



# Managed services

High-performing, subscription-based services that free your teams to focus on strategic priorities

[home.kpmg/ca/managedservices](https://home.kpmg/ca/managedservices)



Modern problems require modern solutions. Continually optimize all areas of your enterprise to exceed customer expectations, stay ahead of competitors and maximize ROI.

## Staying ahead in a changing world

Organizations are stretched thin, having to allocate precious time and resources across an array of operational tasks. Faced with dynamic market conditions, exponential advancements in technologies, rapidly evolving regulatory environments, disruptive new entrants providing innovative enterprise solutions and services, continued sector convergence, and limited talent pools, businesses must continually optimize their organization in order to stay ahead of the curve.

Doing so is easier said than done, as the COVID-19 pandemic has shown us. Those embracing digital business and operating models are better positioned to innovate customer expectations, stay ahead of competitors and improve overall business performance. However, initial technology implementation is only part of the equation.

### Questions for your leadership team:

- Is our business prepared to respond effectively and adapt to unforeseen disruptions?
- Is our business prepared to meet evolving customer expectations?
- Is every part of our business wired for digital success?
- Are we meeting our ROI KPIs for past digital transformation initiatives? Are we still yielding dividends from those investments? Or have they already become legacy systems?
- How do we position ourselves to gain competitive advantage and succeed in the new reality?
- Can automation solve our regulatory challenges?

68%

of executives say they've accelerated their digital transformation strategy as a result of COVID-19.

50%

say they are focusing the scope of their strategy across the entire enterprise.

Source: Canadian insights from a commissioned study conducted by Forrester Consulting on behalf of KPMG, July 2020

New features from cloud SaaS providers are often not deployed. Only **16%** of respondents adopted **50%** or more new features.

Source: Managing your SaaS cloud environment report, May 2020

## The new operating model: Imagine. Build. Secure. Optimize.

Business leaders today increasingly require scalable services, value-based pricing models, and comprehensive risk management to ensure resilience without sacrificing efficiencies – all while also prioritizing cost savings. The managed services operating model has emerged as an alternative service delivery model, allowing organizations to optimize their operations using digitally-enabled delivery models to reduce costs, satisfy customer and regulatory demands, and delivering high-quality outcomes at market speed

**Imagine** your customer centric, digitally enabled organization. Assess the existing gaps across your entire enterprise and plot a course to your new business and operating models.

**Build** your nimble, scalable, and digitally enabled business. Implement and scale your technologies to achieve your intended business outcomes.

**Secure** your organization. Minimize threat exposure, manage risk pragmatically, maximize trust from your stakeholders.

**Optimize** your digital investments through managed services. Reallocate time and resources to focus on your strategic priorities.

## Meet the challenges of a constantly evolving environment, including:

Current state		Managed services operating model
Scarcity of internal talent with the right experience and domain expertise.		<b>Overcome skills shortages:</b> Gain access to KPMG's business and technology consultants, with deep industry and domain experience across business strategy, IT, risk, compliance, cyber security, privacy and emerging technologies.
Need for qualitative and quantitative data to derive insights and drive value.		<b>Lead with insights:</b> Drive improved business outcomes by harnessing advanced data, analytics and applied intelligence technologies enabled through the cloud.
Constant need to keep up changes in Governance, Risk, Compliance (GRC) and other regulatory issues.		<b>Grow with trust:</b> Flexible, scalable and secure delivery platforms allow you to seamlessly adapt to evolving, complex regulatory requirements. Understand the impacts of any platform upgrades to your enterprise.
Pressure to focus on innovation and automation while keeping pace with rapidly evolving advancements in technology.		<b>Change that matters:</b> Focus on business impacts that are transformational rather than tactical. Drive significant operational efficiencies and reinvest cost savings back into your strategic priorities and core competencies.

## We're here to help

A combination of technology, intelligence, and hands-on orchestration, KPMG in Canada's Managed Services provide relief and optimization on several critical fronts: optimizing corporate and business functions across your enterprise, third-party risk, due diligence, contract performance, accounting standards, and more. We help organizations evaluate and exploit each new wave of technological innovation by complementing and enhancing the skill sets of their in-house IT staff. Our solutions are designed to enhance performance, protect assets, and improve compliance — offering a tested approach to maintaining critical business functions on the leading edge.

We help your teams become catalysts of impactful change and support better outcomes for:

- **Performance:** improving business efficiency, boosting operational effectiveness, and reducing costs.
- **Protection:** identifying and addressing organizational risks related to economic volatility, regulatory change, and digital disruption.
- **Compliance:** providing dedicated support to meet ever-changing and complex regulatory requirements quickly and cost effectively.

Wherever you are in your digital journey, KPMG is here to help you shape your future, converting challenges and opportunities into competitive edge

## Let's do this.

## Contact us

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