

Surge Capacity

Managed Services

In a world of constant flux, transformation is not a fixed destination. Do you have the specialized guidance you need to navigate the journey?

Our Surge capacity services help organizations access short-term, qualified professionals to manage swells in specialized work. We deploy highly skilled staff to increase your capacity when you need it most and provide the experience and quality delivery to ensure your organization continues to execute its strategy, meet its goals, and thrive.

Eliminate repetitive tasks, focus on strategy and innovation

We can plan, provision, train, and start executing on large, event-based transformation projects within 72 hours across Canada. Allowing you access to 100+ qualified professionals to achieve high-volume throughput, all while maintaining accuracy and quality.

Surge capacity applies focused research, automation tools, proprietary data, and a clear business acumen to get quickly to what matters. Our services provide objective, actionable,

and practical solutions that help organizations transform their business services to improve value, increase agility, and create sustainable performance.

Our proven, research-based methodology covers change management, IT, governance, and risk and compliance, using technology advancements including:

- Robotic process automation
- Business process-as-a-service
- Mobility solutions
- Business intelligence and analytics tools
- Social media and collaborative technologies
- Advanced competencies in data science
- Cloud services

Applying a continuum of technologies to repetitive, predictable, rule-based activities, Surge capacity drives higher employee satisfaction and productivity because it eliminates repetitive tasks, providing new opportunities to focus on strategic initiatives and innovation. Automation also performs at digital speed, 24/7/365, with fewer errors, regulatory violations, and fraud – offering significant cost savings across the impacted processes.

Step 1

Project setup

Our team establishes an efficient operating model including access to our highly qualified talent pool.

Step 2

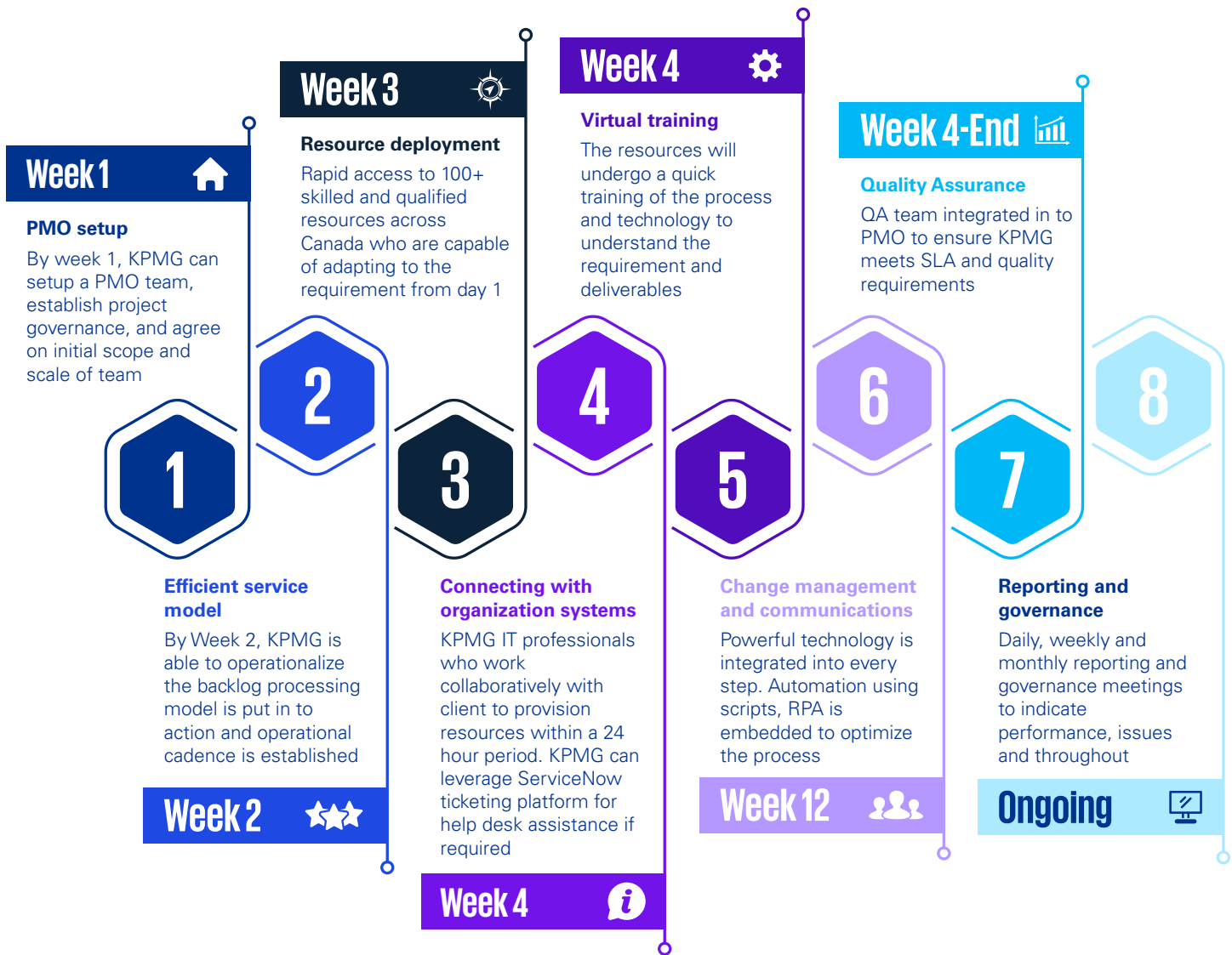
IT provisioning and training

We create a collaborative remote work environment to quickly train our professionals on your processes and connect across borders and time zones.

Step 3

Rapid delivery

Our people deliver an end-to-end solution, powered by advanced technology tools, rigorous controls, and proactive reporting functionality.



Improve efficiency, outcomes – and your bottom line

Surge capacity strategies help drive value by focusing organizations on:

Efficiency – standardization, simplification, scale, labor arbitrage, transparency, and control

Outcomes – end-to-end optimization, automation, analytics, insights, innovation, governance, and compliance

Our services can help resolve cost and performance issues, and significantly impact the bottom line.

Combining deep market knowledge and incisive professional judgment, we can help you steer your journey forward.

Why KPMG

KPMG Managed Services is different from traditional models based mainly on labor arbitrage for transactional work. Instead, we combine advanced technology, deep functional and sector expertise, and leading practices to take responsibility for knowledge-intensive processes across the enterprise – both non-core and core – while driving strategic outcomes. Our subscription-based services are designed to offer predictable costs, any-shore delivery, and the option to flex up or down to meet fast-changing needs

- KPMG Managed Services goes beyond back-office processing, beyond cost savings, and beyond technology to be your strategic provider in the transformation journey
- We can help you operationalize your growth ambition while minimizing disruption and risk
- Our Managed Services are Tech-enabled but strategy-led
- We bring the board-level credibility, broad experience, and subject-matter knowledge that has underpinned the KPMG brand for 150 years
- We offer a combination of functional and sector expertise, advanced technology, and superior client experience – all packaged in a subscription model with predictable costs, any-shore delivery, and strategic results
- We deliver results that matter
- We understand how your business operates
- We know how to leverage technology

We're on your side, shoulder to shoulder, all the way, from vision to value.

When you face all that's in front of you with KPMG beside you, aspirations become reality.

Contact us

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