

Burgan Bank Signs Partnership with SAP to Deploy the SuccessFactors HCM System

In line with its digital transformation strategy and commitment to fostering the best work environment in Kuwait's banking sector



Mr. Barrak Jassem Al-Mattar, General Manager – Information Technology at Burgan Bank



Mr. Ali Hussain Akbar, Deputy General Manager – Human Resources at Burgan Bank



Mrs. Sundus Bushahri, Managing Director SAP Kuwait



Mr. Fadel Abdullah, Mrs. Sundus Bushahri, Mr. Naqeeb Amin, and Mr. Barrak Al-Mattar

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Burgan Bank announced a partnership deal with SAP, a global leader in enterprise applications and business AI, as a strategic step toward deploying the cutting-edge, full-suite human resources management (HRM) system, SuccessFactors. This agreement marks a feat for both human resources and IT departments, reflecting the Bank's vision and strategy to be the most modern and progressive bank in Kuwait, and its commitment to offering an outstanding and motivational workspace that stands out across Kuwait's banking sector.

The agreement was signed by Mr. Fadel Abdullah, Chief Executive Officer – Kuwait at Burgan Bank, and Mrs. Sundus Bushahri, Managing Director SAP Kuwait, in the presence of executive management members from both organizations.



Mr. Fadel Abdullah and Mrs. Sundus Bushahri signing the agreement in the presence of members of the executive management team from Burgan Bank and SAP Kuwait

In light of the partnership, Mr. Barrak Jassem Al-Mattar, General Manager – Information Technology at Burgan Bank, said: “Adopting SAP's SuccessFactors system is a strategic and deliberate step in Burgan Bank's digital transformation journey that reflects our commitment to deploying the latest global technologies, developing our digital infrastructure, and enhancing our operational efficiency, especially in human resources management. Thanks to this integrated AI

and data-driven system, we can provide our employees with an advanced technical experience that supports their holistic growth.”

He added: “We will continue implementing all advanced systems as part of Burgan Bank’s strategy to create a digital and secure work environment that keeps pace with the latest developments in the global banking sector.”

For his part, Mr. Ali Hussain Akbar, Deputy General Manager – Human Resources at Burgan Bank, commented: “We are pleased to announce our partnership with SAP to implement SuccessFactors, one of the world’s leading HRM solutions. This comes as part of the Bank’s ongoing efforts to elevate its human resources infrastructure and provide a comprehensive and outstanding digital experience for our employees, who sit at the top of our priorities and form the foundation of our sustainable success. Through this system, we will be able to support their career growth more effectively and innovatively, in line with the Bank’s strategy and dedication to achieving excellence in the banking sector and the field of digital transformation.”

Mr. Ali added: “Adopting SuccessFactors is an extension of our commitment to attracting ambitious talents and enhancing our employees’ skills through training, development, and career planning. We are also aware that successful and smooth onboarding facilitates new hires’ integration into the work environment, reflecting Burgan Bank’s culture of streamlining internal procedures. In addition, we aim to foster a flexible, digital work environment that motivates and empowers our employees to grow and develop, facilitating their daily work experience in line with the highest global standards and strengthening our position in the local market.”

On her part, Mrs. Bushahri said: “Burgan Bank’s deployment of SAP SuccessFactors marks a strategic step in its digital transformation journey, with a strong focus on people and performance. By modernizing core HR processes and leveraging SAP’s Business AI capabilities, the Bank is building the foundations for a more agile, inclusive, and future-ready workforce. This approach reflects a clear commitment to continuous development and innovation.”

With this partnership, Burgan Bank affirms its unwavering commitment to adopting the best global digital solutions, developing the work environment, elevating employees’ professional experiences, and supporting their professional development.



As a certified Great Place to Work[®], Burgan Bank remains committed to achieving organizational excellence by partnering with the best service providers and deploying the latest technologies across the market. Previous efforts include Burgan's partnership with market-leading Tata Consultancy Services to upgrade its core banking system by implementing the TCS BaNCS™ suite of products.

About Burgan Bank

Established in 1977, Burgan Bank is a Kuwait-based conventional bank with a significant focus on the corporate and financial institution sectors. From its earliest days, the Bank has significantly sought to diversify its offering to cater to its growing retail and private banking customer base.

Burgan Bank has majority-owned subsidiaries, collectively known as the “Burgan Bank Group”, in the MENAT region. This Group is supported by one of the largest branch networks across the region and includes: Gulf Bank Algeria – AGB (Algeria), Tunis International Bank – TIB (Tunisia), Burgan Bank Turkey (Turkey) and United Gulf Bank (Bahrain). Furthermore, Burgan Bank has a presence in the UAE through its corporate office, Burgan Financial Services Limited.

The Bank has continuously improved its performance over the years, through an expanded revenue structure, diversified funding sources, and a strong capital base. The adoption of state-of-the-art services and technology has positioned it as a trendsetter in the domestic market and within the MENA region. Moreover, Burgan Bank's brand has been built on a foundation of real values – trust, commitment, excellence, and progression – which serve as a reminder of the high standards to which the Bank always aspires. In fact, the Bank's core philosophy of ‘Driven by You’ is the foundation on which its products and services are continuously developed.

Burgan Bank has achieved the LEED v4.1 O+M: EB Gold Certification for its Head Office in Kuwait City. The Bank has also obtained the ISO/IEC 27001: 2022 Information Security Management Systems certificate (ISMS), ISO /IEC 27701:2019 Privacy Information Management Systems (PIMS), ISO/IEC 20000-1: 2018 Information Technology Service Management System (ITSMS) and was re-certified with the prestigious ISO 9001:2015 Quality Management System (QMS), making it one of the few banks in the GCC and Kuwait to receive such certification for five consecutive times. At the same time, the Bank has the distinction of being the only Bank in Kuwait to have won the JP Morgan Chase Quality Recognition Award for twenty consecutive years. Moreover, in a testament to its dedication to the development of its human capital, Burgan Bank is the first bank in Kuwait to be certified as a Great Place to Work[®], earning the distinct honor in 2023.

Burgan Bank is a majority-owned subsidiary of KIPCO (Kuwait Projects Company), one of the largest holding companies in the MENA region.

About SAP

As a global leader in enterprise applications and business AI, SAP (NYSE:SAP) stands at the nexus of business and technology. For over 50 years, organizations have trusted SAP to bring out their best by uniting business-critical operations spanning finance, procurement, HR, supply chain, and customer experience. For more information, visit www.sap.com. For more information, visit www.sap.com.