

## Deloitte Managed Services A platform and solution overview

The level and complexity of regulation continues to increase having considerable impacts on the operations of banking activities and services delivered to clients. Whereas many regulators take similar approaches, there are often subtle differences which require country specific processes to be implemented.

This is one driver behind the trend of financial institutions to reduce their footprint, not just in terms of countries covered but also the markets they serve in those countries and the products and services they deliver. Simply put, the cost of building and maintaining market-specific regulatory processes can create a significant challenge.

Whilst the trend to focus activities continues, technology evolution creates new digital channels and opportunities to expand international reach, gain economies of scale and growth opportunities.

The full potential of new technologies (FinTech) can only be released if relevant regulations are considered and implemented. Furthermore, we expect the costs to comply with regulations to continue to increase.

We are convinced that the answer is not avoiding the complexity of regulations (and thereby decreasing the footprint) but lies in smart solutions and mutualising the costs of regulatory compliance across industry players.

To be successful, we need to consider all relevant aspects concerning process, technology and people:

### The Managed Services Core Pillars



#### Process

The best way to ensure compliance with complex issues, rules and regulations is to **automate**.

Using today's **sophisticated rules engines**, processes can be tailored to highly specific client interactions.

This complexity can be largely hidden from the user, **enabling a positive client experience** whilst maintaining compliance.

With our processes, we **bundle** our expertise, knowledge and technologies into **innovative solutions** and put them at your fingertips.

Deloitte has **broad expertise** in the implementation and deployment of process automation and client experience programmes.



#### Technology

The technology investment required to automate the regulatory challenge is **prohibitive to many industry players**.

Our approach is to work with **best-in-class international solution** providers to create a universal platform which can be leveraged by even small institutions.

Taking this approach **reduces investment and operating costs** by building a shared Deloitte Managed Services community.

We commit to **keep** our solutions **updated** to the latest regulatory requirements.

To ensure that our clients remain **ahead of the curve**, we will actively involve our community in the selection of new technologies to be included in the **platform**.



#### People

Regulated business requires a **diverse set of skills and knowledge**, both to implement technology solutions and to operate the business.

The challenge is: How to create an **internal team** which has the required depth of specialised knowledge?

The Managed Service solutions benefit from **Deloitte's global network**, keeping the platform up to date with current regulations.

You benefit from access to our operational capabilities in Switzerland, confidence in Deloitte's Managed Services processes and access to global subject matter experts through your **single point of contact**.

### Our Foundation: Service Management

# Overview of offered products

Deloitte's Managed Services platform consists of two modules:

## Compliance as a Service (CaaS)

CaaS allows you to outsource part or all compliance activities to Deloitte Managed Services. By doing so you do not only transfer compliance activities to specialised experts, you also ensure that the workflows are executed efficiently and according to latest standards.

## Tax as a Service (TaaS)

TaaS means that you can outsource part or all recurring tax driven activities to Deloitte Managed Services. As with CaaS, you also ensure that the workflows are executed in an efficient way and are up to the latest standards, while getting access to our tax experts for specific issues.

## Key contacts



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