

F R O S T & S U L L I V A N

2018

MIDDLE EAST  
BEST PRACTICES

*Awards Banquet*

14<sup>TH</sup> MAY, 2018  
ATLANTIS, THE PALM,  
DUBAI, UAE

2017 MIDDLE EAST BEST PRACTICES

*Star*



FROST & SULLIVAN  
2017 MIDDLE EAST BEST PRACTICES



## AWARDS OVERVIEW

Frost & Sullivan Awards recognizes companies across regional and global markets for demonstrating outstanding achievement and superior performance in areas such as leadership, technological innovation, customer service, strategic product development, etc.

Frost & Sullivan's robust research methodology represents the analytical rigor of our research process. It offers a 360-degree-view of industry challenges, trends, and issues by integrating all 7 of Frost & Sullivan's research methodologies. Too often, companies make important growth decisions based on a narrow understanding of their environment, leading to errors of both omission and commission. Successful growth strategies are founded on a thorough understanding of market, technical, economic, financial, customer, best practices, and demographic analyses. The integration of these research disciplines into the 360-degree research methodology provides an evaluation platform for benchmarking industry players and for identifying those performing at best-in-class levels.

## AWARDS PROGRAM

Best Practices and leading business models require a company to demonstrate excellence in growth, innovation, and leadership. This key differentiator involves a bold demonstration of driving demand, brand strength, and competitive differentiation – all of which deliver impressive value and innovation into the marketplace. Benchmarked against the highest standards in the industry, the Award recipients indeed represent the best-in-class. In our fourth consecutive year, the 2018: Middle East Best Practices Awards banquet will recognize outstanding performance and achievement of such companies.






The Awards give upfront industry recognition and benefits that can be leveraged internally within the organization as well externally in the market. Some significant benefits include:

- ▶ Improved Investor Relations
- ▶ Enhanced Visibility for Products or Services
- ▶ Increased Value to PR and Marketing Efforts
- ▶ Satisfied Shareholders
- ▶ Reinforced Positive Client Relationships
- ▶ Higher Employee Morale

WHO'S ATTENDING



AWARDS SELECTION AND EVALUATION PROCESS 2018

-  **Market Scan and Prelim Research**
-  **Establish Evaluation Criteria and Metrics**
-  **Short-list Nominations**
-  **Deep Dive Research and Analysis**
-  **Develop Awards Dossier and Competitive Matrix**
-  **Jury Meet to Present Competitive Matrix**
-  **Jury Panel Select Award Winners**
-  **Awards Banquet**



## AWARD SELECTION CRITERIA

Frost & Sullivan follows a rigorous measurement-based methodology to select recipients in each category. Measurement parameters applied to conduct a detailed study of each nominated company on the basis of actual market performance indicators have been listed below. Variations on specific measurements may apply to certain categories (refer to individual award category description). The base year for benchmarking is calendar year 2017.

- ▶ Revenue growth
- ▶ Market share in specific category and growth in market share
- ▶ Demonstrated leadership in new product introduction and innovation
- ▶ Breadth of products and solutions
- ▶ Major customer acquisitions
- ▶ Business / market strategy
- ▶ Efficacy of innovation process
- ▶ Product service value
- ▶ Product service and positioning



## AWARD CATEGORIES

The 2018 Frost & Sullivan Middle East Best Practices Awards Categories are:

### Energy & Environment

UAE Energy Management Company of the Year Award  
 KSA Catering Company of the Year Award  
 UAE Facilities Management Company of the Year Award  
 KSA Facilities Management Company of the Year Award  
 KSA Manned Guarding Company of the Year Award  
 UAE Waste Management Company of the Year Award  
 KSA Waste Management Company of the Year Award  
 KSA LED Lighting Company of the Year Award  
 UAE LED Lighting Company of the Year Award



### Tech Vision

UAE Urban Farming New Product Innovation Award  
 UAE Water Filtration New Product Innovation Award  
 UAE Energy Efficiency New Product Innovation Award  
 Middle East Utility Scale Solar New Product Innovation Award  
 UAE Community Scale Solar New Product Innovation Award  
 UAE Blockchain New Product Innovation Award  
 UAE Augmented Reality New Product Innovation Award  
 UAE Drones Company of the Year Award



### Visionary Science

UAE Preserved Food (Canned Seafood) Company of the Year Award  
 UAE Beverages (Fresh Juice) Company of the Year Award  
 UAE Bakery (Functional) Company of the Year Award



## AWARD CATEGORIES

The 2018 Frost & Sullivan Middle East Best Practices Awards Categories are:

### Transformational Health

UAE Private Tertiary Care Hospital of the Year Award (Single/Independent)  
 KSA Private Tertiary Care Provider of the Year Award (Single/Independent)  
 UAE / KSA Home Healthcare Service Provider of the Year Award  
 UAE Home Healthcare Medical Devices Company of the Year Award  
 GCC Innovation Driven Pharmaceutical Company of the Year Award  
 GCC Emerging Generic Pharmaceutical Company of the Year Award  
 GCC Emerging Pharmaceutical Manufacturing Company of the Year Award  
 UAE Medical Insurance Company of the Year Award  
 UAE Healthcare Brand Campaign of the Year Award  
 UAE Pharmaceutical Retail Company of the Year Award



### Transportation & Logistics

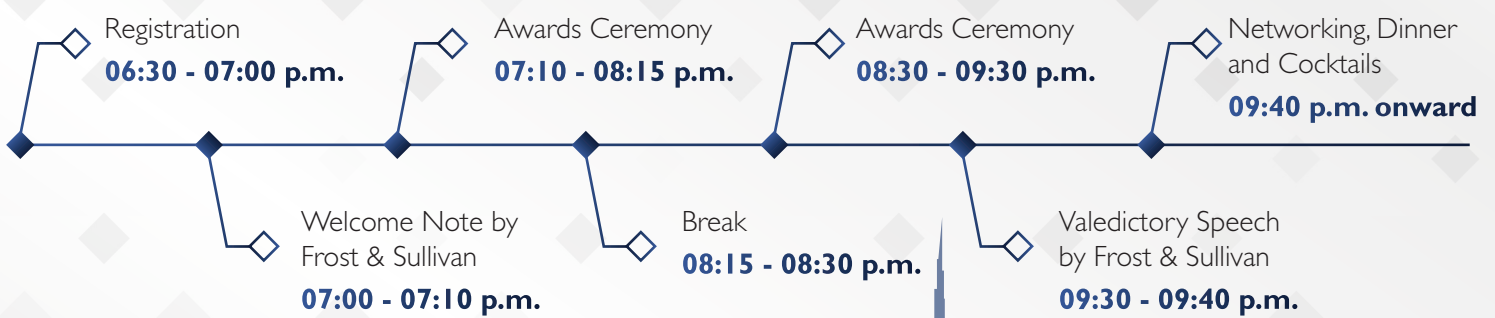
UAE Express Service Provider of the Year Award  
 UAE Warehousing Service Provider of the Year Award  
 UAE E-commerce Logistics Provider of the Year Award  
 UAE Distribution Service Provider of the Year Award  
 KSA Logistics Service Provider of the Year Award  
 KSA Express Service Provider of the Year Award  
 KSA Road Transportation Service Provider of the Year Award  
 KSA E-commerce Logistics Provider of the Year Award  
 KSA Warehousing Service Provider of the Year Award  
 KSA Distribution Service Provider of the Year Award  
 GCC Regional Logistics Service Provider of the Year Award  
 GCC Regional Express Service Provider of the Year Award  
 GCC Regional Road Transport Service Provider of the Year Award  
 Oman Logistics Service Provider of the Year Award  
 Kuwait Logistics Service Provider of the Year Award





## AGENDA

Schedule at a Glance







## GLIMPSES OF OUR PREVIOUS BANQUETS



## JURY MEMBERS



**Bill Heath**  
Founder & Owner,  
Focus LLC

Bill has over 35 years of experience in the property and construction industry working at senior levels with a strategic and entrepreneurial approach. In 1994, he was instrumental in the "Buy in of Management Buy Out" from Xerox, which resulted in the creation of a facilities management business called CBX. Under Bill's leadership, CBX grew rapidly from 35 to 300 people and a turnover of £70 million. In 1998, CBX was acquired by Sulzer Corporation. Bill left CBX in 2001 to join Bovis Land Lease as Managing Director of their facilities management division. In 2002 he joined Mace Group, to set their facilities management

business Macro UK, with the support of former colleagues. The vision was to create a modern thinking FM company, Macro rapidly grew in staff numbers and had a turnover of £41m million by 2007. In 2008 Bill became chairman of Macro Group and managing director of Macro International a new business entity in the Middle East. This business expanded rapidly to deliver FM services across the GCC based out of UAE. Bill stepped down from Macro in 2017, which had a turned over in excess of £120m, employing over 850 people and operating in 44 countries.

Bill has been recognised within the FM industry on many occasions;

- 2017 – awarded FM Executive of the year in Middle East.
- 2012 -16 one of the top 10 most powerful leaders in FM industry by FM Middle East
- 2008 -17 Macro International won the Consultancy of the Year Award 7 times in the Middle East.
- 2008 - one of the UK's top Pioneers of Facilities Management by FM World.



**Deepak Jain**  
Managing Director,  
Mont Hill

Deepak is an accomplished real estate sector leader with a proven track record of delivering superior performance on real estate projects. He has more than 20 years' experience across mature and emerging markets covering all real estate asset classes and development types. Deepak has a background in strategy, transaction advisory, investments and development management. He has intimate knowledge of key markets across Middle East and Africa having advised on a number of projects in the region. Deepak has been a regular thought leader in the region and is passionate about real estate project

planning, analytics, green buildings and technology.

- Group Chief Strategy Officer, Emaar Properties PJSC
- Head of Strategic Consulting (MEA), Jones Lang LaSalle
- Previous roles with Taj Hotels, Compass plc and Sodexo.
- MBA – Cornell University, ESSEC Business School
- Member of Royal Institution of Chartered Surveyors
- Member of Urban Land Institute

## JURY MEMBERS



**Laila Aljassmi**  
 Founder & CEO  
 Health Beyond Borders

Laila is the founder & CEO of Health Beyond Borders in Dubai. Health Beyond Borders is a bespoke Dubai based health care advisory firm focused on the following services; Healthcare Strategy and Research, Health Investment Facilitation, Healthcare Marketing and Business Development in UAE, Medical Tourism Consulting and Facilitation, Training and Workshops. HBB can help your business navigate through the challenges and leverage the opportunities and bring considerable economic benefit in a sustainable and effective manner.

Prior to this Laila was the CEO of Health Policy and Strategy sector at Dubai Health Authority (DHA). She was responsible for the development of the policy and legislation for the health system in the Emirate of Dubai driven from Dubai Strategic Plan (DSP). Overseeing the implementation of the DHA Health strategy and conducting sector planning and forecasting. This to assure that Dubai develops a world class health system, high quality Public Health and healthcare service provision. She has extensive knowledge of the healthcare systems, Health reforms, strategic direction, planning and delivery of healthcare services. She was leading the process of Dubai health reform that took place in 2007 and changes the structure and the role of Department of Health & Medical Services to Dubai Health Authority.

Laila has led the Dubai medical tourism initiative which was started in 2012 to place Dubai in the world health tourism map. Laila is a graduate from the College of Allied Health Science and Nursing in Kuwait University and in 2007 secured her Masters in Executive Healthcare Administration from Zayed University with honorary. Also she is a graduate of Sheikh Mohammed Bin Rashid Executive leadership program 2013, and the Sheikh Rashid Award for Scientific Outstanding (2008). She was also awarded the Feigenbaum Excellence Leadership Award for "Women's leaders" 2011. Recently she is been awarded as one of the 50 of "GCC Women leaders" by World CSR Day & World Sustainability for 2016. Laila also been awarded as one of the 50 Women in Health Care & Wellness by CSR, 2016-2017 in Mumbai, and also awarded one of the World's Greatest Women Achievers 2016-17 by URS Asia One.



**Dr. Mohamed  
 Abdulrahman Al Nuaim**  
 Medical Director,  
 Chief Operating Officer,  
 Assistant Chief Executive Officer  
 King Faisal Specialist Hospital  
 & Research Centre

Dr. Mohamed has 30 years of deep dive in Healthcare Landscape in the KSA and continued as a practicing physician. There was a partial retirement 2 years ago with a deep dive in technology as it relates to medical equipment and IT (responsible for procurement for the last 15 years). He is also advocate of affordable technology. Currently he is the Medical Director, Chief Operating Officer, Assistant Chief Executive Officer at King Faisal Specialist & Research Center. He has studied Medical Management in the USA, certified physician executive. He is also American Board Certified, Canadian Fellowship certified

specialty & sub specialty internal medicine endocrinology.

## JURY MEMBERS



**Fethi Khiari**  
Chief Executive Officer  
United Foods Company

Fethi Khiari took the helm of United Foods Company in April 2012 as CEO, taking on the lead role in steering the company towards a major shift in its strategic direction and management. Before 2012, the Company was heavily relying on its ASEEL ghee exports to the Levant and North Africa. The so called "Arab spring" largely destroyed the economies and security and even the social fabric, of UFC main markets, like Syria and Libya and shattered this export activity. The new CEO had to write a new strategy script for the Company.

The Company Management has been profoundly restructured to handle the newly shared objectives:

1. Focus on UAE local market
2. Upgrade the production facilities and warehouses through a heavy Capex.
3. Improve the integrated Information systems, adopting SAP as its backbone
4. Enlarge the product portfolio
5. Embrace a more assertive and dynamic role in other GCC markets.

Prior to joining United Foods Company, Khiari was the CEO of the confectionery division of IFFCO Group in Dubai for six years. Previously, he worked for 10 years for Chupa Chups in South America and for 8 years in Nestle North Africa and Central America.

**MEDIA PARTNERS**



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Contact: [info@eyeofdubai.ae](mailto:info@eyeofdubai.ae) | Tel: +971 4 2526061



[www.eyeofriyadh.com](http://www.eyeofriyadh.com), a city marketing portal that provides media and marketing solutions servicing to both local and international clients, and support major events through sponsorship, organizing, and marketing services such as:

- Email campaign • Banner advertising • Social Media Campaign
- SMS Campaign • Events Marketing • Public Relations Services • Web Design & Development Services • Advertising, Media, Graphic Design

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The Arab Hospital aims for excellence, reliability and most importantly professional journalism that is relevant for the region. Our message is to enlighten our societies on the importance of a well managed and developed Health Care field. The magazine is available monthly throughout the Gulf area, the Levant and North Africa with a total circulation of 65,000 copies. Our subscribers are

mostly ministries of health, hospitals, private clinics, universities, health care related industries (pharmaceutical, equipment suppliers, IT, insurance), doctors and health conscious readers. [www.tahmag.com](http://www.tahmag.com)



Middle East Business News and Magazine is part of Ougarit Group for Marketing. Middle East Business provides quality information about business dynamics and pertinent economic and socio-economic issues, highlights investment prospects, analyses business trends and connects private sector players within the Middle East region, and between this important region and other countries around the globe. The magazine also sheds light on gender issues related to business as well

as on creative approaches by policy-makers to resolve business related dilemmas. Middle East Business is an important economic media communication vehicle for promoting private sector-led growth in the Middle East region.

Middle East Business is powered by a mobile application, website and through social media. We solidified all of this with an audiovisual channel on YouTube. We are strengthened by a network of correspondents across many countries.

<http://middleeast-business.com>

[www.facebook.com/MiddleEastBusinessNews](http://www.facebook.com/MiddleEastBusinessNews)

## ABOUT FROST &amp; SULLIVAN

Frost & Sullivan, the Growth Partnership Company, works in collaboration with clients to leverage visionary innovation that addresses the global challenges and related growth opportunities that will make or break today's market participants. For more than 50 years, we have been developing growth strategies for the global 1000, emerging businesses, the public sector and the investment community.

**Contact us: Start the discussion**

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