



# Differentiated diligence after COVID-19

**How advanced diligence in an uncertain market can lead to outsized investment returns**

It is hard to determine how the recovery from COVID-19 will play out or how long and deep the recession will be. We do know that M&A will revive and, if the last recession is a guide, top PE buyers have an opportunity to generate outsized returns. But it will take innovative and intensive due diligence. Here are six essentials for differentiated diligence in a post COVID-19 M&A market.

---

[kpmg.com/uk](https://kpmg.com/uk)



# Introduction

COVID-19 brought much of the global economy to a halt, drastically reducing revenues, wiping out profits, and setting off a scramble to shore up liquidity. Private equity investment teams have pivoted away from M&A to focus on stabilising their portfolio companies and preparing them for an impending recession.

But the shutdown is beginning to loosen and PE players will start assessing the landscape again, hoping for the kinds of returns that the smartest investors realised by placing bets early in the recovery from the 2008-09 recession. Like last time, when M&A restarts, the choices are likely to be limited and most assets will be troubled – nobody wants to sell at the bottom if they don't have to.

Complicating the challenge is the unprecedented nature of the COVID-19 recession. Nobody has seen such a sudden seizing up of the economy. Nobody has seen such a rapid rise in unemployment. All the normal metrics buyers use to vet an asset – macroeconomic factors, market growth, competitive landscape, growth drivers, etc. – are suddenly out of date or unreliable. Nobody knows how long and deep the recession will be. Or how customer behaviour may permanently change.

This is why using sophisticated data analytics and probing beyond standard metrics of value – differentiated due diligence – is more important than ever. Even when the M&A market was at its cyclical peak, it was clear that the traditional tools used by many due diligence teams were no longer adequate. To identify value – and justify heady multiples – smart buyers knew that they had to get behind the numbers, develop original market insights, and understand the strengths and weaknesses of a target's operating model.

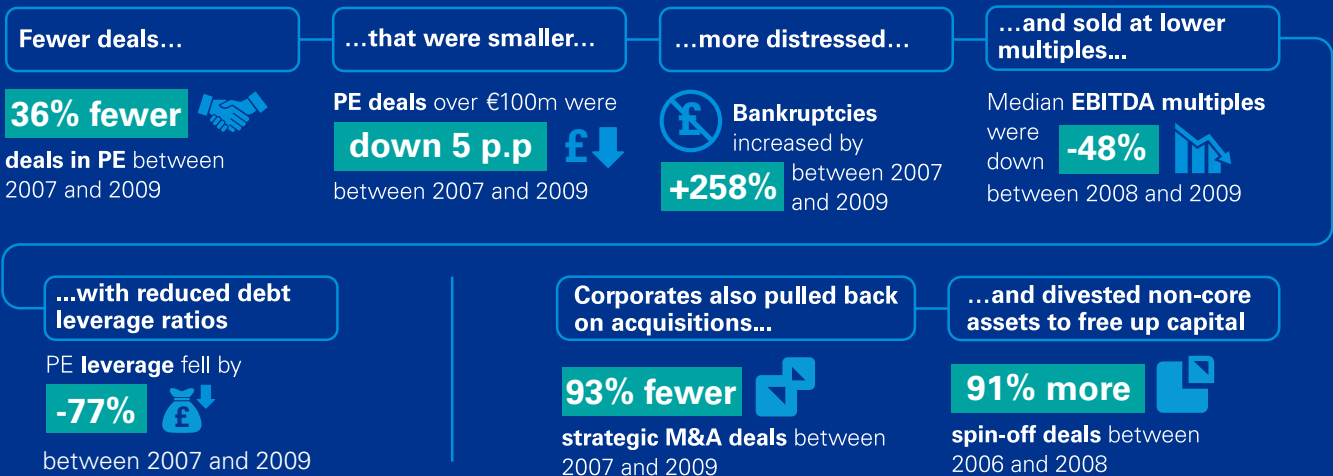
In this paper, we share six essential tactics for successful due diligence in a post COVID-19 world. Using these proven approaches, PE investors may have a better chance of finding true value in the assets that will come to market in the next year or two – and capturing the outsized returns that top-performing funds reaped coming out of the last recession.

## Lessons from the past

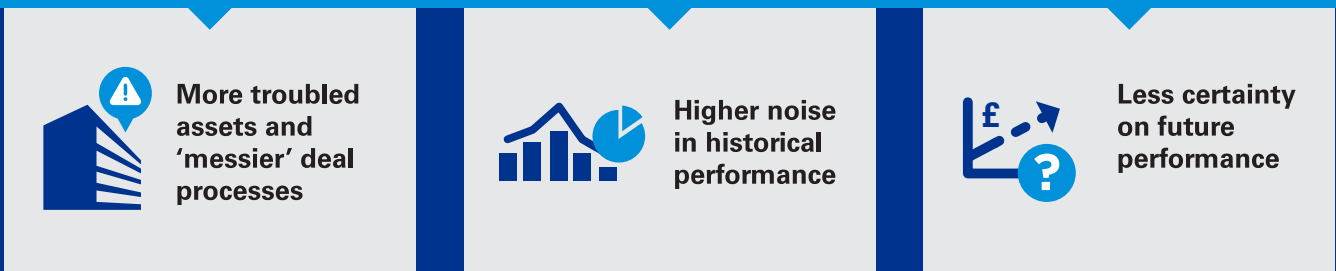
As PE firms contemplate the restart of the economy and prepare to re-enter the deal market, it helps to draw some lessons from the 2008-09 recession. As the following infographic shows, PE investors can expect a transformation in the M&A landscape that will provide extraordinary opportunities for investors who can see the value among the messy, distressed assets that come to market. In fact, our research from the 2008-09 recession in Europe indicates that the performance gap between median and top- quartile funds was nearly twice as large for funds launched during the recession vs. pre-recession funds.

What made the difference? Differentiated diligence. We have seen increasing differentiation in returns between PE funds using typical diligence and what best-in-class PE funds earn. We expect differentiated diligence to put even more distance between top performers and the rest of the pack in this cycle due to the complexity of the post-COVID-19 environment.

## What we saw coming out of the 2008-09 recession in Europe

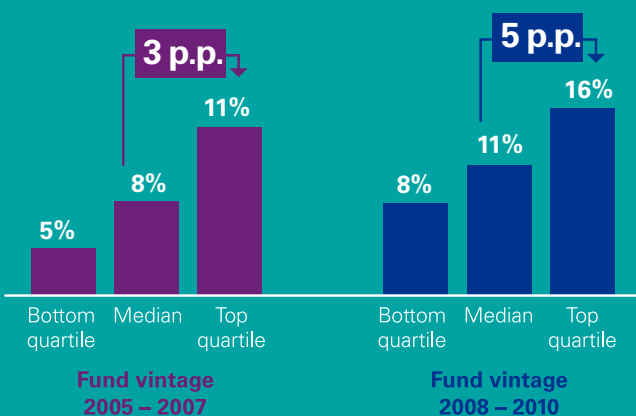


## Based on this experience and the current economic situation, we expect



➔➔ **Funds that can navigate the challenges we saw in 2008-09 and the nuances we expect this time will be able to separate from the pack and realise outsized returns**

**Fund performance by quartile**  
 Net IRR, Funds > €100 m, n=255



**1.7x the gap**  
 Between top performing and median funds in uncertain economic times

# Reading the signals this time

**Lessons from the global financial crisis are certainly instructive, but the coming months and years will take on a shape of their own.**



## **More troubled assets and 'messier' deal processes**

As in the last recession, high-performing companies with strong balance sheets may wait for valuations to stabilise before looking to invest. As these sellers sit on the sidelines, we expect the deal mix to shift towards turnaround cases, complex carve outs, take-privates, insolvency buyouts, and smaller, messier deals for distressed companies. In the previous recession, insolvency filings increased 2.6x in Europe. Given the severe strains on liquidity due to the COVID-19 lockdown, we would expect even more this time. Together, these trends will lead to more complex deal processes involving higher risk assets.



## **More difficulty separating signals from noise in performance data**

The COVID-19 lockdown may create extremely noisy financial and operational data for at least the first half of 2020. Government backed loans to businesses, employee furloughs, temporary pay reductions, short-term supplier discounts, rent deferment and abatement, delayed customer payments, customer churn, postponed or cancelled capital expenditures, and a host of other one-time, non-recurring anomalies could significantly mask underlying performance trends. Some companies will look entirely different as a result of restructurings and other measures taken to survive economic disruption. It will take a step-change in diligence to develop a clear picture of performance before, during and after the lockdown.



## **Less certainty on future performance**

Future earnings will be more difficult to predict. The impact of the lockdown will continue to be uneven – across geographies, sectors, and companies. Some industries may be able to bounce back quickly. But, after months of inactivity, some industries may face a slow restart. Manufacturers could struggle to re-engage supply lines and many retailers may experience a delayed return of foot traffic – or new, lower traffic norms.






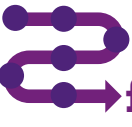
Much of what we know about sector performance will need to be revised and continually updated as the recession unfolds. Deal teams will need to navigate this landscape and build conviction on the forward-looking potential of an asset within competitive processes and tight deal time lines.

# Six ways to succeed with differentiated diligence after COVID-19

For many years, we have worked with best-in-class deal makers to conduct differentiated diligence. These players long ago recognised that by relying solely on standard diligence practices, they had overlooked significant opportunities for value creation and missed the hidden obstacles to value realisation. But by using advanced, data-driven diligence methods, these investors developed insights into markets, strategies and operating models that could not be derived from reported numbers, interviews or published research. This is how they have outperformed the market.

Below, we share six battle-tested elements for differentiated diligence as well as stories from these best-in-class players that illustrate how these approaches pay off. These six methods rely on our proprietary data tools and deeply industry focused deal professionals, and they have been used in the toughest situations over the past several years. We believe their application in today's environment will help provide the critical edge.

## Six differentiated diligence elements for post-COVID-19 M&A

|   |   |   |  |
|---|---|---|--|
| 1 |  | <b>Real-time market intelligence</b>                          | Combine real-time market data sets to develop a nuanced understanding of the target company's 'right to succeed' in a newly defined market landscape                             |
| 2 |  | <b>Deep target analytics: moving beyond the trial-balance</b> | Separate signal from noise by using transaction-level data to build a more granular view of underlying business performance  |
| 3 |  | <b>Dynamic financial scenarios</b>                            | Adopt a more flexible set of input assumptions, scenarios, and predictive models to drive a range of 'what if's' in an uncertain recovery environment                            |
| 4 |  | <b>Operating model preparedness</b>                           | Evaluate whether an asset's infrastructure, capability, and available resources are sufficient to execute on a given investment thesis   |
| 5 |  | <b>Digital readiness</b>                                      | Assess an asset's technology and infrastructure for its strategic, revenue-enabling capabilities, rather than viewing IT as a back-office cost centre                            |
| 6 |  | <b>Value-creation roadmap</b>                                 | Develop a robust implementation plan in diligence that connects the financial ambition defined in the investment thesis with the operational plan required to execute post close |



### Traditional approach

- Industry reports
- Historical CAGRs
- Expert interviews



### Differentiated diligence

- Location/channel-specific data points (e.g. foot traffic, mobile phone tracking, POS data)
- Real-time indicators & proxies

Suddenly virtually any industry projections made before COVID-19 seem irrelevant. Standard reports can't tell you what will happen in a given market in the next 12 to 18 months. Now, more than ever, commercial due diligence needs to evolve from the typical playbook of industry reports and expert interviews, to real-time data. That will be the only way to understand what is currently going on in the market and how well (or poorly) an asset is positioned. The new reality is yet to be determined, and closely monitoring supply and demand trends can inform a more robust picture of an asset's landscape in real time. As the examples here show, using various kinds of data buyers can develop original insights, such as:

- How well has a restaurant chain pivoted to takeaway or delivery vs. its competitors?
- How quickly has a retailer ramped up its e-commerce capabilities – and what are its competitors doing?

- What is the prognosis for recovery in a specific sub sector?

It is possible to mine data from mobile phone pings, credit card swipes, social media posts, job changes posted on professional networking sites, building permits, product reviews, search engine analytics and a myriad of sector-specific data sources. Analysing these data streams can help build a nuanced understanding of a business in real-time and will be particularly useful in this environment of disruptive and rapid changes in markets and industries.



### Stories from the field

Pre-COVID-19 case examples that are more relevant post-COVID-19

#### Pivoting towards delivery

Despite its impact on margins, many of our restaurant clients had been considering how to maximise returns from the growing online channel.

Working closely with one such player in the UK, we gathered and modelled thousands of data points of consumer spending trends and online food delivery penetration over time to inform potential growth areas to invest in. These data points included demographic data, traffic patterns and sales revenue by channel to inform catchment and demand modelling.

As a result, our client was able to identify sites where re-balancing the layout of the premises to make it easier for delivery and take aways could improve revenue, and evaluate the payback period for the investment required.



### Stories from the field

Pre-COVID-19 case examples that are more relevant post-COVID-19

#### Future-proofing against a recession

Brand strength matters as economic activity declines. Less risky with their spend, consumers tend to prefer established, strong branded products, but often fall back on retailer own-branded products as the next strongest brand at a lower price point.

Before COVID-19, we helped a food manufacturer and brand owner think about how they could minimise the threat of recession in the performance of their portfolio of products.

The deal team used structured internal and external data to form defence strategies across six dimensions, assessing elasticity, substitution, availability and the consumer's perception of quality, such as review scores, relative price points and sales volumes.

With brand positioning and awareness key considerations, our ShelfScore methodology looked at the relative performance of our client's items depending on their location on the retailer's shelves, allowing our client to evaluate the ROI of trade investment to protect their brand.



### Traditional approach

- Historical P&Ls
- Trial balance granularity
- Trends/seasonality
- Top 20 customers/suppliers



### Differentiated diligence

- Transaction-level data across customer, supplier, freight, marketing, channel, etc.
- Granular view of drivers beyond top-line seasonality (e.g. unit economics, channel mix, new-lost-existing, etc.)

Before COVID-19, the most sophisticated private equity firms knew to dig deep and see what goes on beneath the trial balance. In every P&L category they look through the target into its customers and suppliers in order to assess the strength and stability of each. This can better isolate underlying drivers of P&L trends, build confidence about cash flows, and quantify risk. In this environment, with so many anomalies, one-time events, changes in the business, restructurings, and other noise, this robust understanding of financial strength is critical.

As PE firms contemplate deals now, they should dive into transaction-level detail across all areas of the business. In the diligence process, analysis at this level of depth can answer questions about:

- **Supplier payments** – What was invoiced and what was paid? In which department and how frequently? Which pricing terms changed?
- **Freight and logistics** – What was shipped – from where, to whom, by whom, when?
- **Marketing touches** – What interaction, from which campaign, elicited the best responses, and at what cost?
- **Inventory management** – Which products are turning, in which locations, to support what product or customer?
- **Customer health and expansion** – Who is at risk and who is growing? Why? What is the impact of contract revisions?
- **Pricing power** – What pricing levers, by SKU, customer segment, or geography, can lead to incremental revenue?
- **Pipeline strength** – What prospects look most likely to convert? What is the historical conversion trend and how will it change post COVID-19?
- **Channel mix** – Where are sales expanding or contracting? What drives these shifts?

By isolating transaction-level trends, savvy buyers can better understand unit economics and the underlying drivers of current performance – and develop a more informed view of future cash flows. This can give investors greater conviction on their thesis in this uncertain economic environment.



### Stories from the field

Pre-COVID-19 case examples that are more relevant post-COVID-19

#### A granular network optimisation model reduced consolidated platform costs by 15 percent

A private jet company aggressively pursuing scale via both acquisition and organic growth needed to better understand profitability per trip and the potential gaps in its expanding network.

Aggregating transaction-level detail across the expanded fleet and developing a 'per-trip' allocation methodology highlighted opportunities to optimise flight fulfilment and planning, reduce operating costs and in-source maintenance operations between the two companies.

For the new consolidated platform, these findings drove a cost reduction opportunity of 15 percent of the combined cost base of the company.



### Traditional approach

- Base/upside/downside
- High-level growth and cost assumptions
- Flexibility built into deal models, but limited dynamic modeling of the various inputs that drive the deal model



### Differentiated diligence

- A range of 'what if' scenario capabilities, tailored to each aspect of the value chain (e.g. network optimisation, ramp scenarios, etc.)
- Predictive modeling for COVID-19 recovery and expansion

Deal models traditionally include a base, upside and downside case for a particular company. While that framework likely will not change, sophisticated investors will need to significantly enhance the robustness of assumptions, granularity of inputs and sensitivity capabilities.

In many industries, the downside story has already been written. COVID-19 has created an unprecedented loss in demand, and buyers are now looking to size a range of upside recovery scenarios. In this uncertain environment, feeding the model with inputs that better capture uncertainty and a range of likely outcomes can make or break investment decisions. Advanced inputs such as real-time market intelligence and transaction-level data can inform these scenarios. The analytics need to be built with this extreme flexibility to account for a range of scenarios:

- What if the target loses a key customer?
- What if the cost of underlying commodities change?
- Can the company boost share in a segment by re-allocating marketing spend? How much would be needed?
- Which element of working capital is most flexible?
- What does our cash flow forecast look like? What if the company changes channel or product mix?
- What are the opportunities to grow revenue in a down market in this industry? What would enable that?

Each input will need a toggle, a likely distribution across a range of scenarios, and a story to support a dynamic investment thesis. The greater the investment in scenario planning and the more possible outcomes modeled, the greater the buyer's confidence can be that diligence has not overlooked any potential sources of value or value leaks. Scenario planning is equally valuable for the deal theses it validates and those it eliminates. Predictive modeling further enhances the need to incorporate a range of potential scenarios.



### Stories from the field

Pre-COVID-19 case examples that are more relevant post-COVID-19

#### Machine learning in action

Leveraging internal client data, as well as thousands of external variables, our machine learning model identified the drivers of high and low performing locations. Using this data driven approach, we provided site by site recommendations of two site closures, marketing spend, operational improvement, refurbishment and delivery focus.

#### Discounting effectiveness and top line impact

Using statistical analysis assessing more than 10 million lines of transactional information, our Deal Analytics team identified £20m in price leakage due to the sales teams amending discounts in the system. Conversations with the sales team, as well as adding parameters to the discount feature in the system resulted in an immediate increase to the top line.





**Traditional approach**

- Peer benchmarks
- Pre- & post- management presentation dinners
- Desk-based analysis
- Post-diligence assessment of the operating model by operating partners or advisors



**Differentiated diligence**

- Nuanced understanding of operational processes, scalability, and implementation risks
- Operational interviews, stress-tests, and granular modeling
- Operational experience (internal operating partners and/or external advisors) engaged in diligence

Diligence has historically focused on the quantification of upside potential, but usually with a limited focus on how an asset’s operating model enables – or prevents – value creation. In order to drive post-deal performance improvement, a business should have a strong management team, the appetite for change, the proper enabling technology, and more broadly, a sufficient and scalable operating model. We expect that this will be especially true in the post-COVID-19 environment. If this capacity does not exist, this risk needs to be red-flagged and required investment quantified. With businesses reducing costs to manage through COVID-19, ensuring the business has an appropriate operating model to support future growth will be even more critical.

Data analytics can help uncover value opportunities, but management still needs to execute. The best insight in the world won’t help if the management team lacks the capabilities to turn the insights into strategy and business plans. This may require a significant business transformation, the requirements of which (including leadership talent) need to be fed into the deal model as additional investment. Operating model preparedness evaluation can highlight gaps in management experience, functional capabilities, and supporting infrastructure.

The unsettled economic situation highlights a need for greater operating model flexibility across all sectors. As the economy rebounds, can the asset’s operating model scale back up, and if there are stops and starts along the way, is the business nimble enough to react?

In the coming years, we can expect deal flow to be made up of distressed assets and carve-outs by corporations that need to refocus on their core. To make these deals work, PE players will have to consider ‘cost to achieve’ and ‘time to realise’ more carefully and more realistically. This will drive the need for a deeper understanding of operating model strengths and weaknesses as a critical part of diligence.



**Stories from the field**

Pre-COVID-19 case examples that are more relevant post-COVID-19

**Site inspection revealed that the business plan was unrealistic**

This long established premium food brand forecast large improvements from its manufacturing operations and supply chain. The key issue they faced was that its Asia sales operation required agile sales, but they were being supplied from a traditional manufacturing plant in Europe.

In response to our due diligence question, the target’s operational data supplied revealed no issue, however our initial research using publicly available information sources online indicated many issues with the plant including:

- poor vehicle access
- close proximity to residential areas
- ‘tired’ multi-floored layout.

The site visit and expert interviews unearthed sub optimal supply chain practices, physical barriers to achieving improvements and constraints which gave their suppliers power in price negotiations.

As a result of our investigations and modelling of the potential new supply chain solutions, an additional £100m of investment was identified to be required or a completely new outsourced solution developed. This insight enabled our PE client to reduce their bid and plan for major operational change over a longer timescale.



### Traditional approach

- Standard back office diligence (e.g. core ERP assessment, deferred capex analysis, infrastructure review)
- Risk-focused exercise



### Differentiated diligence

- Strategic technology diligence to uncover risks and opportunities to drive revenue, business productivity or customer acquisition through digital channels

One thing we do know from COVID-19 is that it is accelerating the adoption of all things digital. With shops shuttered, retailers are racing to build up e-commerce capabilities. Companies of all kinds have to accommodate remote workforces and must rely on digital connections with customers, employees and suppliers.

Traditionally, technology diligence has looked at data centres, core application lists, and perhaps system architecture. This exercise highlighted savings or investments and capital requirements. But due diligence today must also take into account how well technology platforms and systems support the company's strategy and enable revenue.

- How well does a retailer's website support an omni-channel shopping experience?
- Is this industrial company using data analytics as well as its competitors to identify the best sales leads?

- How is the company using technology to engage with the workforce?
- Does the business have the appropriate cyber security controls in place to mitigate risk?
- Are the software products and platforms used by the target the most competitive – and are they likely to remain so?

Although IT due diligence has evolved in the past several years, the accelerating digitisation of business now indicates the need for a step change in technology diligence. The back-office diagnosis will still be important, but savvy investors will want to understand a business's broader digital strategy – not as a cost centre, but as a revenue-driver and a differentiator.



### Stories from the field

Pre-COVID-19 case examples that are more relevant post-COVID-19

#### Addressing the physical footprint challenges for a retailer through digital transformation

The retail chain was facing the high street pressures of retail while experiencing slow growth in online sales and customer interactions across their website.

By applying a digital lens to identify value creation initiatives, we highlighted improvement areas to increase customer basket size to drive online sales, while digitally enhancing physical stores to support more product personalisation.

Our client was able to inform and sense-check management's future plans to become a competitive e-commerce player.



### Stories from the field

Pre-COVID-19 case examples that are more relevant post-COVID-19

#### Pricing for success

Our client, a leading digital investment platform UK provider, was looking to make a bolt-on acquisition of a smaller rival.

We undertook a bottom-up analysis of the customer data and their characteristics. This revealed differences in the assumed characteristics of the customer base and a higher recurring revenue potential than previously assumed. This upside went straight to the offer dynamics and successful bid strategy.

Additionally, we identified opportunities to change our client's pricing strategy in the context of market trends and customer base characteristics to maximise value, beyond the deal.



### Traditional approach

- Value levers quantified and modeled
- C-suite level plans
- Limited 100-day plans



### Differentiated diligence

- Roadmap developed during diligence; transformation benefits, costs and time horizon fed into the deal model
- Operating partner and specialist involvement in diligence
- Road-mapping through diligence to highlight execution considerations (e.g. one-time costs, TSAs, etc.)

In this environment, we can expect many distressed assets to come to market with 'transformational' investment theses. To make these deals work, linking diligence to execution will be more important than ever. This must begin during the early phases of diligence.

Enlisting operational specialists from the beginning is key. These subject matter professionals can cut down on what is lost in translation between pre-transaction diligence and post-close integration. We have seen acquisitions stall in their first several years because value creation takes longer than expected and requires more effort and expense than anticipated during diligence. Often, value erosion occurs when the roadmap is not well-defined, unspecific, and fails to include robust post-close metrics.

The specialists will ask the difficult questions and can help identify execution nuances that a deal team might miss. For example:

- What people, process and technology is required to execute against the investment thesis?
- Are the transition-support agreements sufficient?
- What are the disentanglement requirements, timelines, and associated risks?
- Are stand-alone costs modeled at the right level of depth?

Asking and answering these questions will protect against downside surprises and give investors a more accurate sense of what they are signing up for. Being explicit about all the costs and obstacles, as well as the upside, will help the team execute effectively.

### Stories from the field

Pre-COVID-19 case examples that are more relevant post-COVID-19

#### Deal value protected through an operational review of the Value Creation roadmap

The management at an European food manufacturer had set out a series of cost-reduction targets in their business plan. However, a robust review of these targets carried out by this team suggested significant risks to achieving critical elements within schedule and budget.

Delivery of the stated cost reduction targets required a substantial relocation of a number of manufacturing lines to a proposed new facility. Whilst in principle, the proposed move and cost saving was feasible, a number of key allowances had been made for the transfer. Additionally, critical elements had been overlooked and had not been baked into the plan which would increase costs to implement and put at risk the timelines that had been proposed.

Specific operational-experienced team members conducted a thorough review of plans early in the deal process, which allowed for the identification of the key risks and appropriate considerations for the transformation timeline, costs to implement and benefit realisation to be factored into discussions.

This approach during diligence would therefore allow for the value creation levers to be executed more effectively post completion.

## How sellers succeed with differentiated diligence



In a downturn, buyers will assume that any asset that comes to market is troubled in some sense. Valuations and deal volume are both expected to be depressed for some time and buyers are likely to be more aggressive in dissecting an asset's performance.

Sellers will want to do everything they can to position an asset for a successful sale and demonstrate why, unlike other businesses on the market, theirs is truly a 'diamond in the rough'.

Using the approaches described in this paper, sellers have effectively prepared their assets for sale and achieved the full value potential in an efficient process. By showing their understanding of market dynamics, drivers of performance, upside scenarios, operating capabilities, etc. – all supported by both internal company and external market data – sellers can go on the offensive. When they demonstrate a nuanced understanding of the landscape, upside scenarios, and a roadmap to increasing value, sellers can pre-empt buy-side probes and build confidence in the deal process.



### Stories from the field

Pre-COVID-19 case examples that are more relevant post-COVID-19

#### Robust sell-side assessment boosts sales price by £200m

A seller wanted to assess targeted performance opportunities to prepare a consumer products business for sale.

To understand the possibilities, the team analysed raw performance data across the manufacturing footprint and wider supply chain transactional level vendor spend, as well as back office activities.

The deal team were able to define a value creation roadmap including the specific operational changes that were required for each initiative.

The corresponding upside case of over £20m was incorporated into the buyers bid and on a 10x EBITDA multiple resulted in a deal value over £200m more than had initially been hoped for.

# Get ready to succeed

Dealmaking just got a whole lot more complex for PE players. With so much noise in performance data, getting a fix on value is far more challenging. And the distressed nature of the assets that will come to market adds to the challenge of discovering true value. On top of this, PE firms have an opportunity in this period to put their dry power to use – so competition for the best assets will remain intense.

This is why a differentiated diligence process is essential. PE players will need to probe more deeply, use data analytics to develop original insights, and understand the asset as well – or better – than the seller. And they will need to do all this at deal speed to succeed.

We believe that the six approaches to differentiated diligence that we describe in this paper – used in a coordinated, integrated way that doesn't compromise deal timelines – can give PE players the edge in what promises to be a very challenging M&A environment. This will enable best-in-class players to widen the performance gap vs. the pack.

# How KPMG can help

Through all M&A cycles, KPMG can help private equity investors enhance value and returns. Our wide-ranging M&A services start with deal strategy (market intelligence, target identification, and portfolio analysis) and continue through evaluation, negotiation, due diligence, post-close integration and value-creation and exit.

We serve clients with fully integrated, multi-disciplinary teams that operate as a single, cohesive deal advisor. This enables smooth orchestration of deal activities across multiple functions. Our teams use advanced data analytics to generate unique insights into companies and

markets. Our investments in advanced analytics, deal-specific proprietary technology, and unique data sets help us deliver these insights at deal speed.

In addition to market-leading tools and capabilities, our PE practice brings a deep bench of PE dedicated deal practitioners. They bring extensive industry and functional knowledge and enable KPMG to support clients through all phases of the deal cycle, including the performance-improvement measures that help realise value. Our integrated value delivery model provides a structured method for post-merger value capture.

## A different approach to Private Equity...



### Uncovering exceptional value for our clients

As a trusted advisor, we invest considerable effort to understand our clients' priorities.



### Bringing experience that matters

Our hand-selected, experienced team brings the right mix of PE, industry and functional capabilities to serve as thought collaborators.



### Generating insights at deal speed

We have heavily invested in developing proprietary tools and methodologies that provide detailed diagnostic insights, enabling us to quickly drive results.



### Delivering value-based market outcomes

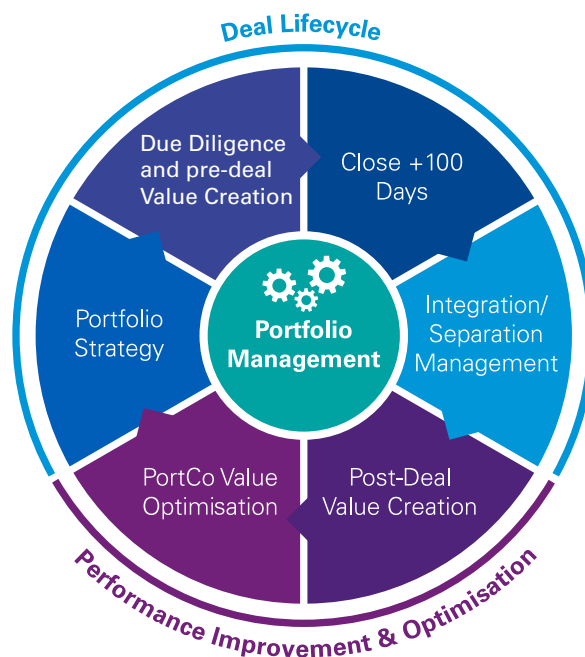
Our clients routinely experience sustainable market-leading returns when utilising our cutting edge capabilities to support their deal cycle and performance improvement agendas.



### Providing industry leading cost-to-value

Our relentless focus on value is a core competency. Our teams consistently deliver results ensuring our clients return on investment.

## ...that increases returns at each step



This breadth of capabilities, talent and tools will be particularly helpful as PE investors seek value amid radical uncertainty. When conventional methods and tools will not be sufficient to find reliable signals in the noise, when industries and markets are undergoing unprecedented disruption and transformation, KPMG's differentiated diligence can give PE investors confidence.

# Key contacts

## Deal Strategy and Value Creation



**Simon Harden**

Partner  
Consumer, Retail, Leisure, B2B  
simon.harden@kpmg.co.uk  
+44 (0) 7717 538 390



**Alfonso Marone**

Partner  
Technology (B2B Services, Data, SaaS), Media, Telecoms  
alfonso.marone@kpmg.co.uk  
+44 (0) 203 078 3424



**Abhijit Rawal**

Partner  
Financial Services, Strategic and Commercial Value Creation  
abhijit.rawal@kpmg.co.uk  
+44 (0) 7850 907 550



**Faisal Naqvi**

Partner  
Industrials, B2B  
faisal.naqvi@kpmg.co.uk  
+44 (0) 7956 847 350



**Steve Rigby**

Director  
Operations Expert  
stephen.rigby@kpmg.co.uk  
+44 (0) 203 078 3445



**Axe Ali**

Managing Director  
Financial Services, Operations and Technology Value Creation  
axe.ali@kpmg.co.uk  
+44 (0) 207 311 2255

## Private Equity



**Naveen Sharma**

Partner  
UK Head of Private Equity  
naveen.sharma@kpmg.co.uk  
+44 (0) 207 694 3446



**Steve Courtney**

Partner  
UK Head of Asset Management  
Private Equity for Deal Advisory  
steve.courtney@kpmg.co.uk  
+44 (0) 207 694 3506



**Dan Reinhold**

Associate Partner  
Private Equity Portfolio Services and Value Creation  
dan.reinhold@kpmg.co.uk  
+44 (0) 207 694 8281

We would like to thank KPMG US for their contribution and primary authorship of this paper, specifically:  
Andrew Nolan,  
Christopher Liquin,  
Sanjay Sehgal,  
Mollshree Garg and  
Manfred Caranci.