

What we do - Management Consulting

The iGaming industry is experiencing rapid changes and witnessing evolutionary trends from all angles. The changes brought about by the transposition of new laws and EU directives, emerging jurisdictions, technological developments and consolidation are shaking up the industry to its core, changing the rules of the game.

The culmination of these factors coupled with today's challenging and competitive economic environment have intensified the focus on operator performance. It is imperative to remain ahead of the game, perfect internal processes, think strategically and innovatively and use new trends to your advantage. This will enable you to stand out from the crowd and differentiate yourself.

Solid building blocks are an essential component for any organisation to thrive and perform effectively and efficiently in a dynamic business environment. Post economic crisis, many companies advertently adopted transformative measures as a reactionary tactic in an effort to balance the critical levers of cash flow – cost investments and revenue to achieve sustainable business performance.

• Optional Excellence

Operational excellence can be considered as a strategic objective or an enabler to competitive positioning. Our business process improvement services can help align operations with their strategic objectives, minimise operating costs and enhance the customer experience.

• Effective Decision Support

Our team of management consultants can assist with defining and optimising structures, processes and systems to enable more effective use of the vast amount of data and information available. Business intelligence and analytics have today become fundamental building blocks to competitiveness, operational excellence, and market positioning. Our repertoire also includes assistance with developing and maintaining performance management tools such as the Balanced Scorecard.

• Eliminate Waste

We assist organisations to focus on those “value adding activities” which are critical to meeting customer requirements through the elimination of waste, i.e. non-value adding activities. We can assist with the following:

- Conducting Voice of the customer analysis
- Training employees in Lean / Six Sigma
- Carry out baseline assessments with a view to identify improvement opportunities
- Guide Operators towards adopting Lean thinking throughout their projects;

• Climate Change and Sustainability

With constantly evolving regulatory requirements in this space, we can assist to adopt best practice in climate change and sustainability. Our team can support the Operator with the compilation of environment management strategy, implementation of related environment management systems, and sustainability reporting.

• People and Change

Our team of experienced change management specialists can assist HR functions with their transformation programmes, and adopt leading practice in talent development, HR technologies, and change management. We can assist you in benchmarking remuneration, in devising motivational strategies, and in reorganising organisational structures.

• Cost management

Accurate cost measurement and effective cost management are crucial to financial performance. Through our technical knowledge and expertise, our team assists clients in defining, designing, implementing and maintaining activity-based costing and management systems for more accurate costing and actionable cost information.

• Economics and Regulation

Our clients often ask economic questions which require economic answers. Our team of economists at KPMG employ a range of economic tools and industry knowledge to provide solutions to complex business and macroeconomic challenges.

We use economic principles, econometric and spreadsheet modelling, forecasting, and creative thinking to answer a variety of questions in the areas of public sector macroeconomics, labour, health, and competition, amongst others. We utilise our innovative approaches and rigorous methodologies to present our clients with an end deliverable, usually in the form of a report, study or strategy, which is rich in contextual understanding and in-depth quality thinking.

In terms of sectorial distribution, we have advised clients from a number of sectors, including gaming, power and utilities, and transport.

Successful organizations review their performance to enhance their efficiency and seize opportunities. We combine strong technical capabilities with relevant industry experience to offer practical advice. Our management consulting advisers help organisations identify their most important value drivers where the greatest impact can be made and work with them to improve business performance. We work shoulder-to-shoulder with our clients to help organisations achieve long-lasting, step-change performance improvements.

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