

# FIRM PROFILE

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## Business Process Outsourcing (BPO) Services



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USA, UAE, PAKISTAN



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# Table of Contents

**1 ABOUT US**

---

**2 OUR SERVICES**

---

**3 BUSINESS PROCESS  
OUTSOURCING**

---

**4 OTHER SERVICES**

---

**5 HOW WE DELIVER**

---

**6 OUR PEOPLE**

---

**7 OUR GLOBAL OUTREACH**

---

**8 CONTACT US**



# ABOUT US

Z.M.K. & Co. is a professional services firm specializing in Audit, Assurance, Taxation, and Business Process Outsourcing (BPO). Established in 2008, we are registered with the **Institute of Chartered Accountants of Pakistan (ICAP)** and are a member of **GMN International**, a global network of independent accounting and consulting firms. This affiliation allows us to blend local expertise with global insights, offering solutions that address the evolving needs of our clients.

We work closely with businesses across various sectors, providing practical, efficient services that support their operations and strategic goals. Our approach is grounded in a deep understanding of industry requirements and a commitment to maintaining professional standards.

## Vision

To provide straightforward, effective solutions that enable businesses to grow and succeed, while contributing to broader sustainability goals.



## Mission

We aim to deliver services that are tailored to the unique challenges of each organization. By focusing on optimizing processes, managing risks, and fostering collaboration, we help clients achieve their objectives in a practical, results-driven manner.

At Z.M.K. & Co., we prioritize delivering reliable, solutions-focused services that balance global knowledge with local understanding. Our team is committed to working alongside clients, ensuring transparency and integrity in everything we do.





## Assurance Services

- External Audit
- Internal Audit
- Agreed Upon Procedures
- Performance Audits



## BPO Services

- Finance & Accounting Management
- Taxation Services
- High-volume Transaction Services
- Advisory & Consulting Services
- Technology Integration
- Human Resource Management Services



## Taxation Services

- Preparation & Filing of Tax Returns
- Tax Planning & Consulting Services



## Digital Transformation & Integrated Solutions

- Odoo Implementation & Customization
- Odoo Accounting
- QuickBooks Integration & Management
- Software Development & Implementation



# BUSINESS PROCESS OUTSOURCING

ZMK's Business Process Outsourcing (BPO) services provide comprehensive support in Finance, Accounting, Tax Management, and Human Resource Management. From streamlining high-volume transactions to offering expert advisory and seamless technology integration, our solutions are tailored to improve efficiency and drive business growth.

## **1. Finance & Accounting Management:**

- Complete management of Finance and Accounting departments, including Bookkeeping, Payroll Processing, and Financial Statement Preparation.
- Efficient Accounts Payable and Receivable Management, Budgeting, and Forecasting.

## **2. Taxation Services:**

- Preparation and filing of tax returns for individuals and businesses, alongside tax planning and advisory services to optimize liabilities.
- Support during tax audits and dispute resolution.

## **3. VAT Compliance & Advisory Services:**

- VAT Compliance and advisory for local and international regulations.
- Preparation and submission of VAT returns
- Support during VAT audits, handling queries and liaising with tax authorities.
- Advisory on VAT-efficient structuring to reduce liabilities and promote business growth

## **4. High-Volume Transaction Processing:**

- Efficient handling of repetitive data input tasks and third-party order processing to ensure accuracy and timeliness.

## **5. Advisory & Consulting Services:**

- Strategic financial advice to support decision-making and risk management, including mergers and acquisitions support and corporate finance advisory.

## **6. Technology Integration:**

- Implementation and support for Accountancy Software and other cloud-based solutions to enhance efficiency, accuracy, and security in Financial Reporting.

## **7. Human Resource Management:**

- Tailored recruitment solutions to help organizations attract and retain top talent, aligning candidates with company culture and values
- Comprehensive screening and selection processes to ensure the best fit for each role
- Payroll processing with efficient, timely, and accurate services to support employee satisfaction and compliance
- Scalable manpower supply for both short-term and long-term staffing needs
- End-to-end HR management services to optimize workforce potential and drive sustainable organizational growth



# OTHER SERVICES

## ➔ Assurance Services

Our approach focuses on evaluating systems, procedures, and data to identify areas for improvement, ensuring reliable and timely information to guide management decisions.

Our key offerings include:

- External and Internal Audit
- Agreed-upon Procedures
- Internal Controls Reporting
- NGO-related assurance services
- Performance Audits
- Cost Audits

## ➔ Taxation Services

ZMK's Tax Advisory services ensure compliance while optimizing tax positions for businesses and individuals.

Our expertise covers:

- Preparation and Filing of Income Tax & Sales Tax Returns
- Representation before Tax Authorities
- Tax Planning & Compliance Audits
- Sales Tax and Income Tax Audits
- Advisory on Sales and Income Tax Matters

We navigate complex tax regulations, offering tailored strategies for both corporate and individual clients.

## ➔ Software Development

Our Software Development team delivers custom technology solutions to help businesses innovate and thrive. We specialize in:

- Custom Software, Web, and Mobile App Development
- Cloud Computing
- Software Quality Assurance and Testing
- Maintenance & Support
- Software Consulting

We ensure that every solution is aligned with our client's business goals to improve productivity and competitiveness.

## ➔ Software Implementation

As official Odoo Partners and QuickBooks ProAdvisors, ZMK excels in implementing business software solutions that streamline processes and enhance operational performance. We offer end-to-end implementation services, including training and post-deployment support, ensuring seamless transitions to new systems.



# HOW WE DELIVER

At ZMK, our Business Process Outsourcing (BPO) service model is designed with precision and client-centricity at its core. We start by deeply understanding each client's unique needs, ensuring every step of our process—from onboarding to ongoing support—aligns with their business objectives. Our structured workflow combines dedicated account management, specialized teams, system integration, and rigorous quality assurance, guaranteeing consistent performance and measurable results. Through transparent reporting and continuous support, we maintain a partnership approach, adapting to evolving client needs to drive long-term success.



## Onboarding

- Gather requirements, define objectives, and assess specific needs to tailor our services



## Account Setup

- Assign an Account Manager, finalize service agreements, and establish communication channels



## Specialised Teams

- Allocate a specialized team based on service areas



## System Integration

- Integrate with client systems or set up secure data access; train teams on client-specific processes



## Execution & QA

- Execute tasks with real-time quality control, maintaining high standards in service



## Performance Tracking

- Monitor KPIs and metrics continuously to ensure service delivery aligns with client expectations



## Reporting & Feedback

- Provide periodic performance reports and collect feedback for continuous improvement



## Continuous Support

- Adapt to changes and offer ongoing support, with flexibility in service adjustments as needed



# OUR PEOPLE

Our team is composed of certified professionals with expertise across various industry-leading software platforms and business domains. Each member brings a wealth of knowledge, ensuring our clients receive exceptional service and innovative solutions that meet their specific needs. Our commitment to professional development and industry certification enables us to deliver reliable and high-quality outcomes in every project.

## Our Core Team



Zia Ullah, FCA  
Chief Executive Officer  
Leadership, Strategy, Finance



Abdul Gayour Rana  
Director of IT  
Technology System Management



Mazhar Iqbal, FCA  
Head of Tax Advisory Service  
Tax Advisory, Compliance, Strategy



Waheed Shareef  
Director  
Operations, Strategic Planning



Manal Iftikhar  
Head of BPO Services  
BPO Services, Process Optimization



Nazar Abbas Naqvi, MBA  
Director of Capacity Building  
Training, Organizational Development



Qasim Shehzad, ACA  
Manager Assurance  
Audit & Assurance, Financial Reporting



Syed Wasi Haider  
Director  
Corporate Governance, Risk Management



Babar Aziz  
Director of Business Development  
Client Relations, Business Development



M Zia Ul Islam  
Chief Technology Officer  
IT Infrastructure, Digital Transformation

## Our Certified Resources

Name	Software	Certification level
Mr. Zia Ullah	Quickbooks   Odoo	Pro Advisor   Certified
Mr. Ali Raza	Xero	Advisor
Ms. Nayab Khan	Xero	Advisor
Mr. Abdul Rehman	Xero	Advisor
Ms. Aqsa Kanwal	Xero	Advisor
Mr. Abdul Moiz	Xero	Advisor   Payroll
Mr. Shehreyar Khan	Xero	Advisor



# OUR GLOBAL OUTREACH

With a strategic base in Pakistan, ZMK has expanded its expertise across borders to serve clients globally. Our services extend throughout key regions, including the United States, the United Arab Emirates, the United Kingdom, France, South Africa, and Somaliland. This diverse geographical presence enables us to deliver tailored solutions with a deep understanding of local markets and unique business environments. Our commitment to quality and innovation drives our ability to adapt to each client's specific needs, no matter where they are located.



# CONTACT US



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member  
an association of  
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accounting firms

partnering for success