

Service organization controls

Building trust in a changing world

How do you deal with requests from your customers with regards to your internal control framework and whether it is designed and operating effectively?

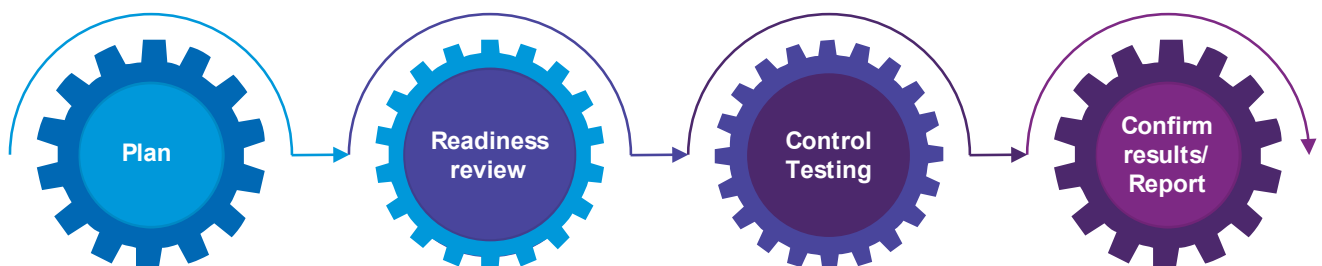
How do you meet new requirements from regulators and supervisory boards around your control environment?

How do you increase the level of trust your customers place in you?

Organizations are increasingly outsourcing processes and systems to service providers. This means service providers need to better manage the risks associated with their services. More specifically, end customers require a degree of assurance that service organizations have a well established control framework that is designed and operating effectively.

We examine the internal control systems of service providers and provide assurance over their internal control framework through ISAE (3402 or 3000) attestation reports. In this way, we help organizations get the right level of assurance over the services they have outsourced.

Our methodology



Structure approach	Get comfort on the result of the upcoming examination	Obtain assurance	Document results as required by the standard
<ul style="list-style-type: none"> – Confirm key milestones & deadlines for deliverables – Discuss scope of assessment <ul style="list-style-type: none"> - Location/service - Clients - Control objective/controls - System – Provide list of formal requirements 	<ul style="list-style-type: none"> – Focus review on key areas that will be covered in the upcoming examination – Identify the control weakness that may need to be corrected before the reporting period 	<ul style="list-style-type: none"> – Perform on-site interviews & walkthroughs – Validate designs of controls – Review samples to determine controls implementation or effectiveness over the period 	<ul style="list-style-type: none"> – Create formal assurance report – Apply formal review and quality assurance procedures – Provide report and answer questions re User Organizations, where necessary – Discuss review results – Confirm results and provide recommendations

Benefits

- 1 ISAE reports provide a clear competitive advantage, since it is a method of distinguishing a service organization from its competitors.
- 2 Examination against a standard set of specific control objectives and controls adapted to selected subject matter, such as requirements imposed by regulations or a standard control framework
- 3 Support the statutory & regulatory audit of your client
- 4 Improving communication with external stakeholders
- 5 Supervisory boards increasingly ask for specific controls over outsourced procedures as a consequence of their Risk Management process
- 6 Scope can be tailored to the wishes and needs of the users

Why KPMG?

 Our dedicated team consists of experienced professionals, that who have gained detailed subject matter experience in both performing external audits and reviewing attestation reports as part of their statutory and regulatory audits as well as assessing attestations and reporting.

 Thanks to our global network of qualified professionals, we are always up-to-date when it comes to new trends in relevant standards, tools or methodology. This information is continuously monitored and incorporated when designing and delivering projects.

 We have identified a sample set of controls objectives to be leveraged when considering the client's control framework. This saves time, helps the clients to benchmark their control environment with standard market expectations and provides the organization with an additional opportunity for maturing their processes.

Time to act



Contacts

KPMG AG
Räffelstrasse 28
PO Box
CH-8036 Zurich

kpmg.ch

Stefan Wälti
Director
Information Risk Management
T: +41 58 249 68 94
M: +41 79 316 41 49
swaelti@kpmg.com

Carolin Widenmayer
Senior Manager
Audit Corporates
T: +41 58 249 57 76
M: +41 79 956 58 03
cwidenmayer@kpmg.com

François El Assad
Senior Manager
Information Risk Management
T: +41 58 249 66 51
M: +41 79 156 36 29
felassad@kpmg.com

The information contained herein is of a general nature and is not intended to address the circumstances of any particular individual or entity. Although we endeavor to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received, or that it will continue to be accurate in the future. No one should act on such information without appropriate professional advice after a thorough examination of the particular situation. The scope of any potential collaboration with audit clients is defined by regulatory requirements governing auditor independence. If you would like to know more about how KPMG AG processes personal data, please read our Privacy Policy, which you can find on our homepage at www.kpmg.ch.

© 2021 KPMG AG, a Swiss corporation, is a subsidiary of KPMG Holding AG, which is a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.