Deloitte.
Management consulting services
Consulting, 2015
The Strong side of Deloitte is an ability to integrate Processes, Organizational Structure and Information Technology.

The Gartner Group
If you are looking for new ways to develop or improve your business, our Consulting department offers you individual, efficient and reliable solutions. Our specialists will design a strategy for expansion into new market sectors, help you implement new technologies, streamline your company’s day-to-day management and find new ways to increase effectiveness. We provide management solutions which cover every key function within your organization: strategy, finance, marketing, operations and distribution, information technology, and human resources.

Our services include:

**CFO services:**

Today, the role of the CFO as a company’s financial function leader is changing significantly. The historical model predominantly targeting cost accounting and control is rapidly becoming obsolete, as it no longer suits the ever changing business environment. The modern CFO must skillfully balance four key interrelated roles: strategist, steward, operator and catalyst. To help you cope with these challenges, the Deloitte team offers the following services:

- Budgeting and planning;
- Cost accounting and cost management;
- Fast close;
- Financial accounting and reporting;
- IFRS implementation and conversion;
- Financial function redesign;
- IPO preparation;
- Management accounting and reporting;
- Performance management.

**Strategic consulting**

We will help you to develop a business strategy based on market conditions, your business opportunities and stakeholder requirements. The success of the strategy largely depends on its implementation. This is why Deloitte concentrates on helping you practically realize your strategic plans. Our team has extensive experience in rendering strategic consulting services in various industries. Cooperation with colleagues from other Deloitte offices allows us to use additional knowledge and resources to resolve issues arising during strategic planning.
Operations excellence

Operations excellence consulting services are focused on achieving world-class standards in business processes and management mechanisms that you rely upon when putting your strategic objectives in practice and running day-to-day business. Operations excellence translates into increased production flexibility, improved customer responsiveness and cost optimization. We can provide advisory assistance on all aspects of your business operations to improve manageability, streamline key business functions and enhance performance. We bring proven diagnostic tools and methodologies to improve your business processes, organizational capabilities and performance management skills.

We provide a wide range of consulting services aimed at the enhancement of business operations based on the best international practices and modern management techniques. The range of our services covers the following areas:

• Target Operating Model Development;
• Business Process Improvement;
• Enterprise Cost Reduction;
• Project Portfolio Management.

Supply Chain Management (SCM)

Supply Chain Management (SCM) is crucial to smooth running of a business. To ensure stable and efficient functioning, a company needs to manage all elements of the logistics process (suppliers, products, materials, inventory, warehousing, transportation, markets, and customers) whilst taking into account the complex relations between them and identifying and using new opportunities for growth.

In order to help you improve supply chain performance, we have developed a broad range of creative solutions in the following fields:

• Diagnostics of supply chain performance;
• Development of supply chain performance metrics (KPI);
• Optimization of purchases and control over procurement;
• Modeling and management of reorganization of warehouse capacities;
• Improvement of planning processes;
• Optimization of production processes;
• Optimization of collaboration with providers of logistics services (transportation, warehouse, operations, complex solutions);
• Reorganization of budgeting and management control over the supply chain;
• Optimization of the maintenance of production equipment;
• Collaborative commerce solutions.
Enterprise Applications

Nowadays fewer and fewer companies can do without automated enterprise resource management systems, such as ERP, CRM or SCM. What can companies get from these and other enterprise applications? An information-based management culture, which leads not only to the streamlining and optimization of ongoing activities within the new management system, but also makes the transfer to target-oriented management possible.

The Deloitte enterprise application implementation/support team has a lot of experience in cooperating with CIS companies in various industries. The team can tell you all about our company’s capabilities in the implementation of solutions provided by leading global enterprise application developers.
Human Capital

Human Capital is one of the most important asset in any organization and often the most neglected one. In the years to come, companies around the world — and in Kazakhstan in particular — will face unprecedented people challenges in light of tough economic recession: key talent retention, relentless cost pressures, constant change, need for a transferable workforce. The only way to overcome these challenges is for HR to help in creating value for the company by playing an active role in formulating business strategy and helping the company achieve its strategic goals. In other words, HR should become more effective, not just more efficient. And our services help to achieve that:

• Employment relation & compliance;
• HR strategy;
• HR Transformation;
• Total Rewards management;
• Talent Management and Leadership Development Programs;
• Corporate Culture Assessment and Development;
• Change Management;
• Organizational structure redesign;
• Key Performance Indicators (KPIs) system development and deployment.
We bring proven diagnostic tools and methodologies to improve your business processes, organizational capabilities and performance management skills.

Benchmarking

In today’s increasingly competitive business environment, companies need to identify key improvement opportunities to create a robust platform for future and continued growth. World class companies have increasingly identified benchmarking as the way to do this. Companies compare, and measure themselves against world class organizations and as a result identify their path to success. There is a whole set of best practice policies available worldwide which are yet to be evaluated, adjusted and implemented by companies in Kazakhstan.

Benchmarking can cover various aspects of the company’s operations such as production, supply chain, general accounting and reporting. For benchmarking we use the APQC Process Classification Framework (PCF) and the APQC database of measures and data points from over 7,000 organizations.

Enterprise risk

Enterprise risk services (ERS) is defined as a rigorous approach to assessing and addressing risks from all sources that either threaten the achievement of an organization’s strategic objectives or represent opportunities to exploit for competitive advantage. Deloitte’s enterprise risk services (ERS) practice is a global leader in helping clients manage risk and uncertainty, from the boardroom to the network. We provide a broad array of services that allow clients around the world to better measure, manage, and control risk, and to enhance the reliability of systems and processes throughout the enterprise. With core competencies encompassing capital markets, control assurance, internal audit, regulatory consulting, and security services, our ERS professionals offer a wealth of experience across a wide spectrum of industries. Client involvement is one of the key success factors: we are working closely with the client to ensure knowledge transfer and implementation success. Enterprise risk services include:

- Control assurance;
- Corporate social responsibility;
- Forensic and dispute;
- Internal audit;
- IT audit;
- Revenue assurance;
- Risk management System.
Contacts:

Manuel Hutama
Partner | Consulting/Enterprise Risk Services
Deloitte TCF, LLP
m hutama@deloitte.kz

Michiel van Hulsteijn
Senior Manager | Consulting
Deloitte TCF, LLP
mvanhulsteijn@deloitte.kz

Komilzhan Akhmetov
Senior Manager | Consulting
Deloitte TCF, LLP
kahmetov@deloitte.kz

Deloitte, Caspian Region
36, Al-Farabi Ave,
Almaty Financial District, Building “B”,
Almaty, 050059
Republic of Kazakhstan
Tel: +7 (727) 258 13 40
Fax: +7 (727) 258 13 41