



Investment Management, Pension Funds and Real Estate Optimization of controls and visible certainty on outsourced processes

Have you already implemented the required control measures to recognize, safeguard against and control any potential business process risks?

Investment management is a rapidly changing sector. Parties participating in the Dutch investment management market nowadays need to do more than just meet the capital requirements. They also need to provide insight into the effectiveness of internal control measures. Outsourcing major processes like asset management, custody, investment reporting, compliance monitoring and IT services adds an extra dimension to providing such insights. Any service providers involved should subsequently provide insights into the design of operational and reputational risk control. This makes it important for organizations to comply with international standards, and thus take account of internal controls relating to core processes and supporting IT processes.

Operational risk governance

Organizations should be able to clearly show external parties like customers and supervisors how they have designed their risk control process. To do so, the management of company and IT processes should be designed appropriately. This will lead to business operation being optimized, and with that to a more reliable and more effective company.

Optimization of risk management

Optimal risk management enables management to perform the company's processes effectively. This is subject to an optimal integration and alignment of governance, risk and compliance (GRC). Although many organizations have already taken steps to implement GRC, they are yet to optimize this process.

Deloitte is excellent in assessing how insights into the controlled performance of core processes and operations are obtained. This is partly due to the knowledge and experience Deloitte has with mapping risks and relevant control objectives, setting up controls, and assessing the effectiveness of those controls. To do so Deloitte uses business

Deloitte offers a variety of services, including the preparation of standardized assurance reports and assistance with determining the scope of a report. Likewise, Deloitte can offer support with independent statements, perform project management and interpret TPM reports.

process analysis techniques and advanced tools like process mining to further enhance the design of business processes and relevant control objectives. Deloitte likewise offers support in performing IT/Risk self-assessments and 'readiness tracks' prior an organization issuing a report on its internal controls.

Visible certainty about business critical processes

Many organizations depend on multiple external service providers nowadays. While outsourcing to external service providers has many advantages, it has its challenges too. One of them involves the strict monitoring of activities that might influence an organization's business critical processes and key financial reporting processes. What's more, rules and regulations also apply to outsourced activities.

An assurance report in accordance with the ISAE 3402 standard, for example, provides assurance on the control of company processes outsourced to a service organization. Deloitte has extensive knowledge of the various standards governing internal controls. We are therefore well-placed to offer assistance in reporting on these issues.

Why Deloitte?

Deloitte is a well-known and reliable party with important stakeholders and shareholders, like officials, audit committees and also within several market segments. Deloitte has a lot of experience when it comes to all activities needed to come to a TPM. On top of that all our employees are adequately trained to perform these activities.

Our services include the following:

- Support with optimizing your governance, risk and compliance framework;
- Preparing a standardized assurance report in accordance with current guidelines (like ISAE 3402, SSAE 16 and COS 3000);
- Assistance in determining the scope of the report;

- Issuing an independent statement;
- Performing project management;
- Assisting user organizations with interpreting TPM reports received from your service providers;
- Assistance in formulating control objectives and the corresponding control measures.

The standard approach we have developed for these services can be tailored to your specific situation. What's more, we use an in-house developed tool.

Contact

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