

Managed Governance Services (MGS)

A more effective and efficient approach to help capture value and manage the risks of shared services and outsourcing portfolios

Shared services and outsourcing governance is a big job, no matter how you look at it. At the highest level, the governance function can be time-consuming, repetitive and expensive; typically involving an inordinate amount of data management and resources to analyze and manage it all. While companies are still struggling to determine the best way to govern these relationships, certain market factors, such as—more multi-vendor, multi-tower deals—are making effective governance even more critical, and thereby, more important.

KPMG Provides a Methodology

KPMG's Managed Governance Services (MGS) take the burden of non-core governance functions off of its clients' plates, enabling them to focus on more strategic decision-making, versus time-consuming data crunching. MGS leverages a powerful combination of people, processes and proprietary technology to support the six key areas of shared services and outsourcing governance on behalf of its clients.

KPMG's Managed Governance Services offer:

People: We provide clients an alternative to bringing on costly permanent resources and instead offer an on-demand service at a lower cost. MGS allow clients to easily ramp resources up or down depending on their needs and avoid the challenges associated with people and resource management. KPMG's MGS gives clients access to highly skilled resources with expertise in governance at low-cost onshore and offshore locations.

Process: With experience advising hundreds of global organizations on governance design and implementation, KPMG leverages a mature methodology to provide clients with consistent, repeatable, quality support across six critical governance functional areas.

Technology: Leveraging its proprietary governance management tool, EquaSiis, KPMG provides clients increased visibility into the value and risk aspects of their shared services operations and/or outsourcing relationships. KPMG's Managed Governance Services can also integrate with existing governance technology tools.



KPMG's MGS support the six key areas of outsourcing and shared services governance, as outlined above.

Without good governance, measuring value and monitoring risk is next to impossible; without effective measurement and monitoring, value leakage is a near certainty.

Complaints of Today's Governance Organizations

These common issues are experienced by internal governance teams across the globe:

- Constant spreadsheet and report development leaves no time for proper analysis and input into decision-making
- Never enough time for "high-value" activities due to "low-value" tasks and distractions
- Governance costs are higher than anticipated and increase year over year
- The cyclical nature of governance creates downtime for company-hired FTEs
- Struggle to demonstrate value while under increasing cost pressure from the business
- Challenges finding the right combination of governance experience and skills
- Signs point to value leakage but there's no time to measure and correct



- Inordinate amount of time spent training and retraining resources
- Internal turnover increases service delivery risk and decreases customer satisfaction

If these common complaints apply to your organization, contact KPMG today to learn more about how our Managed Governance Services can help alleviate your problems, while saving you money.

For more information about KPMG's Managed Governance Services, and how you can achieve more value from your governance function, while saving money, please contact KPMG.

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