



Drive future transformation

enabled by ServiceNow Cloud solutions

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

By the time you get there, “there” has already moved on. Instead, business transformation is an ongoing journey, often into uncharted territory. It can be a challenge to keep up. The good news is, you’ve already accomplished the hard part. Your technology transformation is largely complete and you’re looking forward to realizing the benefits of your new-look business function. As you migrate to “business as usual,” the project team is re-deployed and finally, you’re ready to move on. **The key is remaining focused on your transformation goals – or risk undermining all the gains you’ve worked so hard to achieve.**

That’s where KPMG can help. When you combine all you’ve accomplished with the leading proactive processes and dedicated, global delivery network of our Managed Services to maintain your application and ensure good governance and security, you can gain a true advantage and drive forward with confidence to achieve your goals.

What are KPMG’s Managed Services? The answer? Managed Services that go beyond. Application maintenance, good governance, and security

Our Managed Services combine technology, intelligence, and skills to help optimize corporate and business functions, third-

party risk, due diligence, contract performance, and accounting standards across your enterprise. As a technology enabler, we help ensure you evaluate and exploit new technologies by complementing and enhancing your in-house IT skills without the need to hire additional staff. And we ensure your investments in digital transformation are better positioned to succeed – because initial technology implementation is only part of the equation.

With a tested approach to maintaining critical applications and business functions on the cutting edge, our solutions help you improve performance, protect assets, and enhance compliance with increasingly complex regulatory demands. We help your teams increase business efficiency and operational effectiveness – all while protecting your organization from economic volatility, regulatory changes, digital disruption, and reduce costs. Analysts have recognized KPMG for strong alliance, good connections to an ecosystem of tech and data providers, the ability to collaborate, and co-innovate with clients and partners.

Our Managed Services can help you enhance security; compliance; contract performance; mitigate third-party risks; maintain holistic governance; and reduce costs by optimizing corporate and business functions across your organization. All while giving you the ability to scale up according to your business needs and achieve your expected ROI.

And our experienced local and global certified resources complement and enhance the skill sets of your in-house IT staff to maintain your applications and support your critical business functions using a “follow the sun” model – ensuring maintenance support is available 7/24/365, without disruption, and without the need for capital investment.

The Benefits of Managed Services

- Advanced tech enablement
- Domain knowledge
- Speed to value
- Operational excellence
- Improve stakeholder trust
- Generate insights; translate them into action
- Access specialized talent
- Manage change throughout the enterprise
- Ongoing support without the need to hire additional staff
- Increased collaboration
- ROI of initial software acquisition by maximizing its use
- Compliance

We can help you leverage your data to achieve real insights that can support and align departments, improve financial forecasting, increase sales, and enhance operational effectiveness:

- Address escalating pandemic disruption costs arising from your remote or dislocated workforce
- Manage investments in digital technologies
- Improve your visibility into security issues
- Deploy collaborative, agile systems
- Keep help desk issues on track
- Optimize spending and product governance
- Increase cashflow
- Automate processes and reduce errors

Most critically, we take a holistic, agile, and scalable approach to supporting your technology implementation so you can respond with the right resources at the right time to business challenges as they arise.

KPMG Global Tech Survey 2022

Transformation ambitions may be held back by talent shortages, budget constraints, and risk aversion

- Businesses across Canada are reaching key milestones in their tech implementations
- Lack of capable talent is the top transformation challenge
- 54% have annual tech budgets that are less than 10% of overall investment budgets
- 36% see risk aversion as a top challenge to adopting new tech

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 experience, 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



KPMG is a leader in ServiceNow Cloud solutions

- 500+ ServiceNow global engagements
- 550+ ServiceNow professionals and more than 1,000 ServiceNow certifications
- 2020 Global Industry Solutions Partner of the Year
- Global Elite ServiceNow Alliance Partner since 2011

Contact us

Xavier Diniz
Partner, Head of Management
Services and Alliances
416-777-8601
xdiniz@kpmg.ca