# Build customer trust with less complexity

IT Risk and Compliance for Service Providers

The environment around risk and compliance for IT is becoming more complex. Digital acceleration is creating new opportunities and heightened requirements to certify contractual commitments, meet regulatory requirements, and manage an evolving threat landscape. When your customers outsource their business and IT programs, they depend on you to audit outcomes, comply with regulations, control processes, and evaluate the work of third-party vendors. And as you deliver existing and new services, the rising complexity of attestation can become overwhelming without a clear operating model and framework.
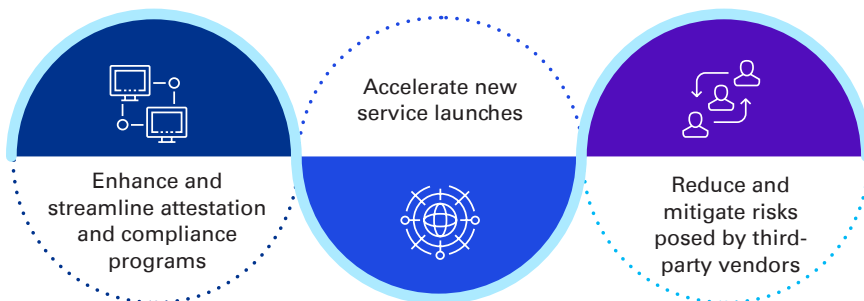
Many service providers are plagued with fragmented and inefficient attestation processes. Controls, testing, and audit processes are often dealt with in silos. This complexity creates audit fatigue, redundancy, and a lack of visibility across services. This requires a variety of skills and resources and the need for extraordinary communication and coordination.
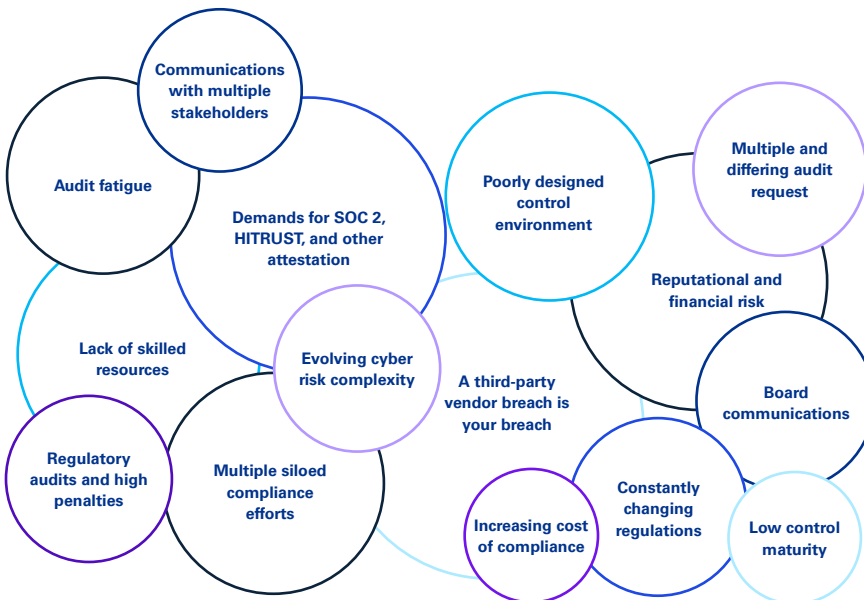
Challenges for service providers that drive complexity:

- Growing internal and external threats impacting financials and business reputation

- Increasing customer requirements for assurances and certifications

- Disconnected sales messages that overcommit against contractual requirements

- Overconfidence in managing third-party vendor risk

- Heightened regulation with frequent changes to standards and requirements

- Siloed operations responding to different requirements

The KPMG IT Risk and Compliance for Service Provider solution addresses these challenges head on. Our offerings help you:

Enhance and streamline attestation and compliance programs

Accelerate new service launches

Reduce and mitigate risks posed by third-party vendors

Align stakeholders with a mature approach

We can help you gain clarity and structure as you address and mature a variety of attestation requirements. And you can gain confidence for board and executive leadership communications by integrating your internal teams such as business leads, IT, legal, and risk and compliance—while effectively managing costs in the process.

Drive alignment to streamline cost and effort

If you have sizable compliance requirements, are preparing to deliver new services, or have risk exposure with third-party vendors, consider these KPMG offerings to build and sustain stakeholder trust.

Portfolio and program enhancements	Readiness and remediation	Assessing risk from third-party vendors
Designed to help you more efficiently and effectively meet customer expectations associated with a sizeable SOC portfolio or other compliance requirements: • Build a roadmap to your ideal, mature attestation program • Manage the inventory of compliance and audit requirements • Rationalize and automate controls and processes	Designed to help you accelerate speed to market for new or acquired service offerings: • Manage reporting scope and timing • Assess readiness to meet SOC or other framework requirements and support remediation efforts • Create templates to meet reporting requirements	Designed to help you think about attestation in new ways and put an operating model in place that is developed to: • Inventory third-party vendors • Establish a third-party vendor evaluation framework for periodic validations • Identify and categorize third parties

With KPMG IT Risk and Compliance for Service Providers, you can achieve more value for your organization:

- Lower costs by reducing fees and aligning resources
- Save time in demonstrating effective controls
- Reduce audit fatigue and improve employee experience
- Increase customer trust with accelerated response times
- Accelerate speed to market for new service offerings
- Reduce risk exposure from third-party vendors

Let us help you reduce some of the headaches of addressing audit and compliance needs. Begin your journey toward better outcomes today.

Learn more by visiting **read.kpmg.us/TRM.**

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