

KPMG Managed Services

Helping clients through operational solutions



As KPMG's specialist outsourcing offering, Managed Services takes on and runs clients' operational processes in a range of areas, from regulated and non-regulated remediation, to Customer Due Diligence (CDD) and complaints handling. We leverage data and technology to deliver client solutions that enable better decision making, enhanced customer experience and an optimised process. Our hallmarks are incorporated into our delivery model which keeps our clients and their customers at the core.



1) Operational Excellence

We have extensive expertise in standing up and running large operations across multiple industries and business areas. We customise and shape well-established operational processes and provide operational MI to support decision making.



2) Subject Matter Experts

Our industry and KPMG SMEs provide in-depth regulatory knowledge throughout the life of the engagement working to help ensure client needs and quality standards are met.

4) Data

We leverage data analytics to help drive efficiency and productivity. We use defined metrics to monitor performance and provide insights and analysis to help clients understand their business better.

3) Tools and Technology

We can deploy our technology assets such as; our policy lineage tool, intelligent automation, speech and text analytics and our leading workflow solution, to deliver digital transformation.

How can clients benefit from a Managed Service?



Cost savings for clients

Our clients have benefitted from significant cost efficiencies by making use of our on-shore/off-shore blended delivery model.



Capacity to ramp up or down a scalable project

With six delivery centers we have the capacity, experience and locations required to build successful scalable operations.



SME Capability across multiple sectors

Our KPMG industry and capability SMEs provide in-depth regulatory knowledge throughout the life of the engagement ensuring client needs and quality standards are met.



Quality scores mirrored onshore and offshore

We make sure quality is at the heart of everything. High quality outcomes are driven across all operations through our 'Right First time' model.

Why KPMG Managed Services?

Global Network <ul style="list-style-type: none">8 delivery centres147 member firmsMulti-lingual capabilityGlobal delivery across multiple sites and time zonesMirrored onshore/offshore operations with high quality scores 	Our Technology Accelerators <ul style="list-style-type: none">World class case management toolsAutomation in-built for smarter processes, saving time and moneyIntroducing Artificial Intelligence to help transform businessesAutomated QA to sample and analyse 100% of cases, reducing headcount by 25-40%.Policy Lineage tool to automate application of sets of rules based on customer type, minimising misinterpretation.KPMG Smart CDD, powered by Salesforce, encompasses customer onboarding, periodic reviews, ongoing review and remediation, in one. Reducing handling times and compliance costs by >25%.Smart Remediation - a high volume regulated remediation platform to address mis-sold products and services. 	Our People <ul style="list-style-type: none">Access to 2500+ resources globallyIndustry SMEs embedded into every operationOver 25 years operational experienceTailored training per engagementLow attrition rate 
Connected <ul style="list-style-type: none">Delivering engagements across all KPMG capabilities and marketsLeverage KPMG 'Connected Consulting' model to provide tailored and specific solutionsDeploy SMEs into our operations to ensure quality is maintained 	Fast configuration <p>With regulatory compliant and industry-standard modules, we can configure a variety of solutions and stand up operations in just 8-12 weeks.</p> 	

Our core business solutions & experience

 Customer Resolution	 Regulated & non-regulated remediation	 Customer Due Diligence/ Know Your Customer
Global Insurance firm BAU operation Complaints Handling <ul style="list-style-type: none">Co-designed a 'write and invite' pilot for 3,000 customers to test whether their original interaction with the client was handled correctly or not.MS operation went live within 29 working days of the date of the signed contract'Practical Approach' exercise resulted in a measured reduction in end-to-end handling time from 116 minutes to 72 minutes (complaint going through full process), a 38% improvement.	UK high street bank mis-sold investment product review Remediation <ul style="list-style-type: none">Client had to remediate all mis-sold products sold through their branch networks after being fined by the FCA17,000 cases reviewedHighly-skilled workforce recruited and trained: 100 qualified reviewers, 30 telephony agents onshore, 170 remediation and admin analystsRemediation letter automation tool developed and implemented for the complex cohorts to provide significant improvements to consistency and efficiency.	Multinational Investment bank multiyear rolling KYC <ul style="list-style-type: none">We are currently undertaking 400,000 standard risk commercial banking KYC files.Current run rate is 100,000 files per year.Quality metrics are 95% right first time.Team size is approximately 600 people.Technology employed includes self-service Customer portal and Policy Lineage tool.The efficiency savings are substantial, moving a previously manual process from 11 hours to a highly automated process of 5 hours.

For more information on KPMG Managed Services and how we can support your operations, please contact:



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