



KPMG Managed Services

Subject matter expertise, operational excellence and tools and technology helping to deliver scalable and cost efficient managed services.

Learning Managed Service

Client challenge

In 2015 a KPMG-led consortium was awarded a landmark contract with Civil Service Learning (CSL) to help deliver innovative, bespoke and high quality learning to around 450,000 civil servants.

The service spanned across all departments and professions and aimed to equip all civil servants with the skills required to deliver public services of the highest standard.

The Service Centre provides a multifunctional, multi-channel contact centre that provides learning advice, technical support, payment support and complaints handling, to support both learners and suppliers.

The aim is to enhance user experience throughout the entire learning journey which includes: scheduling, bookings, cancellations, logistics (pre and post event), learning evaluation & feedback, credit control and MI services.

Key activities

Designed, built and launched a new operation in 38 working days which included premises set up, technology sourcing and deployment, selection, recruitment and training of the teams.

Recruited and trained 49 customer experience and event management staff to handle queries and manage learning events end to end. Answering between 6,000 – 7,500 queries and managing an average of 700 learning events per month.

Developed an Operating Model with supporting telephony technology. Defined processes and procedures to ensure events are managed effectively and consistently.

Implemented a risk-based sampling Quality Control framework, which is supported by a KPMG technology solution to ensure we have effective and efficient QC of our work.

This included redesigning CSL's Core Curriculum as well as offering contextualised, bespoke, professional qualifications and apprenticeships.

Key Outcomes

- Consistently delivered the SLA to answer 95% of all calls within 20 seconds.
- Ensured over 90% of all queries are successfully resolved within 1 working day through our first touch resolution approach.
- Increased the uptake of CSL learning services.
- Improved the quality of learning outcomes by providing guidance on appropriate training for learners.
- Received positive feedback from 85% of learners, reporting that they expect the training to make a positive difference to their performance in the workplace.

Know Your Customer Review

Client challenge

In 2015 our banking client was seeking collaboration on a multi-year engagement to undertake a significant volume of customer files scheduled for review under Anti-Money Laundering requirements. Long term collaboration was needed to ensure the work was completed within regulatory timeframes.

Working closely with the client, Managed Services designed and mobilised an on and offshore operation to complete the customer file reviews on a yearly rolling basis. The size and complexity of file review population is determined at the start of each year, with the contract running over a three year period.

Key activities

Mobilisation began with an intense training programme on the client's systems and policy. The initial accredited team then began to train a further 70 experienced KYC Analysts and Quality Control (QC) staff on the specific client policies.

As with each of our KYC projects, a team of Forensic SMEs was embedded as part of the operational team both on and offshore to conduct QA and support policy, guidance and training activities.

The KPMG approach to client management ensured a strong relationship between the client and our QA team was established which helped deliver a consistently high quality standard. This relationship allowed the operation to deepen its knowledge and understanding of the client's policies and identify opportunities to continually improve quality. For example, we implemented a Case Clinic Forum to discuss complex or exceptional cases and provided feedback. This forum helped drive consistent decision making across the global teams.

Our operating model provides the client with the flexibility to accommodate and support changes in policy and approach, which in turn allows the client to respond effectively to its regulators' demands. We have supported significant increases and changes to the scope of the customer file review populations, ramping up operations both on and offshore as required.

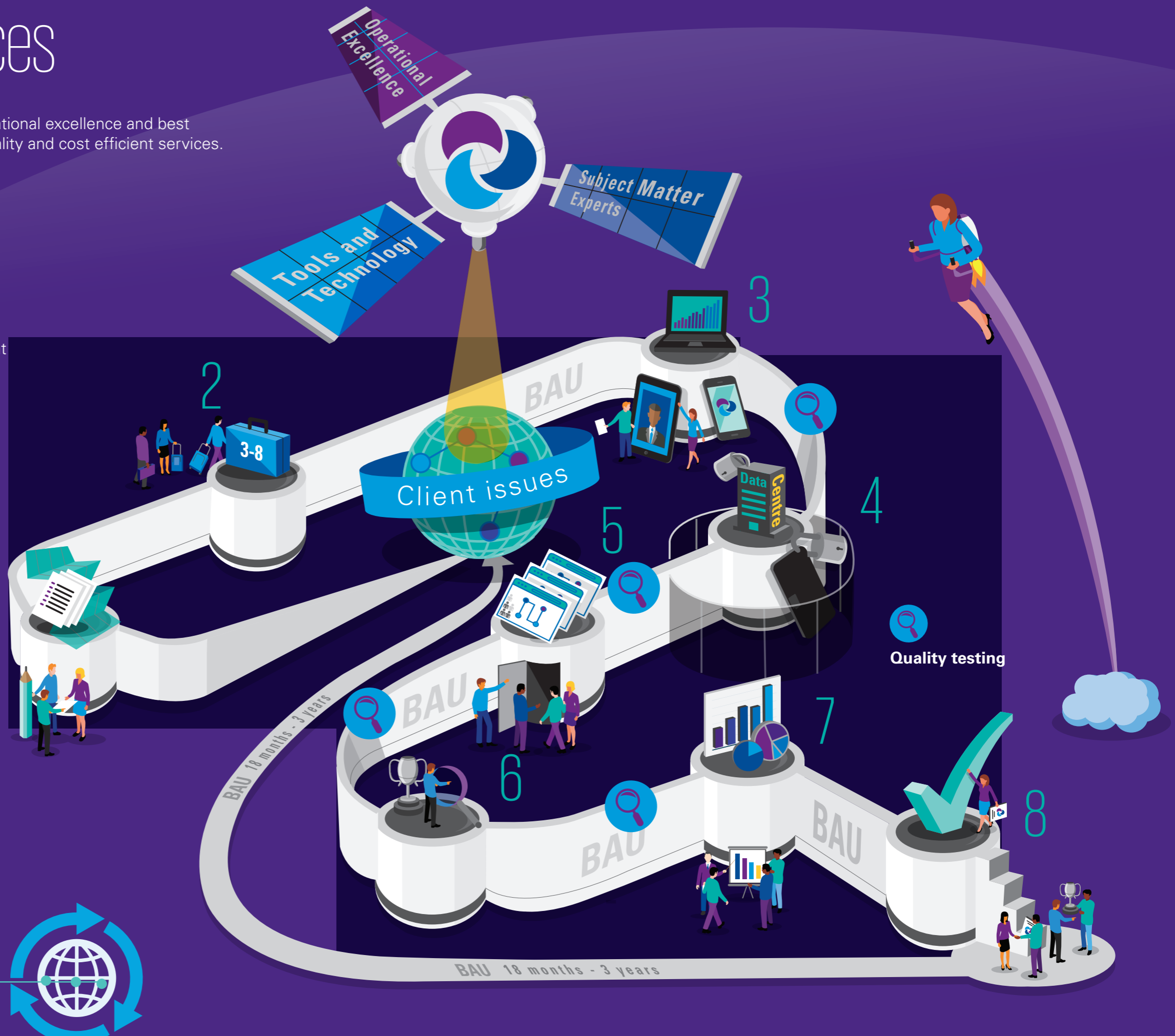
Key Outcomes

- Appointed as the sole service provider for the duration of the contract and secured the renewal of the contract.
- Maintained a full-scale operation utilising on and offshore capability to meet the client's changing requirements.
- Successfully completed in excess of 8,600 file reviews, ahead of schedule, over a two year period.
- Consistently achieved a client validated QA pass rate of 96% from Year One.

Managed Services

We use our subject matter expertise, operational excellence and best practice tools to help deliver a scalable, quality and cost efficient services.

- 1 Operational design
- 2 Mobilise the project
- 3 Technology
- 4 Data security
- 5 Operations
- 6 Quality control
- 7 Management information
- 8 Quality assurance throughout



Our Managed Services operates in multiple locations, delivering high quality, round the clock service to our clients.

UK	India	China
Glasgow	Gurgaon	Foshan
Leeds	Bangalore	

3 Pillars of Managed Services

1. Subject Matter Experts


- KPMG Industry and Subject Matter Experts provide in depth knowledge throughout the life of the engagement.
- Helps ensure client needs and quality standards are met.

01 Subject Matter Experts 

3. Operational Excellence

- Extensive expertise of standing up and running large operations across multiple industries and business areas.
- Customize and shape Well-established operational processes, driving MI to support decision making.

03 Operational Excellence 

02 Tools and Technology 

2. Tools and Technology

- KPMG is at the forefront of technology and MS tools.
- Ability to tailor Cloud based solutions, remote access and data security needs to fit client demands.

The 5 hallmarks of delivery



1. Ops Management Expertise and Governance



2. Rapid mobilisation



3. Delivery quality



4. Flexible resourcing



5. MI and insight

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