



# KPMG Managed Services

Front, middle, and back-office solutions that please the corner office too.



41%

of organizations currently outsource more than half of their IT, risk/cyber security, and business performance to managed services providers



75%

expect their organizations to increase spending on managed services over the next two years.



62%

expect an increase in the need for ESG reporting and transparency services

KPMG and HFS Managed Services Outlook 2022

Business transformation is the path to sustained advantage. But transformation is not a fixed destination; it's an ongoing journey. How can you continually evolve your business functions to keep up with ever-changing targets?

KPMG Managed Services can help. We combine advanced technology with functional and sector expertise to handle knowledge-intensive processes across your enterprise—on a subscription, as-a-service to drive outcomes like resilience, customer retention, and stakeholder trust.

## Managed services that go beyond.

KPMG Managed Services is very different from traditional models based mainly on labor arbitrage for transactional work. Our subscription-based services offer predictable costs, any-shore delivery, and the option to flex up or down to meet fast-changing needs.

Beyond the back office

Beyond cost savings

Beyond technology alone

## It's a forethought, not an afterthought.

Many companies approach managed services as an add-on—the tactical “run” phase that follows the more substantive redesigning and rebuilding of operations. At KPMG, we prefer forethought, introducing managed services at the outset of your transformation initiatives. **We help you operationalize your growth ambition**, so you can accelerate your journey while minimizing disruption and risk.

### Beyond the back office

**KPMG Managed Services takes a customer-centric approach to mission-critical work across the enterprise.**

The opportunities for sustainable transformation exist in high-value areas throughout your business—and not just in non-core processes but also your core, differentiating activities. That's why we provide managed services across the spectrum, from cyber detection and response to third-party risk management, compliance and cloud platform management to regulatory reporting. In addition to functions like IT, finance & accounting, risk and regulatory, we're addressing the growing need for these services in areas like front-office transformation, marketing, due diligence for mergers & acquisitions, core industry operations, and research & development—all with specialized knowledge, technology, and strategic partnership.

## Beyond cost savings

**KPMG Managed Services enables outcomes from data-driven decisions to operational resilience.** Our scalable services can cut your total cost of operations by 15 to 45 percent, without prohibitive upfront capital investments. And that's just the beginning. Using our deep business and technical knowledge plus smart analytics and data management, we take managed services to a new level, with new outcomes. They range from accelerated innovation and accurate forecasting to regulatory risk management, employee and customer retention, and agile adaptation to market change.



**Improve stakeholder trust**



**Generate valuable insights, translated into action**



**Access specialized talent**



**Achieve and sustain change throughout the enterprise**

## Beyond technology alone

**We offer market-leading business knowledge, matched with technology, to create successful operational models.** Advanced technologies are critical for the operations of the future, but true transformation doesn't stop with tech. That's why we bring the right technology plus our renowned expertise across functions, processes, and industries, along with strong experience in change management. With this distinctive combination, KPMG Managed Services is tech-enabled but strategy-led, helping you to uncover the opportunity in complexity.



**Advanced tech enablement**



**Domain expertise**



**Speed-to-value**



**Operational excellence**

## Why KPMG

KPMG brings the board-level credibility, broad experience, and subject-matter knowledge of a 125-year-old firm, alongside the world's leading technology solutions through alliances from Microsoft and Oracle to ServiceNow and Workday.

To accelerate transformation and create sustained advantage, your managed services cannot be viewed as a transactional relationship. Instead, choose a knowledgeable, committed journey partner who shares in the risks and rewards, and helps you achieve meaningful outcomes.

**Everything we do in KPMG Managed Services is backed by our Consulting promise:**

We deliver results that matter.

We understand how your business works.

We know how to get things done.

We get the best out of technology.

We're on your side, all the way.

**To learn more about KPMG Managed Services, visit <https://visit.kpmg.us/ManagedServices>**



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