanding results and business success.



Our History

Two Decades of Innovation and Growth: An Inspiring Journey

More than 20 years in providing full Business solutions including manpower support & Contact Center operations For both governmental & private sectors



Our Mission and Vision

Vision

To be the preferred Business Solutions' Provider for customers in Saudi Arabia

Mission

Through provide quality and competitive excellent solutions that will add value to our Clients, reduce cost, grow revenue, and comply to society needs. Where our success will be shared by our clients, employees and business partners

Our Strategic Goals



Goal # 1

Deliver high-quality services tailored to meet specific customer requirements



Goal # 2

Strive to enhance customer value, fostering strong appreciation and loyalty



Goal # 3

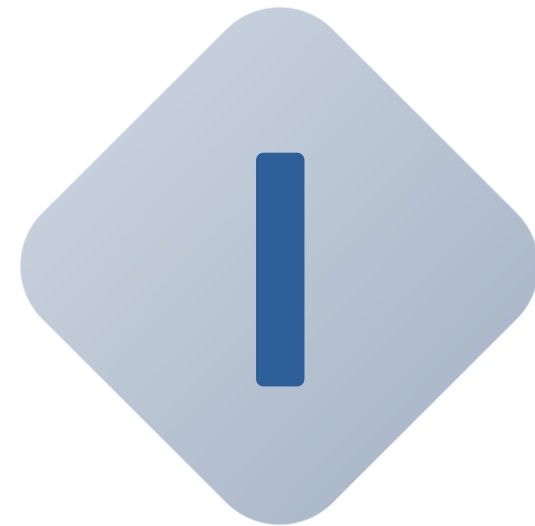
Provide a comprehensive suite of support services that align with the diversified business sectors focused on in Vision 2030

Our Values

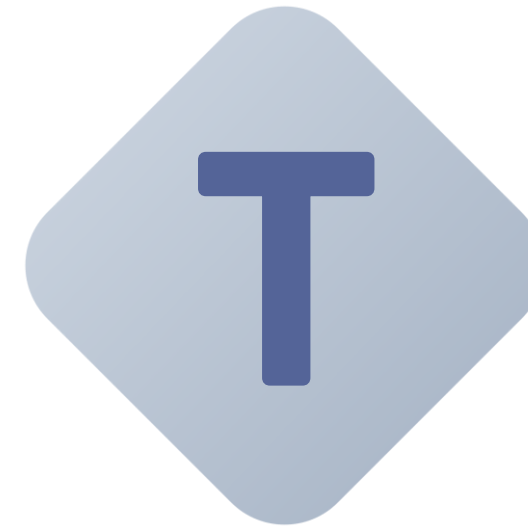
That we Embody in all our daily procedures



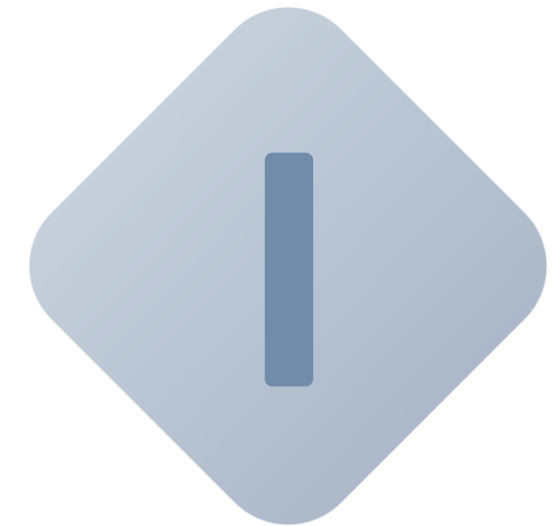
**CUSTOMER
FOCUS**



INNOVATION



**TEAM
WORK**



INTEGRITY

Our Market

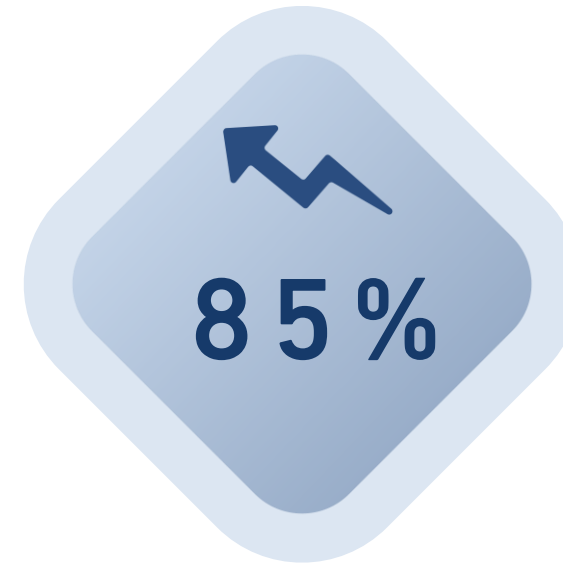
Focusing on market trends & Customers needs



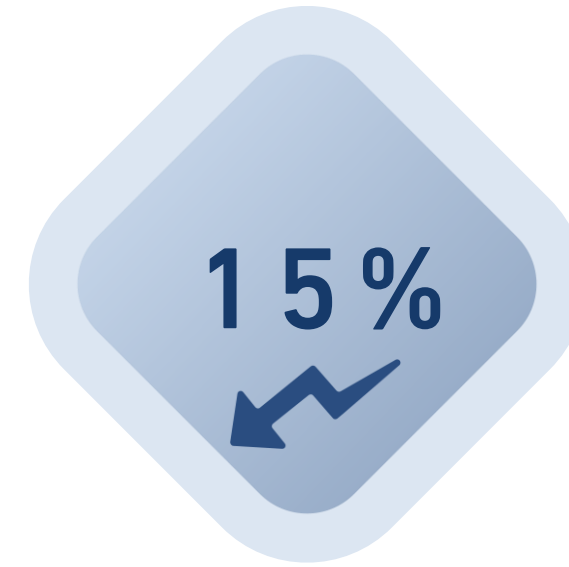
Our Numbers



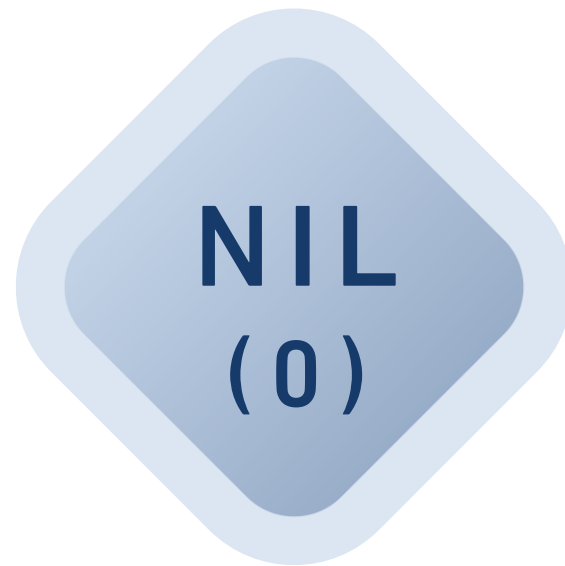
Clients Retention



Increased Productivity



Staff Attrition Reduced



Salary Late Delivery Cases



Equipped Call Center Seats



Specialized Functions Hired



Special Training Delivered

Our Awards



Golden Saudization Award



GCC Job Nationalization Award



Diamond Saudization Award



CX World Award



Certified Professional Managers



INSIGHTS Middle East Call Center Award



ISO 9001:2015 QA Certification



Our Solutions

Tailored to fit our clients' needs

MANPOWER & OUTSOURCING SERVICES

Seamless manpower solutions of local and expat professionals for any business function

CONTACT CENTER OUTSOURCING & CX SOLUTIONS

Tailored CX & Contact Center Outsourcing Solutions with fully equipped facilities

TAILORED SOLUTIONS & CONSULTATION

Expert consultation & solutions across HR, CX, Operations & Business Development

FULL BUSINESS OPERATIONS MANAGEMENT

Comprehensive Business Operations management on our clients' behalf in IT, sales, telesales & collection

Our Team of Experts

A team of Elite Talents



Mohammed Alyahya

Chief Executive Officer



Ali Alsharaim

Head of Project Management



Mazen Rabaa

Head of Business Strategy



Hamad Alaqedi

Head of Human Resources



Nada Alsloomi

Head of Contact Center

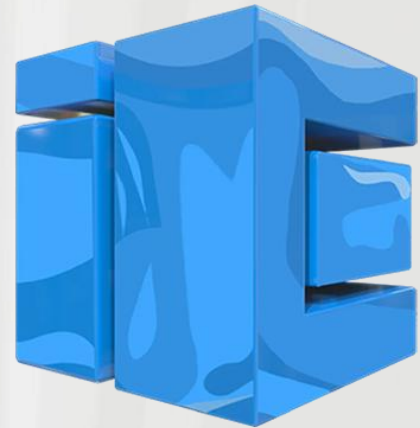
Our Valuable Clients





Our

Technology Allies



ICE ANIMATIONS



Our

Employees' Services



On the Job
Training



Quality Medical
Insurance



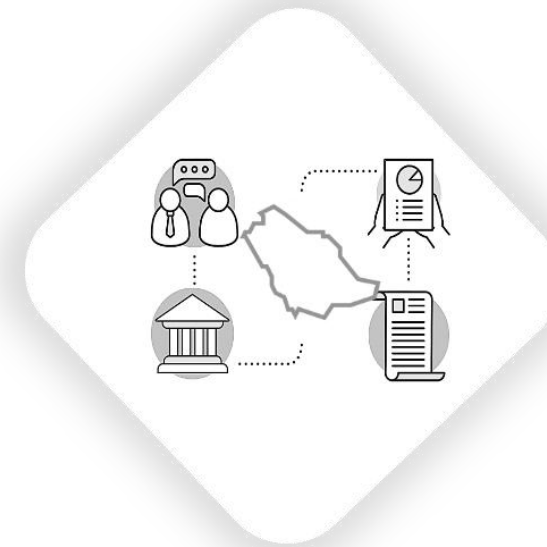
On-Time Payroll
Management



Employees
Self Services



Quick & Quality Prompt
Employees Services



GR Services



Accurate Selection &
Quick response

Our Client' Services



Project Management &
Customers' Relations



Expert Support
team



Plan & Apply Solutions
for Nationalization



Apply TQM &
QMS standards



Follow up
Performance



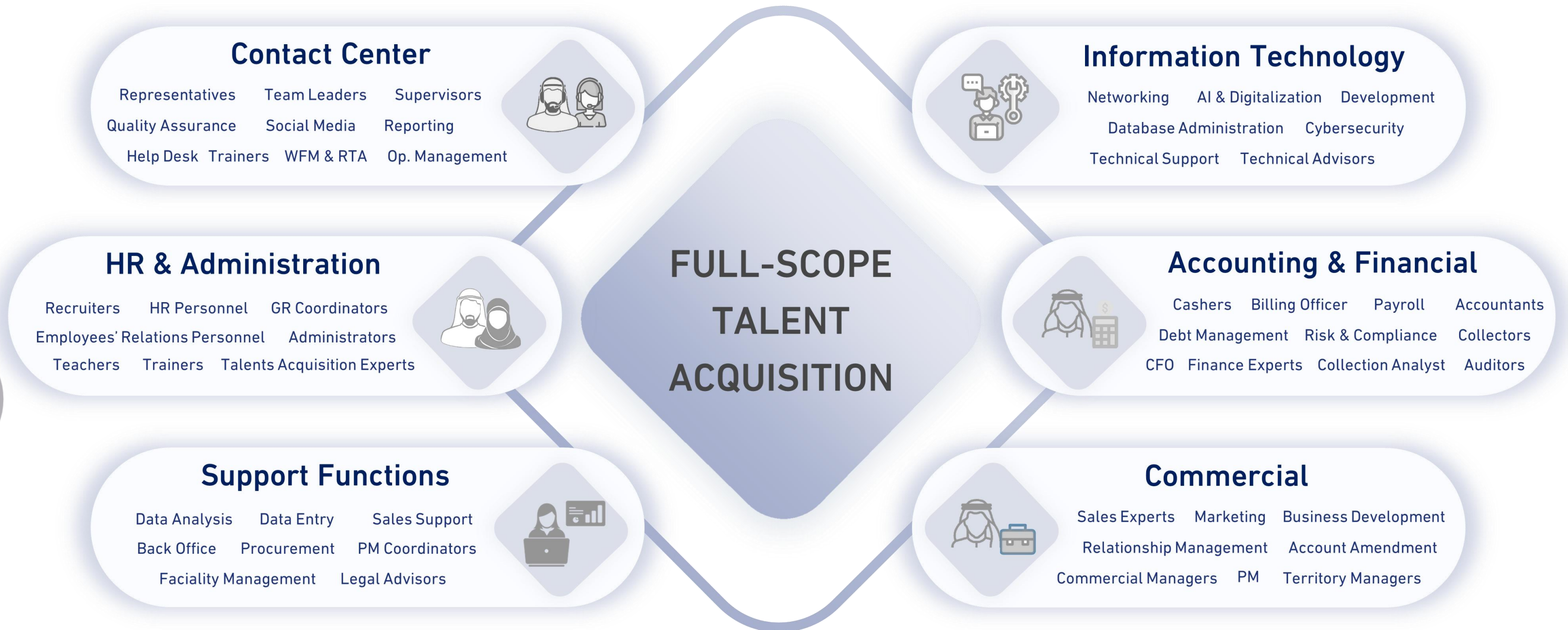
Automated work
process



Budget Control &
Financial Consultations

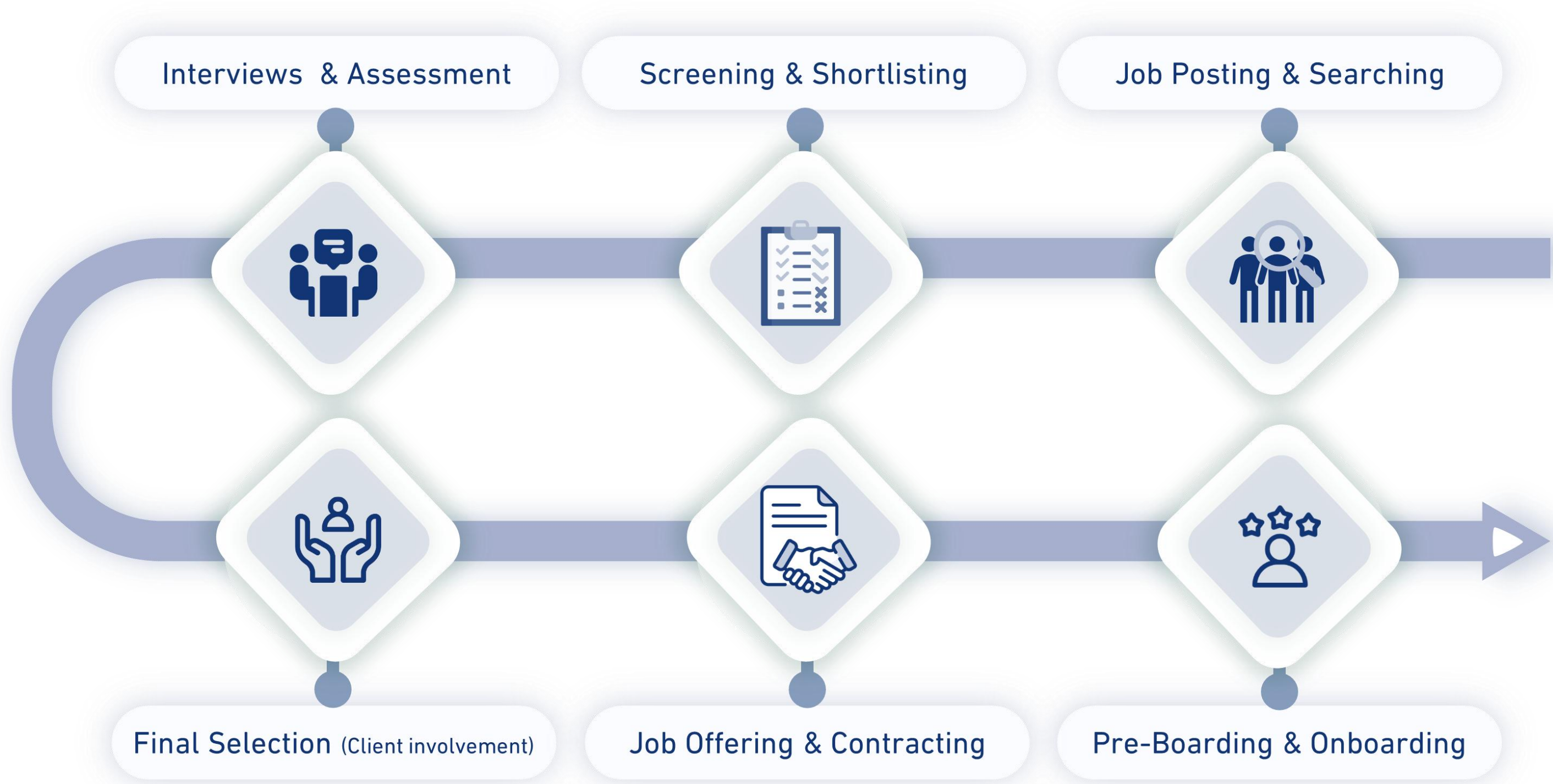
Our

Manpower Solutions



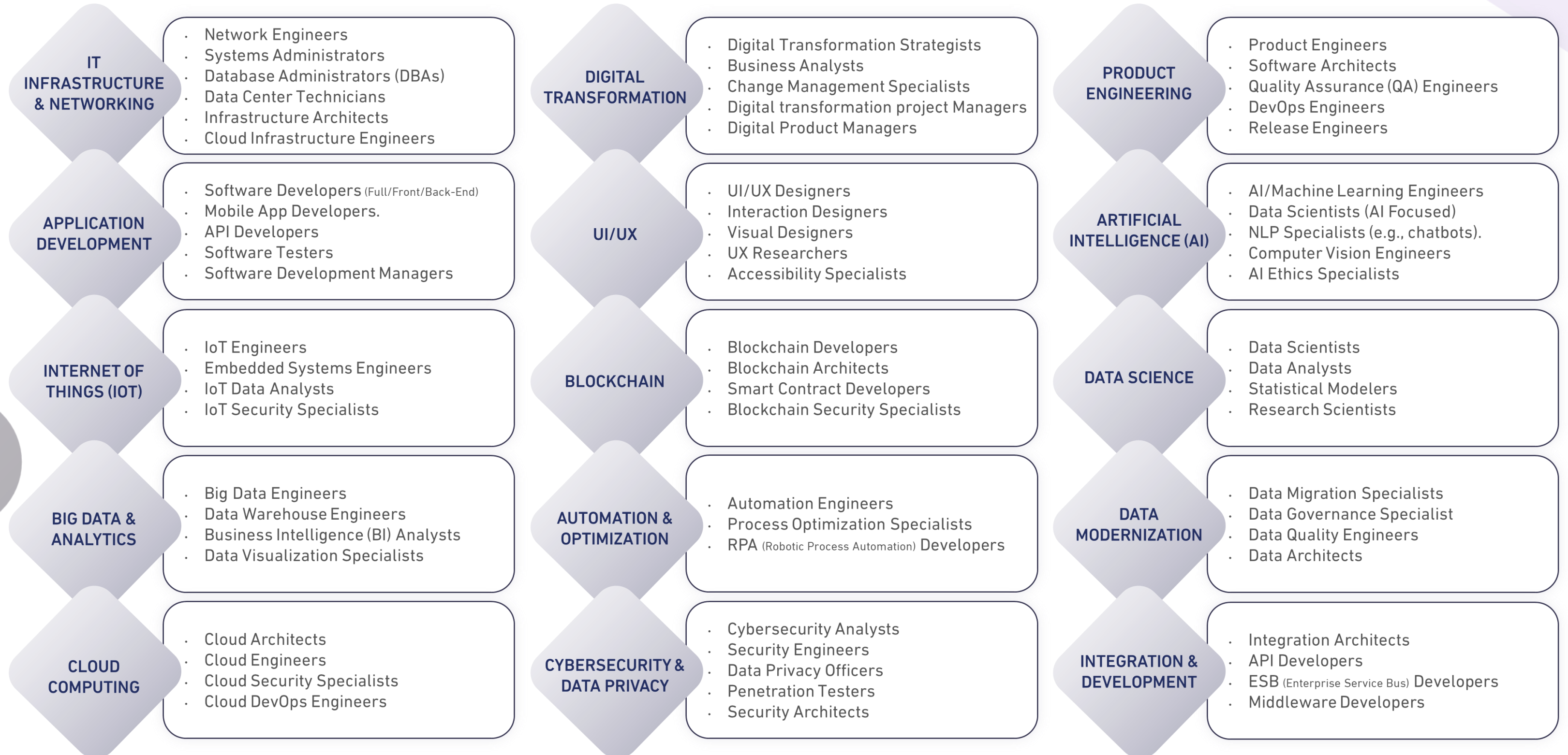
Our

Recruitment Process

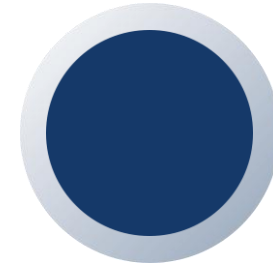


Our Capability in providing Special IT Functions

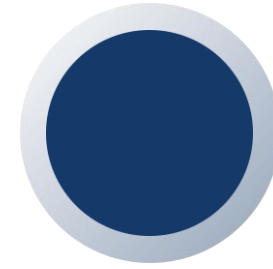
National & Expat Talents



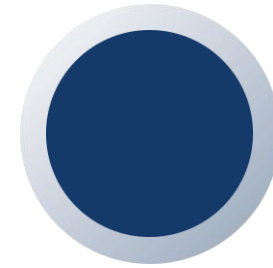
Empowering Your Business



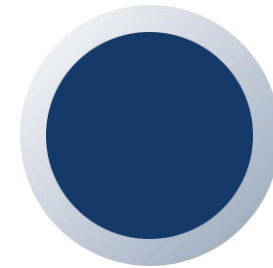
Access to Top Talent: We have a vast network of highly skilled IT professionals.



Customized Solutions: We tailor our services to meet your specific requirements.



Quality and Reliability: We are committed to providing you with the best possible service and the most qualified professionals.



Global Reach: We provide IT professionals worldwide through our international network of partners

Fixable Service approach



We are specialized in providing highly skilled and qualified IT professionals to meet clients' specific needs.



Whether it is a short-term support, long-term placements, or specialized expertise, we deliver the talent clients need to drive your business forward.



On-site support services with experts deployed to the client's location to ensure immediate & effective assistance

Contact Center Solutions



Professional CX Consultancy Services

- Consultation services in Contact Center and Customer Experience
- Analyzing and studying call center projects and providing solutions
- Enhancing and developing resource planning
- Building and establishing Contact centers at clients' sites
- Recommend the proper Contact center software according to actual needs
- Management & administrative support throughout establishment process



Full Outsourced Contact Center (BPO)

- Expert Consulting and Support (management and technology)
- Tailored Manpower Solutions (agents, SV, managers & technicians)
- State-of-the-Art fully equipped call center facility.
- Flexible Software Options (cloud or on-premises solutions)
- Guaranteed Service Levels (Ensure consistent performance and SLA)
- Provide Site / Management / Manpower services, or all for your project.



Provide Human Resources Services

- Provide all type of manpower functions (Agents - SV - Managers)
- Managing Selection and recruitment process of human resources
- Handling all HR and payroll activities
- Provide financial and beneficiary services related to employees
- Operation could be hosted at our facility or at the client's.



Hosting Services (Equipped Seats)

- Provide fully-equipped contact center location
- Provide a well established networking infrastructure
- Provide a dedicated server room and technical equipment
- Provide the necessary PC and operating systems
- Provide call center software upon demand (cloud or on-premises)
- Provide BCP and assure backup for power and technology.

Connect with us.



Email us

register@es-saudi.com



Call us

920003306



Visit us

P.O Box 285006, Riyadh 11323, Saudi Arabia

