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KPMG Panel Discussion – Governance, Value Leakage and Technology Enablement

Moderator
Liz Evans
PMG LLP

Panelist
Kevin McDonald
EW Scripps

Panelist
Hadir Sesi
Astellas

Panelist
Denis Berry
KPMG LLP

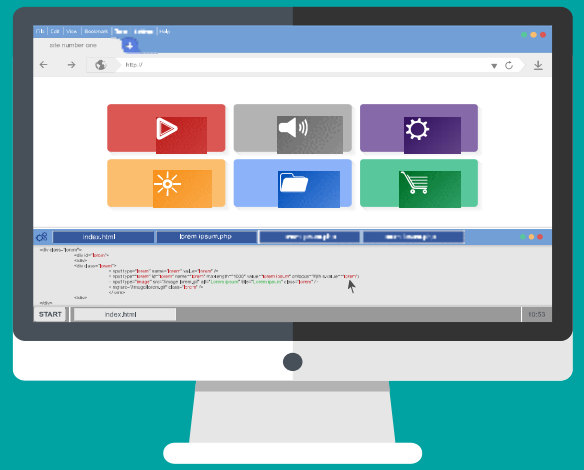
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- HR Service Management
- Service Portal
- Governance, Risk, and Compliance

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Session Overview



Objectives

- Panel discussion between KPMG executives and two innovative companies on how to address a robust governance process to ensure operational efficiencies are being satisfied in today's ever-changing outsourcing environment. Explore the progression of technology to help solve governance challenges and combat value leakage. In this session, attendees will engage in a lively discussion with subject matter professionals around maximizing the value of their provider relationships including learning about KPMG's cloud-based governance capabilities



What You Will Learn

- How to use new approaches and technology to increase contract visibility
- How to establish and streamline the governance function
- How to better analyze contract performance against the value proposition
- How KPMG has utilized ServiceNow's robust platform to enhance contract management

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Agenda

TOPICS	***TIME***	***PRESENTER***
• Welcome & Opening Remarks	• 5 minutes	• Liz Evans
• Panelist Introductions	• 5 minutes	• Liz Evans – Hadir Sesi, Astellas – Kevin McDonald, EW Scripps – Denis Berry, KPMG
• Outsourcing Governance Today	• 10 minutes	• Liz Evans
• Governance Panel Discussion	• 25 minutes	• All
• Closing	• 5 minutes	• Liz Evans

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Liz Evans (Moderator)



NAME: Liz Evans

TITLE: Principal, Advisory (Service Governance)

FUNCTION: Leads governance advisory supporting clients in governing outsourcing and shared service delivery models

COMPANY: KPMG LLP

EXPERIENCE: 19+ Years

EXPERTISE: Leadership roles in supplier and service governance to support shared services, outsourcing and global business services

ACHIEVEMENTS: Thought leader in the role of governance and technology in outsourcing, shared services and global business services

CURRENT PROJECTS: Outsourcing governance support for clients across multiple industries, enterprise outsourcing assessments and shared service implementations

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Hadir Sesi (Panelist)



NAME: Hadir Sesi

TITLE: Head of IT Vendor and Supplier Management

FUNCTION: Responsibility for defining the global sourcing strategy for all IT services

COMPANY: Astellas US LLC

EXPERIENCE: 15+ Years

EXPERTISE: Leadership roles across Sales and Marketing, Finance and Vendor Management

ACHIEVEMENTS: Driving contract management, governance related activities and value recognition

CURRENT FOCUS: Leading the commercial globalization of IT at Astellas, including moving from multiple regional contracts and suppliers to a more globalized contract and governance structure

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ASTELLAS TODAY



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safe and effective products that improve people's lives in these theraputic areas:

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- UROLOGY
- IMMUNOLOGY
- INFECTIOUS DISEASE
- CARDIOLOGY

Astellas is committed to turning innovative science into medical solutions that bring value and hope to patients and their families.

- Keeping our focus on addressing unmet medical needs and conducting our business with ethics and integrity enables us to improve the health of people throughout the Americas and around the world.
- We address unmet medical needs by converting science into value for patients in areas where we have expertise and where cutting-edge science and technology are poised to drive innovation.
- We combine our internal capabilities and expertise with external strengths to deliver groundbreaking solutions that address patients' unmet needs.
- We contribute to the long-term sustainability of society by improving access to health and medical solutions, fostering scientific advancement and enhancing the health of our communities.
- Our culture is rooted in a set of shared values called the Astellas Way. These principles and behaviors motivate us and create an atmosphere where we can contribute to tomorrow's medical advancements.

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Kevin McDonald (Panelist)



NAME: Kevin McDonald

TITLE: Vice President, BPO Governance

FUNCTION: Oversees major BPO relationships, including responsibility for HR Operations, HR Technology strategy and operations

COMPANY: E.W. Scripps

EXPERIENCE: 20+ years

EXPERTISE: Extensive experience working within both large and mid-market companies in virtually every aspect of HR operations, technology strategy and implementation

ACHIEVEMENTS: Maximizing the value of his company's outsourcing relationships through the design, implementation, and leadership of services, technology, and vendor governance

CURRENT PROJECTS: Driving process efficiencies; automating work streams in HR and contract management

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VISION

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KPMG Executive (Panelist)



NAME: Denis Berry

TITLE: Principal, Leader for CIO Advisory & Global Alliance Leader for ServiceNow

FUNCTION: CIO Advisory

COMPANY: KPMG LLP

EXPERIENCE: 25+ years

EXPERTISE: Leads IT transformation initiatives and is a thought leader in the advancement technology enabled business transformation

ACHIEVEMENTS: Successful implementation of global ERP solutions. Led enterprise program management office with $200M+ portfolio.

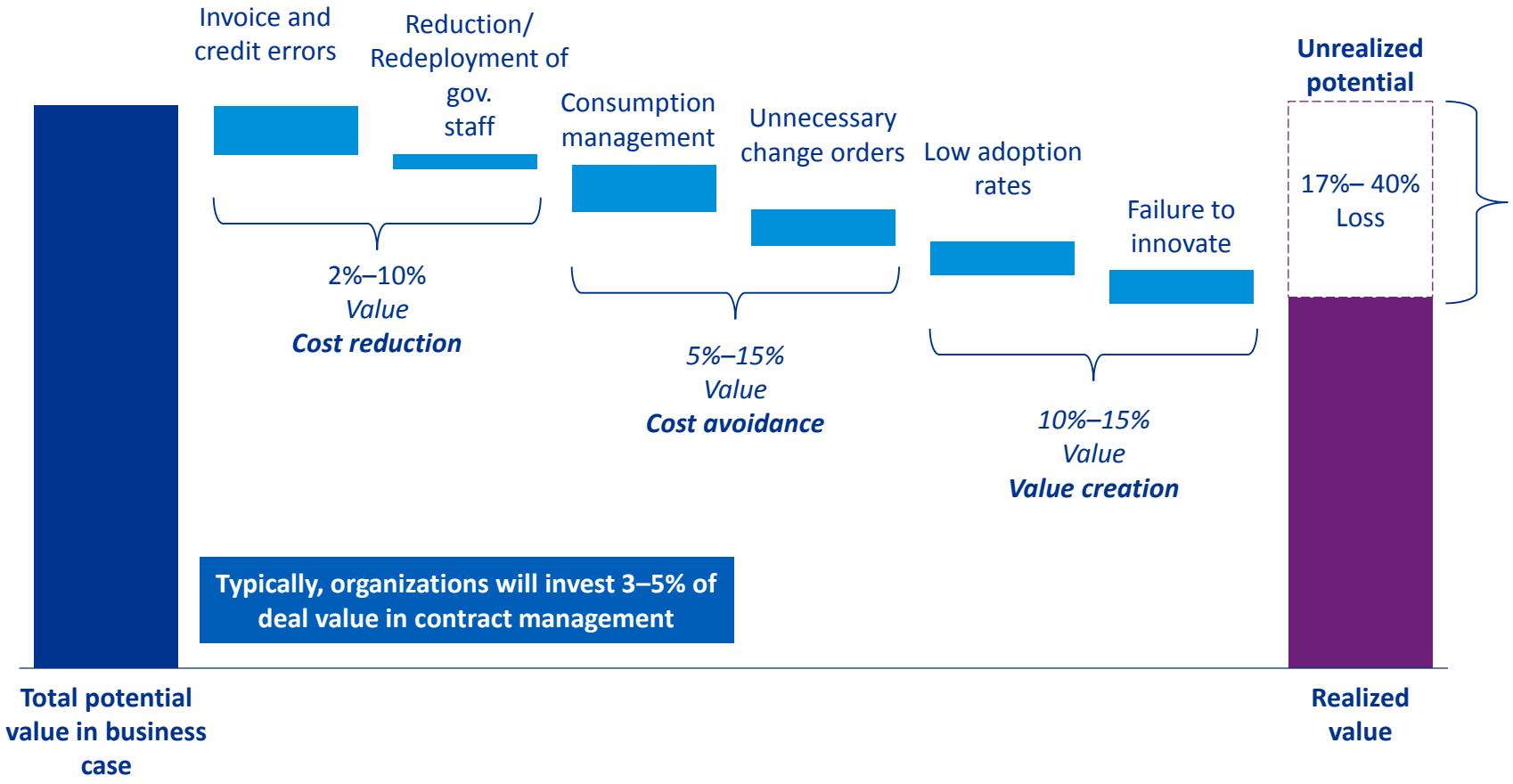
CURRENT PROJECTS: Leader in technology business management and enterprise service management in the Healthcare and Life Sciences industry

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Governance is critical to avoiding value leakage

Value leakage can be unintended and pervasive. Contract complexity feeds the opportunity for leakage.

Value leakage associated with poor contract management practices



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KPMG's supplier governance framework

Core components to establish a scalable and consistent governance capability for a contract, function or the enterprise.

- ✓ **Leading organizations have implemented governance functions that are rising to the challenge, but most are on a multi-year journey**
- ✓ **Effective governance typically consists of capabilities in six key areas**
- ✓ **Governance allows the right resources to consistently and effectively make use of data for drive better decisions**
- ✓ **Our focus today will be further exploring the Enabling Technology area**



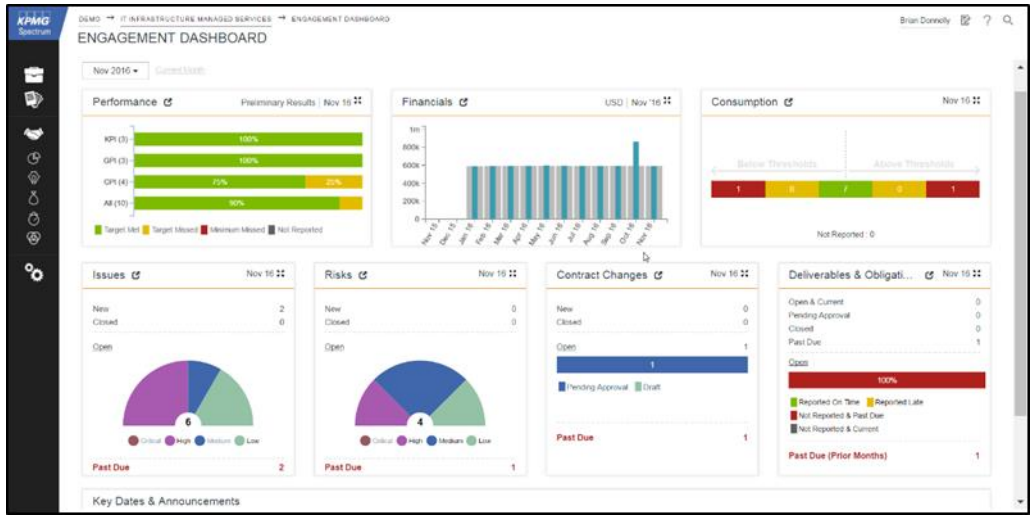
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Technology-enabled governance drives transparency and mitigates risk

The ability to review and digest contract data to support effective decision making and drive improved supplier relationships

KPMG Enabling Technology → **$3.5B Managed Contract Value** → **130,000 SLAs Monitored Annually** → **30 Tier 1 Supplier Relationships**

- ✓ **Allows data to be gathered, validated and leveraged in a consistent manner**
- ✓ **Improves access to data to support decision making**
- ✓ **Supports stronger supplier relationships through transparency and collaboration**
- ✓ **Provides a holistic view of the supplier relationship**



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Top Takeaways

1

THE PROBLEM
- Value Leakage

Contract governance is an increasingly complex process. But it's a necessity. Without it, businesses stand to lose up to 40% of an outsourcing deal's value.

2

THE SOLUTION
- Contract Performance Manager (CPM)

KPMG's leading Outsourcing Advisory experience combined with the robust ServiceNow platform into one comprehensive product.

3

THE RESULT
– A Complete Offering

With CPM and experienced governance services, you can help mitigate contract value leakage, take management action faster, and realign outsourcing to meet business goals.

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Panel Discussion – Q&A

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Thank You

Moderator	*Panelist*	*Panelist*	*Panelist*
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KPMG LLP	EW Scripps	Astellas	KPMG LLP

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