

مسارات الحلول
لخدمات الأعمال



رؤية
2030
المملكة العربية السعودية
KINGDOM OF SAUDI ARABIA

SOLUTION PATHS
FOR BUSINESS SERVICES

مسارات الحلول
لخدمات الأعمال

Integrated services to support entrepreneurs and investors in the Kingdom of Saudi Arabia



www.solpaths.com



sales@solpaths.com



920033426

ABOUT US

SOLUTION PATHS FOR BUSINESS SERVICES IS A LEADING SAUDI COMPANY SPECIALIZING IN PROVIDING INTEGRATED OPERATIONAL AND ORGANIZATIONAL SOLUTIONS, DEDICATED TO SUPPORTING AND EMPOWERING ENTREPRENEURS AND INVESTORS BOTH WITHIN THE KINGDOM AND BEYOND.

SINCE ITS INCEPTION, THE COMPANY HAS ADOPTED A VISION THAT GOES BEYOND THE TRADITIONAL ROLES OF SERVICE PROVIDERS, SHAPING A TRUE PARTNERSHIP MODEL WITH CLIENTS—BUILT ON TRUST, PROFESSIONALISM, AND CONTINUITY—FROM THE LEGAL ESTABLISHMENT PHASE, THROUGH OPERATIONAL MANAGEMENT AND REGULATORY COMPLIANCE, AND ALL THE WAY TO INSTITUTIONAL EXPANSION AND SUSTAINABLE GROWTH.

THE COMPANY BRINGS TOGETHER A MULTIDISCIPLINARY TEAM OF CONSULTANTS AND EXPERTS IN LEGAL, ADMINISTRATIVE, OPERATIONAL, TECHNICAL, AND FINANCIAL FIELDS, WORKING IN HARMONY WITHIN A FLEXIBLE OPERATIONAL STRUCTURE AND PRECISE IMPLEMENTATION METHODOLOGIES. WE ARE COMMITTED TO DELIVERING A COMPREHENSIVE SERVICE EXPERIENCE THAT STEMS FROM A DEEP UNDERSTANDING OF EACH ORGANIZATION'S NEEDS—BASED ON ITS ACTIVITY TYPE, SIZE, AND STAGE OF GROWTH—WHILE APPLYING CLEAR EXECUTION SYSTEMS AND REGULATORY TOOLS ALIGNED WITH THE LATEST APPROVED FRAMEWORKS IN THE KINGDOM.

SOLUTION PATHS ASPIRES TO BE MORE THAN A SERVICE PROVIDER; IT STRIVES TO BE A TRUSTED PARTNER THAT DELIVERS INTEGRATED SOLUTIONS, SUPPORTS INFORMED DECISION-MAKING, AND CREATES REAL IMPACT IN THE BUSINESS ENVIRONMENT.



OUR VISION

TO BE THE STRATEGIC PARTNER OF CHOICE FOR ENTREPRENEURS AND INVESTORS IN THE KINGDOM OF SAUDI ARABIA AND THE REGION, BY DELIVERING AN INTEGRATED FRAMEWORK OF OPERATIONAL AND ORGANIZATIONAL SOLUTIONS THAT CONTRIBUTE TO BUILDING STRONG, STABLE, AND COMPETITIVE INSTITUTIONS—WELL-POSITIONED FOR SUSTAINABLE GROWTH IN AN EVER-EVOLVING BUSINESS ENVIRONMENT.



OUR MISSION

AT SOLUTION PATHS, WE ARE COMMITTED TO EMPOWERING THE BUSINESS SECTOR BY OFFERING PRACTICAL, PRECISE, AND ACTIONABLE SOLUTIONS THAT SUPPORT REGULATORY COMPLIANCE, SIMPLIFY OPERATIONS, AND ENHANCE ORGANIZATIONAL READINESS FOR EXPANSION. WE ACCOMPANY OUR CLIENTS THROUGHOUT THEIR INSTITUTIONAL JOURNEY—FROM LEGAL ESTABLISHMENT, TO OPERATIONAL EXECUTION, AND ULTIMATELY TO LOCAL AND INTERNATIONAL EXPANSION—DELIVERING INTEGRATED SUPPORT TAILORED TO EACH ORGANIZATION'S UNIQUE NEEDS, BASED ON ITS INDUSTRY AND SIZE.



OUR CORE VALUES

AT SOLUTION PATHS, OUR SERVICE DELIVERY IS ROOTED IN A SOLID SET OF INSTITUTIONAL VALUES THAT FORM THE CORE OF OUR OPERATIONAL IDENTITY AND THE FOUNDATION OF LASTING RELATIONSHIPS WITH OUR CLIENTS. WE ARE COMMITTED TO QUALITY BY APPLYING THE HIGHEST STANDARDS OF ACCURACY AND EFFICIENCY IN EVERY TASK. WE UPHOLD TRANSPARENCY AS A FUNDAMENTAL PRACTICE IN OUR PROCEDURES, COMMUNICATION, AND COST STRUCTURING—ENSURING CLIENT TRUST AT EVERY STAGE.

PROFESSIONALISM IS CENTRAL TO OUR APPROACH, WITH SOLUTIONS DELIVERED THROUGH CLEAR METHODOLOGIES AND STRICT ADHERENCE TO REGULATORY STANDARDS. WE ALSO EMBRACE INNOVATION, DESIGNING SMART, ADAPTIVE SERVICES THAT ALIGN WITH ONGOING OPERATIONAL AND REGULATORY DEVELOPMENTS. ABOVE ALL, WE ARE DEDICATED TO BUILDING LONG-TERM PARTNERSHIPS BASED ON READINESS, RESPONSIVENESS, AND THE CONSISTENT ACHIEVEMENT OF MEASURABLE, REAL-WORLD RESULTS.



AT SOLUTION PATHS, OUR SERVICE DELIVERY IS BASED ON A STRUCTURED OPERATIONAL METHODOLOGY BUILT AROUND A SPECIALIZED SERVICE PACKAGE MODEL. RELATED SERVICES ARE GROUPED INTO INDEPENDENT OPERATIONAL UNITS, EACH DESIGNED TO ADDRESS A SPECIFIC ASPECT OF THE ORGANIZATION'S NEEDS. THESE PACKAGES ARE DEVELOPED ACCORDING TO PRECISE EXECUTION STANDARDS THAT ENSURE CLARITY OF SCOPE, FIXED PRICING, STREAMLINED FOLLOW-UP, AND SEAMLESS TASK INTEGRATION WITHOUT DUPLICATION OR OVERLAP.

THE RANGE OF PACKAGES COVERS THE FULL LIFECYCLE OF AN ORGANIZATION—FROM LEGAL ESTABLISHMENT, THROUGH GOVERNMENT RELATIONSHIP MANAGEMENT, HUMAN RESOURCES OPERATIONS, LEGAL HANDLING, ACCOUNTING, COMMERCIAL REPRESENTATION, BANKING SUPPORT, AND ULTIMATELY FULL DIGITAL TRANSFORMATION.

EACH PACKAGE IS MANAGED BY A SPECIALIZED TEAM OF EXPERTS WHO OPERATE BASED ON WELL-DEFINED PROCEDURAL FRAMEWORKS AND PROVIDE TRANSPARENT REPORTING TO ENSURE OPERATIONAL READINESS AND CLARITY FOR THE CLIENT.

TO ENHANCE ORGANIZATION AND ACCESSIBILITY, SOLUTION PATHS HAS DEVELOPED A SMART DIGITAL PLATFORM THAT ENABLES CLIENTS TO MANAGE AND MONITOR ALL SERVICES IN ONE PLACE. THROUGH AN INTERACTIVE DASHBOARD, CLIENTS CAN ACCESS DETAILS RELATED TO COMPANY FORMATION, LICENSING STATUS, COMPLIANCE INDICATORS, EMPLOYEE RECORDS, ONGOING TRANSACTIONS, AND OPERATIONAL REPORTS.

THIS PLATFORM SERVES AS AN EFFECTIVE DIGITAL EXTENSION OF THE CLIENT RELATIONSHIP WITH SOLUTION PATHS, OFFERING FULL CONTROL AND VISIBILITY OVER EVERY SERVICE ASPECT—WITHOUT THE NEED FOR MANUAL FOLLOW-UP OR TRADITIONAL COMMUNICATION CHANNELS.



OPERATIONAL METHODOLOGY AND THE SMART PACKAGE MODEL

COMPANY FORMATION SERVICES

THE SUCCESS OF ANY ORGANIZATION BEGINS AT THE POINT OF ESTABLISHMENT—NOT MERELY AS A LEGAL FORMALITY, BUT AS A STRATEGIC LAUNCHPAD THAT SHAPES FUTURE GROWTH AND SUSTAINABILITY.

AT SOLUTION PATHS, WE RECOGNIZE THE FOUNDATIONAL IMPORTANCE OF THIS PHASE AND HANDLE ALL REGULATORY, LEGAL, AND PROCEDURAL ASPECTS OF COMPANY FORMATION WITH FULL PROFESSIONALISM—ENSURING COMPLETE READINESS FOR COMPLIANCE AND CONFIDENT MARKET ENTRY.

OUR FORMATION SERVICES COVER LOCAL, GULF, AND FOREIGN COMPANIES ACROSS A RANGE OF SECTORS INCLUDING SERVICE, COMMERCIAL, INDUSTRIAL, REAL ESTATE, AND DEVELOPMENT ACTIVITIES, WHILE ACCOUNTING FOR THE SPECIFIC LEGISLATIVE AND REGULATORY REQUIREMENTS OF EACH SECTOR.

WE MANAGE THE DRAFTING OF INCORPORATION CONTRACTS AND BYLAWS, ACQUISITION OF LICENSES, OPENING OF BANK ACCOUNTS, AND REGISTRATION WITH RELEVANT GOVERNMENT ENTITIES SUCH AS THE MINISTRY OF INVESTMENT, MINISTRY OF COMMERCE, ZAKAT, TAX AND CUSTOMS AUTHORITY, AND THE GENERAL ORGANIZATION FOR SOCIAL INSURANCE, IN ADDITION TO VAT REGISTRATION.

WE ALSO ACTIVATE THE COMMERCIAL REGISTRATION, LINK THE NATIONAL ADDRESS, AND ENSURE INTEGRATION ACROSS GOVERNMENT SYSTEMS—DELIVERING A FULLY COMPLIANT LEGAL FOUNDATION AND AN OPERATIONALLY READY ENTITY FROM DAY ONE.



GOVERNMENT SERVICES AND REGULATORY COMPLIANCE MANAGEMENT

FOLLOWING THE ESTABLISHMENT PHASE, CONTINUOUS GOVERNMENTAL FOLLOW-UP BECOMES ESSENTIAL TO ENSURE THE STABILITY OF THE ENTITY. SOLUTION PATHS PROVIDES A COMPREHENSIVE SUITE OF GOVERNMENT-RELATED SERVICES AIMED AT MAINTAINING THE LEGAL STANDING OF THE ORGANIZATION AND AVOIDING ANY REGULATORY SETBACKS THAT MAY DISRUPT OPERATIONS.

WE MANAGE ALL FORMAL INTERACTIONS WITH THE RELEVANT GOVERNMENT AUTHORITIES, INCLUDING UPDATING THE ORGANIZATION'S LEGAL DATA ACROSS OFFICIAL RECORDS AND APPROVED PLATFORMS, ISSUING AND RENEWING MUNICIPAL AND COMMERCIAL LICENSES, IMPLEMENTING OFFICIAL AMENDMENTS TO THE COMMERCIAL REGISTER, ACTIVITY TYPES, OR PARTNER INFORMATION, AND OPENING NEW BRANCHES WITH THE APPROPRIATE ENTITIES.

WE ALSO COORDINATE THE INTEGRATION OF VARIOUS GOVERNMENT SYSTEMS TO ENSURE DATA CONSISTENCY ACROSS ALL OFFICIAL PLATFORMS.

ADDITIONALLY, WE MONITOR ALERTS AND NOTIFICATIONS FROM REGULATORY BODIES, HANDLE OFFICIAL GOVERNMENT REPORTS OR CASES, AND COORDINATE DIRECTLY WITH INSPECTION TEAMS WHEN NECESSARY TO ENSURE A PROMPT AND PROACTIVE RESPONSE TO ANY REMARKS OR REQUIREMENTS.

ALL SERVICES ARE DELIVERED WITHIN A STRUCTURED, PROFESSIONAL FRAMEWORK THAT ADHERES TO REGULATORY TIMELINES, HELPING CLIENTS AVOID PENALTIES, SUSPENSIONS, OR THE LOSS OF LEGAL STANDING WITH GOVERNMENT ENTITIES.



OPERATIONAL MANAGEMENT AND HUMAN RESOURCES

SOLUTION PATHS OFFERS FULLY INTEGRATED OPERATIONAL SERVICES WITH A FOCUS ON HUMAN RESOURCE MANAGEMENT AND IMPROVING COMPLIANCE WITH REGULATORY PLATFORMS SUCH AS QIWA, MUDAD, AND THE GENERAL ORGANIZATION FOR SOCIAL INSURANCE (GOSI).

THESE SERVICES COVER THE FULL EMPLOYEE LIFECYCLE—FROM ONBOARDING TO OFFBOARDING—including new employee registration, electronic contract documentation, issuance and renewal of work permits, and timely submission of wage protection files.

WE ALSO HANDLE SAUDIZATION TRACKING (NITAQAT PROGRAM), MANAGE VIOLATIONS THROUGH THE MUDAD PLATFORM, SUBMIT GOVERNMENT REPORTS, AND CONTINUOUSLY UPDATE HR DATA TO MAINTAIN COMPLIANCE.

MOREOVER, WE PREPARE REGULAR OPERATIONAL REPORTS OUTLINING PERFORMANCE INDICATORS, COMPLIANCE LEVELS, AND AREAS FOR IMPROVEMENT—ENABLING MANAGEMENT TO MAKE INFORMED DECISIONS BASED ON ACCURATE, UP-TO-DATE INSIGHTS.

FOR LARGER ORGANIZATIONS, SOLUTION PATHS PROVIDES A DEDICATED OPERATIONAL SUPPORT SERVICE THAT INCLUDES DAILY COMPLIANCE MONITORING, OPERATIONAL ANALYSIS, AND DIRECT LIAISON WITH GOVERNMENT ENTITIES TO ENSURE SMOOTH AND STABLE ORGANIZATIONAL PERFORMANCE AT EVERY LEVEL.



LEGAL ADVISORY AND REGULATORY ACCOUNTING

AT SOLUTION PATHS, WE PROVIDE A FULLY INTEGRATED SUITE OF LEGAL AND ACCOUNTING SERVICES DESIGNED TO ENSURE A WELL-STRUCTURED OPERATIONAL ENVIRONMENT THAT COMPLIES WITH ALL LOCAL AND INTERNATIONAL REGULATORY REQUIREMENTS.

OUR LEGAL SERVICES INCLUDE DRAFTING AND REVIEWING COMMERCIAL CONTRACTS AND AGREEMENTS, DEVELOPING INTERNAL POLICIES AND PROCEDURES, REPRESENTING THE ORGANIZATION IN LEGAL CASES AND REGULATORY VIOLATIONS, AND SAFEGUARDING ITS INTERESTS IN MATTERS RELATED TO COMMERCIAL AND LABOR LAWS.

ON THE FINANCIAL SIDE, WE OFFER ADVANCED LEGAL ACCOUNTING SERVICES THAT COVER THE PREPARATION OF BALANCE SHEETS, FINANCIAL STATEMENTS, INCOME AND CASH FLOW REPORTS, ALL IN ACCORDANCE WITH SOCPA AND IFRS STANDARDS.

WE HANDLE THE FILING OF ZAKAT AND TAX RETURNS, ACCURATE CALCULATION OF TAX OBLIGATIONS, ISSUANCE OF ZAKAT CERTIFICATES, FOLLOW-UP ON EXEMPTION REQUESTS, AND SUPPORT THROUGHOUT AUDITS OR OFFICIAL INSPECTIONS.

ADDITIONALLY, WE ASSIST ORGANIZATIONS BY DELIVERING TAILORED FINANCIAL ANALYSIS REPORTS, DESIGNING INTERNAL CONTROL FRAMEWORKS, AND OFFERING FINANCIAL AND LEGAL CONSULTATIONS THAT ENSURE FULL COMPLIANCE AND ENABLE SOUND DECISION-MAKING BASED ON ACCURATE AND RELIABLE DATA.



TECHNOLOGY SOLUTIONS AND DIGITAL TRANSFORMATION

AT SOLUTION PATHS, WE IMPLEMENT DIGITAL TRANSFORMATION THROUGH AN INTEGRATED METHODOLOGY THAT BEGINS WITH A DEEP UNDERSTANDING OF THE ORGANIZATION'S NATURE AND OPERATIONAL NEEDS AND CULMINATES IN A SMART DIGITAL ENVIRONMENT THAT ENHANCES PERFORMANCE AND SUPPORTS LONG-TERM SUSTAINABILITY.

WE DEVELOP PROFESSIONAL WEBSITES AND CUSTOMIZED E-COMMERCE PLATFORMS, ALONG WITH FLEXIBLE APPLICATIONS TAILORED TO SERVE END USERS AND REFLECT THE ORGANIZATION'S BRAND IDENTITY.

WE ALSO BUILD INTERNAL OPERATIONAL SYSTEMS FOR EFFICIENT RESOURCE MANAGEMENT, SUCH AS HR SYSTEMS, CRM PLATFORMS, SMART OPERATIONS SOLUTIONS, AND WE IMPLEMENT FULL INTEGRATION WITH PAYMENT GATEWAYS, DELIVERY SERVICES, AND GOVERNMENT PLATFORMS.

OUR SERVICES EXTEND TO PROCESS AUTOMATION, DATA ANALYSIS, AND THE CREATION OF EXECUTIVE DASHBOARDS THAT SUPPORT DECISION-MAKING AND ELEVATE SERVICE QUALITY.

THE DIGITAL TRANSFORMATION WE OFFER IS NOT JUST ABOUT DEPLOYING TECHNICAL TOOLS, IT'S A COHESIVE EXECUTION FRAMEWORK THAT FOSTERS ORGANIZATIONAL GROWTH AND PREPARES BUSINESSES FOR ADAPTABILITY IN A FAST-PACED, EVOLVING BUSINESS ENVIRONMENT.



STRATEGIC COMMERCIAL REPRESENTATION AND INSTITUTIONAL RELATIONS

SOLUTION PATHS OFFERS COMPREHENSIVE INSTITUTIONAL REPRESENTATION SERVICES THAT INCLUDE ACTING ON BEHALF OF BUSINESSES IN OFFICIAL CAPACITIES BEFORE GOVERNMENT AUTHORITIES, REGULATORY BODIES, INVESTMENT ENTITIES, AND THE PRIVATE SECTOR.

OUR ROLE GOES FAR BEYOND COORDINATION OR ADMINISTRATIVE FOLLOW-UP; WE PROVIDE FULL FORMAL REPRESENTATION OF THE ORGANIZATION IN OFFICIAL MEETINGS, PRESENTATIONS, REGULATORY ENGAGEMENTS, AND IMMEDIATE RESPONSES TO FUNDING OR SUPPORT ENTITIES.

WE HANDLE THE FULL APPLICATION PROCESS FOR LOCAL AND INTERNATIONAL SUPPORT AND FUNDING PROGRAMS, PREPARE PROFESSIONAL PROPOSAL AND PRESENTATION FILES, AND MANAGE ALL FORMAL CORRESPONDENCES AND DOCUMENTATION TO ENSURE THE ORGANIZATION IS FULLY PREPARED AND POSITIONED BEFORE RELEVANT ENTITIES.

IN ADDITION, WE WORK ON BUILDING AND MANAGING STRATEGIC INSTITUTIONAL RELATIONSHIPS WITH KEY PLAYERS IN THE BUSINESS ENVIRONMENT, INCLUDING INVESTORS, ENABLERS, PARTNERS, AND FUNDING INSTITUTIONS—FOSTERING LONG-TERM ALLIANCES THAT ELEVATE THE ORGANIZATION'S POSITION AND EXPAND ITS GROWTH OPPORTUNITIES.

OUR REPRESENTATION IS NOT SYMBOLIC; IT IS ACTIVE, DIRECT, AND EXECUTED WITH PROFESSIONALISM THAT REFLECTS THE TRUE IMAGE AND PRESENCE OF THE ORGANIZATION IN EVERY ENGAGEMENT.



BANKING AND FINANCIAL ADVISORY

AT SOLUTION PATHS, WE BELIEVE THAT A STRONG FINANCIAL FOUNDATION IS ESSENTIAL FOR ANY ORGANIZATION SEEKING STABILITY AND GROWTH. THAT'S WHY WE PROVIDE FULLY INTEGRATED BANKING AND FINANCIAL ADVISORY SERVICES, DESIGNED TO HELP COMPANIES BUILD STRATEGIC RELATIONSHIPS WITH THE BANKING SECTOR AND ACCESS EFFECTIVE AND SUSTAINABLE FUNDING SOLUTIONS.

WE BEGIN BY FACILITATING THE OPENING OF COMMERCIAL BANK ACCOUNTS IN ACCORDANCE WITH THE ORGANIZATION'S ACTIVITY REQUIREMENTS AND PREPARING THE NECESSARY CORPORATE AND FINANCIAL DOCUMENTATION. WE ALSO DEVELOP FUNDING AND CREDIT FILES TAILORED TO EACH BANK'S POLICIES AND THE REQUIREMENTS OF RELEVANT SUPPORT PROGRAMS.

WE REPRESENT OUR CLIENTS IN NEGOTIATIONS WITH BANKS, ADVOCATE ON THEIR BEHALF TO SECURE THE MOST FAVORABLE FINANCING OFFERS AND MANAGE THE SUBMISSION OF FUNDING APPLICATIONS TO OFFICIAL SUPPORT INITIATIVES SUCH AS KAFALAH, MONSHA'AT, WA'ED, THE INDUSTRIAL DEVELOPMENT FUND, AND OTHERS.

OUR SERVICES ALSO INCLUDE FINANCIAL STRUCTURING CONSULTATIONS, PREPARING CASH FLOW STUDIES AND REPAYMENT PLANS, AND CONDUCTING CREDITWORTHINESS ASSESSMENTS TO ENSURE THE ORGANIZATION'S ABILITY TO SECURE APPROPRIATE FINANCING WITHOUT RISK OF DEFAULT.

OUR ROLE CONTINUES EVEN AFTER FUNDING IS SECURED—THROUGH ONGOING MONITORING OF BANKING OBLIGATIONS, RESTRUCTURING OF FINANCING WHEN NEEDED, AND PROVIDING STRATEGIC RECOMMENDATIONS THAT REINFORCE FINANCIAL STABILITY AND SUPPORT THE COMPANY'S LONG-TERM GROWTH OBJECTIVES.



INSTITUTIONAL ENABLEMENT AND GOVERNANCE DEVELOPMENT

GOVERNANCE AND INSTITUTIONAL DEVELOPMENT ARE AMONG THE CORE PILLARS FOR ENSURING ORGANIZATIONAL SUSTAINABILITY AND ENHANCING READINESS FOR GROWTH AND COMPETITIVENESS. FOR THIS REASON, SOLUTION PATHS OFFERS A COMPREHENSIVE SUITE OF ORGANIZATIONAL SERVICES AIMED AT ESTABLISHING A COHESIVE AND EFFICIENT ADMINISTRATIVE ENVIRONMENT.

THESE SERVICES INCLUDE THE DESIGN AND DEVELOPMENT OF ADMINISTRATIVE AND ORGANIZATIONAL STRUCTURES TAILORED TO THE NATURE AND SIZE OF EACH BUSINESS, AS WELL AS THE FORMULATION OF OPERATIONAL POLICIES AND INTERNAL PROCEDURES (SOPS) THAT GOVERN WORKFLOWS AND ENHANCE EFFICIENCY. WE ALSO DEVELOP DETAILED AUTHORITY AND RESPONSIBILITY MAPS TO ENSURE ROLE CLARITY AND OPTIMAL TASK DISTRIBUTION IN LINE WITH BEST PRACTICES.

IN ADDITION, WE DEFINE KEY PERFORMANCE INDICATORS (KPIs) TO ENABLE CONTINUOUS MONITORING AND IMPROVEMENT OF BOTH ADMINISTRATIVE AND OPERATIONAL PERFORMANCE. WE ALSO PREPARE EMPLOYEE HANDBOOKS AND GOVERNANCE DOCUMENTATION TO CLEARLY REGULATE RELATIONSHIPS AMONG MANAGEMENT, STAFF, AND SHAREHOLDERS.

OUR PACKAGE ALSO INCLUDES THE DESIGN OF FLEXIBLE GOVERNANCE MODELS THAT RESPOND TO MARKET CHANGES AND SUPPORT TRANSPARENCY IN DECISION-MAKING, ALONG WITH THE ACTIVATION OF INTERNAL MONITORING AND AUDIT TOOLS TO ENSURE ONGOING COMPLIANCE. THROUGH THESE SERVICES, SOLUTION PATHS AIMS TO EMBED STRONG PROFESSIONAL FOUNDATIONS WITHIN EACH ORGANIZATION, SUPPORTING INSTITUTIONAL STABILITY AND PREPARING IT TO THRIVE IN A DYNAMIC AND EVOLVING BUSINESS ENVIRONMENT.





A PARTNERSHIP BUILT ON TRUST AND LONG-TERM COMMITMENT

AT SOLUTION PATHS, WE EMBODY THE TRUE ESSENCE OF PARTNERSHIP—OUR RELATIONSHIP WITH THE CLIENT GOES BEYOND TEMPORARY SERVICE DELIVERY AND IS BUILT ON A LONG-TERM COMMITMENT ROOTED IN TRANSPARENCY, PRECISION, AND CONSISTENT READINESS.

WE STRIVE TO FULLY UNDERSTAND THE OPERATIONAL CONTEXT OF EACH ORGANIZATION, ANALYZE ITS NEEDS WITH PRECISION, AND DESIGN PRACTICAL SOLUTIONS THAT GUIDE IT TOWARD STEADY GROWTH IN A CHALLENGING AND EVER-CHANGING BUSINESS ENVIRONMENT.

WE SERVE AS AN INTEGRATED SUPPORT HUB AT EVERY STAGE—FROM PLANNING TO EXECUTION—CONTINUOUSLY MONITORING, ANALYZING, AND ENGAGING WITH HIGH FLEXIBILITY TO ENSURE TANGIBLE, IMPACTFUL OUTCOMES.

THE TRUST OF OUR PARTNERS IS NOT EARNED BY QUALITY ALONE, BUT BY OUR CONTINUED PRESENCE AS BOTH ADVISOR AND IMPLEMENTER—AN ENTITY THAT UNDERSTANDS CHANGE, ANTICIPATES NEEDS, AND HELPS BUILD A STABLE FUTURE FOR THE ORGANIZATION.

EVERY STEP WE TAKE WITH THE CLIENT IS SEEN AS AN INVESTMENT IN SHARED SUCCESS. EVERY SERVICE EXPERIENCE WE OFFER IS DESIGNED TO BUILD A LONG-TERM RELATIONSHIP FOUNDED ON COMPETENCE, CREDIBILITY, AND MEANINGFUL RESULTS.

ORGANIZATIONAL ADMINISTRATIVE STRUCTURE – SOLUTION PATHS



Mr. Faisal Al-Aseri

CHIEF EXECUTIVE OFFICER

AS THE VISIONARY LEADER OF SOLUTION PATHS, MR. FAISAL AL-ASERI SETS THE STRATEGIC DIRECTION OF THE COMPANY. HE ENSURES ALIGNMENT ACROSS ALL DEPARTMENTS—COMMERCIAL, OPERATIONAL, AND TECHNOLOGICAL—DRIVING SUSTAINABLE GROWTH AND EXCELLENCE.

MR. FAISAL SPEARHEADS PARTNERSHIPS AND HIGH-IMPACT INITIATIVES THAT POSITION THE COMPANY AS A LEADER IN DELIVERING INTEGRATED OPERATIONAL SOLUTIONS. UNDER HIS LEADERSHIP, SOLUTION PATHS IS ADVANCING TOWARD ITS GOAL OF BECOMING THE PREMIER OPERATIONAL PLATFORM FOR INVESTORS AND ENTREPRENEURS ACROSS THE KINGDOM.



Mr. Abdullah Al-Harbi

CHIEF OPERATING OFFICER

MR. ABDULLAH AL-HARBI IS THE OPERATIONAL BACKBONE OF SOLUTION PATHS. HE LEADS AND ORGANIZES ALL ADMINISTRATIVE AND OPERATIONAL WORKFLOWS, ENSURING SEAMLESS COORDINATION ACROSS DEPARTMENTS THROUGH SMART, AGILE METHODOLOGIES.

HE IS RESPONSIBLE FOR DEVELOPING INTERNAL POLICIES, OPTIMIZING PROCEDURES, AND MONITORING THE PERFORMANCE OF CLIENT SERVICE PACKAGES. HIS ROLE IS NOT LIMITED TO DAY-TO-DAY OPERATIONS; HE ALSO CULTIVATES AN ENVIRONMENT THAT SUPPORTS GROWTH, DIGITAL TRANSFORMATION, AND LONG-TERM SUSTAINABILITY.

ORGANIZATIONAL ADMINISTRATIVE STRUCTURE – SOLUTION PATHS



Mr. Sultan Al-Aseri

CHIEF OPERATING OFFICER FOR TECHNOLOGY

MR. SULTAN AL-ASERI SERVES AS THE DIGITAL ARCHITECT OF THE SOLUTION PATHS ECOSYSTEM. HE LEADS THE COMPANY'S DIGITAL TRANSFORMATION EFFORTS—DEVELOPING CLOUD PLATFORMS, SYSTEMS, AND AUTOMATING OPERATIONAL PROCESSES. HE IS RESPONSIBLE FOR THE INTEGRATION AND MODERNIZATION OF THE TECHNICAL INFRASTRUCTURE TO ENSURE A SEAMLESS, EFFICIENT, AND RESPONSIVE CUSTOMER EXPERIENCE. HIS LEADERSHIP ENABLES SCALABLE, INTELLIGENT SERVICE DELIVERY ALIGNED WITH THE COMPANY'S INNOVATION GOALS



Mr. Omar Al-Nehmi

CHIEF CUSTOMER OFFICER

MR. OMAR AL-NEHMI IS THE FACE OF CLIENT ENGAGEMENT AT SOLUTION PATHS. HE LEADS THE CUSTOMER RELATIONS DEPARTMENT WITH A FOCUS ON EXCELLENCE IN COMMUNICATION, RELATIONSHIP-BUILDING, AND CLIENT SATISFACTION. HE MANAGES EVERY STAGE OF THE CUSTOMER JOURNEY—FROM INITIAL CONTACT TO POST-SERVICE FOLLOW-UP—ENSURING CLIENTS FEEL VALUED AS PARTNERS, NOT JUST CUSTOMERS. HIS ROLE INCLUDES DEVELOPING TAILORED COMMUNICATION STRATEGIES AND INNOVATIVE SERVICE APPROACHES THAT ALIGN WITH EVOLVING MARKET NEEDS

COMPREHENSIVE OPERATIONAL TRANSFORMATION FOR A STRUGGLING COMMERCIAL ENTITY



FIRST CASE

CONTEXT:

A CLIENT FACED COMPLEX OPERATIONAL CHALLENGES FOLLOWING A RAPID YET UNSTRUCTURED MARKET LAUNCH. THE PROJECT LACKED A CLEAR ADMINISTRATIVE FRAMEWORK, HAD NO EFFECTIVE RESOURCE MANAGEMENT MECHANISM OR PERFORMANCE TRACKING SYSTEM, WHICH LED TO REPEATED ERRORS, INCONSISTENT SERVICE QUALITY, AND DELAYS IN EXECUTING ESSENTIAL PROCEDURES—PARTICULARLY IN DAY-TO-DAY OPERATIONS AND INTERACTIONS WITH EXTERNAL ENTITIES.

KEY CHALLENGES:

- ABSENCE OF A CLEAR AND DEFINED OPERATIONAL PLAN.
- OVERLAPPING RESPONSIBILITIES AND TASKS WITH NO DOCUMENTATION.
- DELAYS IN PROCESSING GOVERNMENT TRANSACTIONS.
- DIFFICULTY IN MONITORING AND EVALUATING THE PERFORMANCE OF THE EXECUTIVE TEAM.
- WEAK INTERNAL COMMUNICATION BETWEEN DEPARTMENTS.
- NO DIGITAL SYSTEM FOR WORK MANAGEMENT OR DOCUMENT ARCHIVING.

THE SOLUTION OFFERED BY SOLUTION PATHS FOR BUSINESS SERVICES

A SPECIALIZED OPERATIONAL MANAGEMENT TEAM FROM SOLUTION PATHS FOR BUSINESS SERVICES WAS ASSIGNED, INITIATING A PHASED PLAN:

1. COMPLETE RESTRUCTURING OF ADMINISTRATIVE AND OPERATIONAL PROCESSES:
 - DEVELOPED A DOCUMENTED OPERATIONAL PROCEDURES MANUAL CATEGORIZED BY DEPARTMENTS AND FUNCTIONS.
 - DISTRIBUTED ROLES AND AUTHORITIES AMONG EMPLOYEES.
 - ESTABLISHED KPIS LINKED TO PERIODIC REPORTS.
2. IMPROVING INTERACTIONS WITH GOVERNMENT AND PRIVATE ENTITIES:
 - ORGANIZED THE CLIENT'S PROFILE ACROSS GOVERNMENT SYSTEMS.
 - FOLLOWED UP ON LICENSES AND RENEWALS.
 - COORDINATED OFFICIAL RESPONSES AND PROVIDED COMMERCIAL REPRESENTATION AS NEEDED.
3. INTERNAL DIGITAL ACTIVATION:
 - IMPLEMENTED BUSINESS MANAGEMENT SYSTEMS (CRM + ELECTRONIC ARCHIVING).
 - STRUCTURED OPERATIONAL MEETINGS AND TRACKED THEIR OUTCOMES.
 - MONITORED WORKFLOWS THROUGH REGULAR DIGITAL REPORTS.
4. CREATING A CLEARER AND MORE STABLE WORK ENVIRONMENT:
 - ESTABLISHED INTERNAL POLICIES (WORKING HOURS, HR, CUSTOMER RELATIONS).
 - DEVELOPED DAILY, WEEKLY, AND MONTHLY OPERATIONAL PLANS.

AFTER 45 DAYS	BEFORE INTERVENTION	METRIC
%75	%42	ACCURACY IN EXECUTING PROCEDURES
SATISFACTION OF EXTERNAL ENTITIES	FREQUENT COMPLAINTS AND CONFUSION	NOTICEABLE IMPROVEMENT, FEWER ISSUES
INTERNAL TASK COMPLETION SPEED	NOT MEASURABLE	AVERAGE OF 72 HOURS
CLARITY OF ROLES AND RESPONSIBILITIES	COMPLETE ABSENCE OF JOB DESCRIPTIONS	FUNCTIONAL STRUCTURE ESTABLISHED
READINESS OF LICENSING FILES	DISORGANIZED PAPER-BASED SYSTEM	%70 DIGITALLY ARCHIVED, LICENSES UPDATED
WORKFORCE STABILITY	HIRING ISSUES AND HIGH TURNOVER	FEWER RESIGNATIONS, CLEAR TEAM ROLES

CONCLUSION

THROUGH ITS OPERATIONAL MANAGEMENT SERVICE, SOLUTION PATHS FOR BUSINESS SERVICES TRANSFORMED A CHAOTIC AND DISORGANIZED STATE INTO A STABLE, AUTOMATED, AND GROWTH-READY OPERATIONAL ENVIRONMENT. THE SUCCESS WENT BEYOND STRUCTURAL ORGANIZATION—IT ELEVATED TEAM EFFICIENCY AND IMPROVED BOTH INTERNAL AND EXTERNAL BUSINESS EXPERIENCES, PLACING THE CLIENT ON A PATH TOWARD SUSTAINABLE SUCCESS

COMPREHENSIVE OPERATIONAL TRANSFORMATION FOR A STRUGGLING COMMERCIAL ENTITY



THE SECOND CASE

CLIENT: A COMPANY SPECIALIZING IN DAILY RENTAL UNITS

SERVICE PROVIDER: SOLUTION PATHS

SECTOR: TOURISM & HOSPITALITY – RESIDENTIAL RENTALS

IMPLEMENTATION DURATION: 30 WORKING DAYS

THE CHALLENGE:

THE CLIENT WAS FACING DIFFICULTIES MANAGING DAILY BOOKINGS DUE TO RELIANCE ON TRADITIONAL METHODS (PHONE OR WHATSAPP), WHICH LED TO DELAYS IN BOOKING CONFIRMATIONS, SCHEDULING CONFLICTS, AND A POOR CUSTOMER EXPERIENCE. COMMUNICATION WITH CLIENTS AND PRESENTING UNIT DETAILS WAS NEITHER PROFESSIONAL NOR STANDARDIZED.

THE SOLUTION PROVIDED BY SOLUTION PATHS:

SOLUTION PATHS DELIVERED A FULLY INTEGRATED ELECTRONIC PLATFORM THAT INCLUDED:

- A DEDICATED WEBSITE FOR DAILY UNIT BOOKINGS
- DETAILED LISTINGS FOR EACH UNIT WITH IMAGES, FEATURES, LOCATION, AND SIZE
- A REAL-TIME UPDATED BOOKING CALENDAR TO PREVENT SCHEDULING CONFLICTS
- INTEGRATION OF ONLINE PAYMENT OPTIONS FOR FAST AND EASY BOOKING
- INSTANT CUSTOMER NOTIFICATIONS VIA EMAIL OR SMS FOR BOOKING CONFIRMATIONS OR MODIFICATIONS

RESULTS IN THE FIRST MONTH:

- %40 INCREASE IN CONFIRMED BOOKINGS
- %60 REDUCTION IN COMPLAINTS RELATED TO COMMUNICATION AND BOOKINGS
- IMPROVED USER EXPERIENCE THROUGH SMOOTH AND FAST BROWSING OF UNITS AND BOOKINGS
- REDUCED AVERAGE COMMUNICATION TIME WITH CLIENTS FROM 6 MINUTES TO UNDER 1 MINUTE THROUGH THE PLATFORM
- %55 GROWTH IN ONLINE PAID BOOKINGS

CONCLUSION

SOLUTION PATHS CONTRIBUTED TO DIGITIZING THE CLIENT'S BOOKING EXPERIENCE, MAKING IT EASIER AND MORE PROFESSIONAL FOR CUSTOMERS TO BOOK THEIR UNITS, INCREASING THE RELIABILITY OF INTERNAL OPERATIONS, IMPROVING OCCUPANCY RATES, AND ENHANCING OVERALL CUSTOMER SATISFACTION.

Finally

AT MASARAT SOLUTIONS, WE BELIEVE THAT EXCELLENCE IS THE RESULT OF SMART PLANNING AND METICULOUS EXECUTION. WITH OUR DIVERSE EXPERTISE AND DEDICATED TEAM, WE PROVIDE YOU WITH INTEGRATED SOLUTIONS THAT ADVANCE YOUR BUSINESS AND MEET YOUR AMBITIONS. WE VALUE YOUR TRUST AND STRIVE TO BE THE IDEAL PARTNER FOR YOUR SUCCESS IN EVERY ENDEAVOR.

مسارات الحلول
لخدمات الأعمال



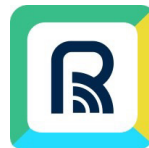
PARTNERS OF SUCCESS



مصرف الراجحي
alrajhi bank



المركز السعودي للأعمال
Saudi Business Center



تسعة اعشار للاستثمار



مسارات الحلول
لخدمات الأعمال



We are pleased to be the first strategic partner
in your journey towards professional operation and sustainable growth.

Contact Information for Masarat Solutions Business Services Company



www.solpaths.com



sales@solpaths.com



920033426



Jeddah, Southern Obhur District, Medina Road, 23733