



Shared Service Centre

Overview and Service Offerings

KPMG in Malaysia



Shared Service Centre (SSC) at a Glance

Shared Service Centre operating model is gaining popularity and is considered a means to both consolidate multiple service functions and deliver them from a centralized location. Global companies striving to achieve lower operational costs through economies of scale and less expensive locations are increasingly turning to shared service center model for IT and business support activities.

With its significant cost advantage and mature service delivery capabilities, ASPAC has emerged as a crucial market for SSC destinations.

At KPMG, our advisory team can assist clients in strategizing, designing, implementing and transitioning to a robust SSC delivery model in Malaysia as well as optimizing / expanding their existing service delivery model.

Key functions within SSC

SSC model as a platform to leverage growth globally and manage the organizational limitations.

What are the key functions that we commonly see across SSC?



Procure-to-Pay (P2P)



Order-to-Cash (O2C)



Record-to-Report (R2R)



Hire-to-Retire (H2R)



Information Technology (IT)



Call Centre

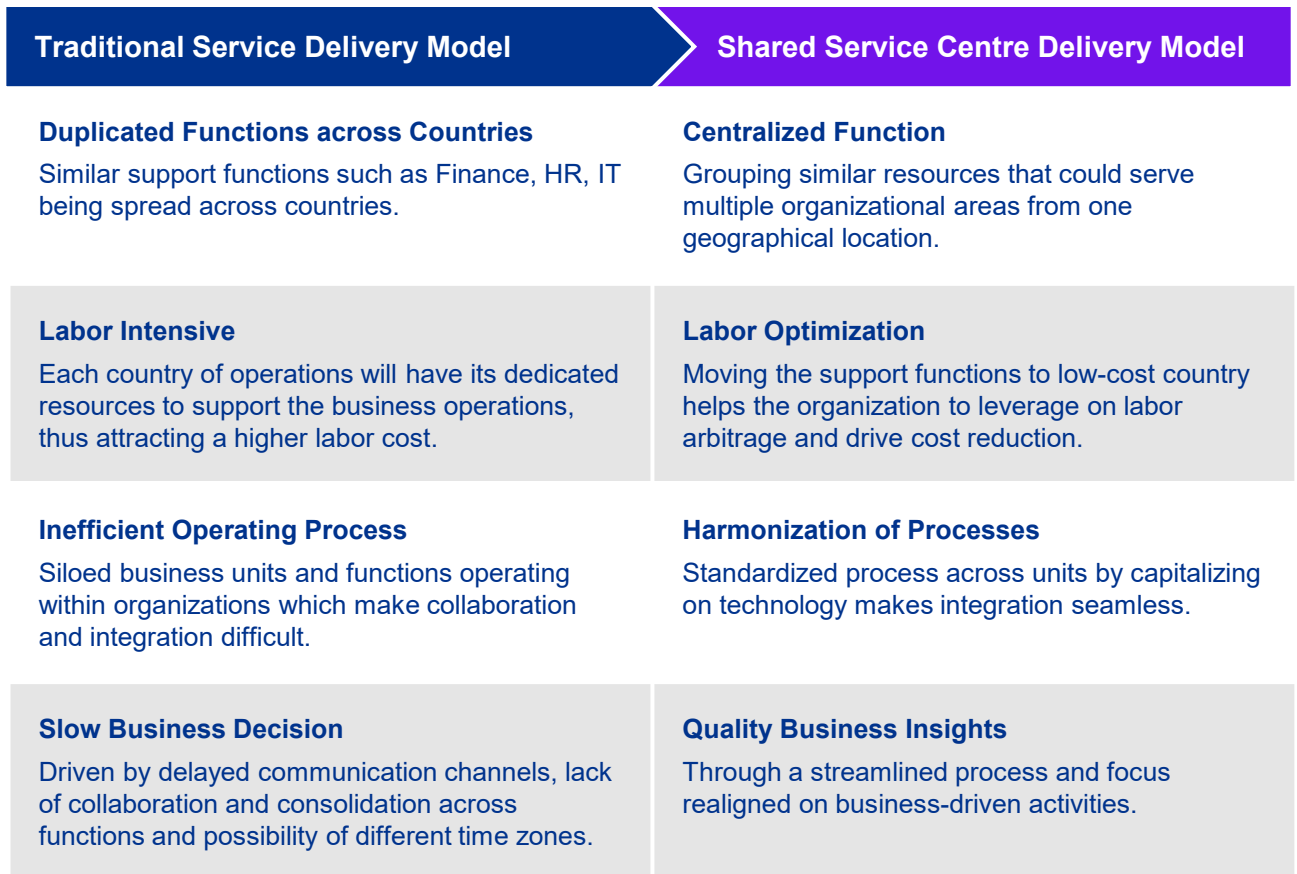


Other industry specific services

Key questions in establishing a leading business organisation

- 1** Is your current service delivery model effective and does it deliver the envisaged value to your organization?
- 2** Are you struggling with high operating costs, especially for your support functions?
- 3** Does your target operating model for service delivery incorporate all key elements like people, process and technology?

Moving from Traditional to SSC Delivery Model



Your benefits

The key benefits will cover the following aspects:



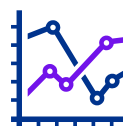
Turnaround Time (TAT)



Efficient Business Processes



Clear Finance Vision & Strategy



Cost Reduction & Profit Optimization



Alignment & Standardization of Functions

How can KPMG help?

Our Focus

1

Support new SSC setup and establishment

2

Work with the existing SSCs in Malaysia to bring them to next level



Our SSC advisory services cover four main areas:

1 Strategize

Assess service delivery model options and strategy

- Opportunity assessment
- Baseline (Full time employees, volume, cost)
- Assess outsourcing / offshoring feasibility
- Location analysis
- Process scope finalization
- Build the business case
- Risk identification and assessment

2 Design

Design target operating model and roadmap

SSC:

- Shared Services Centre design including its legal structure
- Location selection
- To-be process design
- Organization design (SSC and retained organization)
- Technology design
- Chargeback model design

Outsourcing:

- Service provider selection
- Negotiation and contracting

3 Implement

Transition of the organization into the new model

SSC:

- Build SSC (filing, infra, resource, BCP/DR)
- Readiness assessment
- Transition management
- People and change management
- Tax planning, transfer pricing impact assessment and regulatory support

Outsourcing:

- Service provider transition management

4 Optimize

Identify improvement opportunities

SSC:

- Maturity assessment
- Governance health check
- Service portfolio review and optimization
- Risk assessment, management, and monitoring
- Benchmarking
- Performance and delivery model optimization

Outsourcing:

- Service provider strategy review and portfolio balancing
- Outsourcing contract value assurance
- Contract renegotiation / remediation

A Snapshot of Our Industry Experiences

Our team has worked across a variety of industries both large and small on our service offerings. We are the market leader in supporting companies through their Finance Transformation. We have local and regional/global expertise, bringing you experience and insights to overcome the issues you may be facing.

Financial Management Scope of Work	Plantation	Manufacturing	Trading	Financial Services	Oil & Gas	Insurance	Aviation
Performance Improvement	●	●		●		●	●
Compilation & Review of SOP's				●	●		
Target Operating Model					●	●	
Organizational Structure & Workforce		●	●	●			
Contract Review		●		●			
Process Re-Engineering	●	●				●	
Centre of Excellence					●		
Accounting Standards Implementation						●	
Risk & Governance Framework				●			
Business Planning, Budgeting & Forecasting					●		●
OPEX & CAPEX Planning Transformation		●					
Driver-based Multidimension Profit Model				●			
MIS Framework & Cost Allocation Model					●		
Chart of Accounts Standardization		●				●	●
Data Cleansing			●				

What differentiates us?

Among top rated advisors

KPMG International has been consistently ranked among IAOP's top rated outsourcing advisors globally

Trusted

KPMG member firms have served more than 75% of the Fortune 100 companies across the world.

Integrated competencies

Global team with holistic view of services to assist our clients with a broad set of issues including risk management, tax and compliance.

Contact Us



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