



Shared Service Center established in **2013**



**200+** FTEs

2021	5% Expected Growth
2020	210 FTEs
2019	185 FTEs +13%
2018	120 FTEs +54%



**Scope of Service** Global IT Hub, finance, Controlling, HR, Purchasing, Customer Services, Supply Chain Planning, Market Research.



Countries served – **Global including: USA, Germany, Turkey, GCC, South Africa, Nigeria**



Languages supported from Egypt **English, German, French, Turkish**



**Moving Forward** In 2017, Henkel decided to invest 50M EGP to expand its SSC operations in Cairo and build a **Global IT Hub** to support the implementation of Henkel digital strategy.



Egypt is one of the strategic key countries for Henkel aiming to continuously growing the business to cater for the growing market in Egypt and to establish Egypt as an exporting hub for the entire MEA region –

**Khaled El Mor - General Manager for Henkel Captive service center in Cairo**