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### In this Issue

- Message from the Managing Partner
- Crowe Pakistan is all set to remotely serve its clients
- How Digital Transformation Can Improve Business Continuity
- Crowe Dialogue on Code of Corporate Governance 2019 & Integrated Governance, Risk and Control
- Training Program on Agile Auditing conducted by Risk Advisory
- "FleetO" nominated for the SAP Innovation Award for 2020

### Message from the Managing Partner



Valued Clients,

Crowe Pakistan is mindful of the escalating risk and potential impact of COVID-19 on our team and clients. It becomes our prime responsibility to protect and safeguard the health and well-being of everyone we engage with.

As per the Government of Pakistan regulations, we have temporarily closed our offices nationwide till April 14, 2020 and enabled remote working facility for our team. We are equipped to maintain and deliver the quality service to our clients as before. While working from home, our team will continue to provide the desired support and advice throughout this period.

Wish and pray to come out of this testing time as a successful and resilient nation very soon; Stay safe.

Regards,

**Saeed A. Chaudhury**  
Managing Partner

## Get in touch with our Team

### For Advisory & Technology



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In line with the guidelines provided by the Federal and Provincial Governments and other authorities to fight against the probable spread of Coronavirus (COVID-19) Pandemic, Crowe Pakistan remains committed to deliver best possible services under the current circumstances.

During these testing times, the safety and well-being of our team members, clients, and families remain our top priority. We are considerate of our environment and community and want to do our part in keeping our teams and clients healthy. In that spirit, **we are implementing components of our Business Continuity Plan to assist in the containment of Coronavirus and help protect us all.**

**Accordingly, Crowe Pakistan has temporarily closed its offices nationally for visitors until further notice.** We encourage our clients and visitors to use electronic means of communication and exchange the required information.

Our staff and service line heads remain available via **email, cell phone and video conferencing** for their professional services and expert advice. Currently there will be no on-site signing of documents; however, Crowe Pakistan's authorized professional will continue to send the documents electronically for signatures and other processing. Crowe Pakistan's professional will coordinate in handling the requisite documentation to maintain workflow as best as possible and extend the usual facilitation electronically.

We are confident that through our joint efforts as a Nation we shall all emerge successfully from this situation. Looking forward to welcome you again in near future. Till then stay safe!!!



## How Digital Transformation Can Improve Business Continuity

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The coronavirus is having a huge impact on our lives and our daily business operations. Guidelines set by governments and businesses have forced people to stay at home. This means cancelled meetings and events as well as postponed client visits. Also, business processes may face interference or even disruption. For some businesses, such as professional services, the digital transformation process may enable connection, reduce manual activities, and minimise the risk of disruption due to a situation like the coronavirus. Thus, digital transformation can improve business continuity.

### Defining Digital Transformation

Digital transformation is defined as “the integration of digital technology into all areas of a business, fundamentally changing how you operate and deliver value to customers.” It is not about applying more technology. Instead, digital transformation involves putting technology into places it hasn’t been before.

Employing some of the digital transformation best practices described below may help improve business continuity during this situation and into the future.

### Remote Access

By providing remote access to company networks, applications, and data, your workforce can work from a different location outside the firm’s office or even the client’s location. Establish remote access through a secure connection, such as a virtual private network (VPN), and make it available to every employee. Applications and data should be centrally stored rather than housed on local devices. This will make it easier to manage and secure your applications and data.

### Digitalization of Processes

Businesses should determine which processes and operational activities rely heavily on manual handling and a physical presence. From there, decide which processes can be digitized. There are many easy-to-use software tools available that can transform these activities from manual to digital.

### Online Collaboration Platforms

Online collaboration platforms allow your workforce and clients to be engaged in assignments without having to face physical boundaries.

### Video Conferencing and Chat

Presentations, trainings, and business and team meetings can easily be done through video conferencing. Especially in times of quarantine, video conferencing enables you to continue with business activities that require human interaction.

### Online File Sharing

Company policies often prohibit large or sensitive data transfers through email due to technical limitations or security and privacy risks. File sharing platforms allow you to transfer and share files in a secure, efficient way.

### Process Automation

Digitizing processes and related activities are one thing, but to actually reduce dependency on human interaction is another. After processes have been digitized, businesses may consider automating certain activities. Processing high volume, repetitive transactions is a good example. When a pandemic actually impacts the availability of the human workforce due to health issues, process automation can safeguard business-process continuity.



## Crowe Dialogue on Code of Corporate Governance 2019 & Integrated Governance, Risk and Control

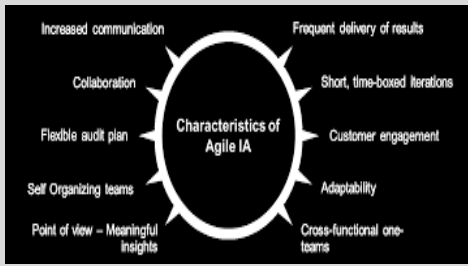


In the continuation of the Crowe Dialogue Series, the Corporate and Risk departments arranged an event on the topic of “Code of Corporate Governance 2019 & Integrated Governance Risk and Control” on 14 January 2020 at Royal Palm Golf and Country Club, Lahore. The event was attended by distinguished top tier representing the various industries of Pakistan, including, Directors, Chief Executive Officers, Company Secretaries and Chief Financial Officers of renowned Companies and Banks. Our senior management including Mr. Saeed A. Chaudhury (Managing Partner), Dr. Abrar Chaudhury (Senior Partner), Mr. Muhammad Nasir Muneer (Senior Partner), Mr. Amin Ali (Partner Audit & Assurance) were present at the event along with all department’s heads.

Mr. Muhammad Nasir Muneer, Senior Partner, shed some light on the Firm’s great and unmatched history and valuable milestones achieved during these 72 years. Mr. Iftikhar Taj Mian, Director Governance and Strategy, shared the valuable insights on recent changes in the Code of Corporate Governance. Mr. Waleed Khan, Director Risk Advisory, shared his views on integrated risk and control related to Governance.

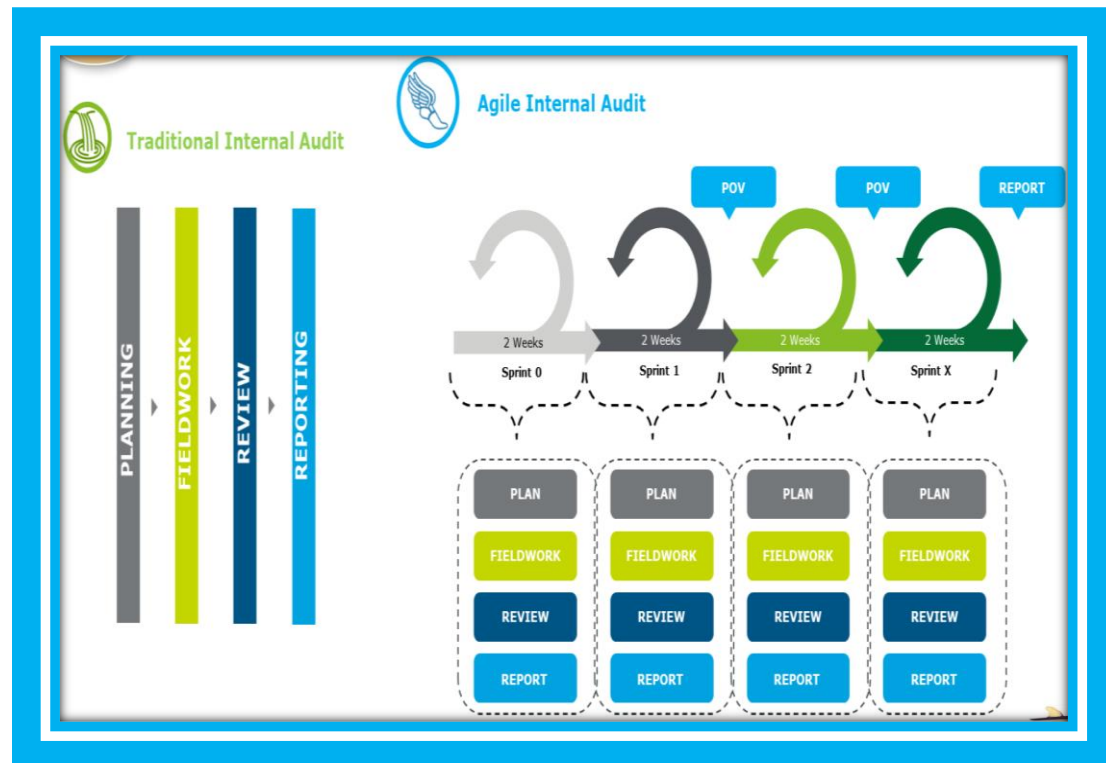
Crowe Pakistan is all set to continue its well established “Crowe Dialogue Series” in future as well which will cover the changing dynamics of business and new regulations and reforms to help their clients understand and adapt the change in seamless manner.





Mr. Waleed Khan, Director Risk Advisory, conducted a full day training session on Agile Internal Auditing for Banking Services Corporation of State Bank of Pakistan on 10 January 2020 in Lahore.

Training session was attended by the Internal Audit team of BSC-SBP and included the Agile Internal Auditing methods, concepts, benefits, key attributes and challenges in adopting Agile approach.



# “FleetO” nominated for the SAP Innovation Award for 2020



Hussain Chaudhury Consulting (HCC) participated in the SAP Innovation Summit happened in Palma de Majorca, Spain on 19-21 March 2020. HCC was represented by Ms. Tania Chaudhry, CEO HCC-ME, and Dr. Abrar Chaudhury, Senior Partner.

One of our HCC Labs developed solution, FleetO (the fleet management and tracking solution), was nominated for the SAP Innovation Award for 2020. We were only one of the four nominees shortlisted from the MENA region and one of the nine shortlisted from the EMEA (EUROPE AND MIDDLE EAST). A proud moment for a Pakistan based technology company.

Our solution was one of its kind incorporating the IoT model (internet of thing) where the software was plugged with hardware such as fuel sensors, GPS tracking and other auto devices to give customers a cutting edge experience in technology.

The solution was presented by Tania and Abrar to all the SAP partners in the summit.



SAP Business One

**HCC.** UNITED ARAB EMIRATES

**fleetO**

hcc-me.com

Solution has been developed based on a customer business case. Web/Mobile Fleet Management & Tracking Web /Mobile Solution "fleetO" is integrated to SAP Business One in the following modules; Fixed Assets, Tax Management, Discount Management, Business Partners, HR, A/R, A/P in case of maintenance, Banking Module (for payment means) & checks and includes the following functionalities:

- Real-time vehicle tracking
- Internet of Things (IoT) sensor monitoring
- Optimized logistics and fleet tracking
- Optimize fleet utilization
- Fuel theft analysis
- Increase fleet revenue and improve fuel consumption

The integration between fleetO and B1 is bidirectional as Fixed Asset and Orders are moving from SAP to fleetO whereas delivery updates, invoices, Driver and trip payments are moving from fleetO to SAP

Watch the video

"All in One fleet management solution designed to help your business to manage, track and optimize fleets with real time visibility."  
Mohsin Idrees - Development Head, HCC



Powered By **SAP Business One**

**Key Features**

- Real-time vehicle tracking
- Fuel theft analysis
- Optimized logistics and fleet tracking
- Internet of Things (IoT) sensor monitoring

**Cloud based fleet management solution**

An end to end solution to maintain, monitor and track your fleet

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**Efficient by Design**

Designed to improve:

1. Fleet Efficiency
2. Driver Efficiency
3. Fuel Efficiency
4. Fleet Tracking

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