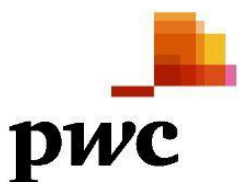




Technology	Impact	Capabilities
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Managed Services

We run. You accelerate.



Scan the QR code to know more.





Did you know?

48%

of Middle East CEOs don't think their companies will be economically viable in 10 years from now if they do not evolve.

[*PwC CEO Survey 2023](#)


73%

are optimistic about the potential impact of GenAI, believing that it will significantly change the way their company creates, delivers and captures value in the next three years.

38%

feel that inflation will be a key threat to their organisations over the next 12 months - partly driven by concerns over geopolitical conflict - with cyber security also posing a major potential issue.

Connecting ambition to results

 In today's dynamic market landscape, characterized by frequent regulatory shifts and the emergence of new economic and development regions, Middle East organisations need **reinvention, agility, and resilience**.

 **With PwC Managed Services, navigate market shifts with ease and accelerate towards your goals**

 **Fast-track your business with Speed, Agility and Optimization through cutting-edge efficiencies**



Leverage a ready-to-deploy team of subject matter experts, enriched by local insights and global experience



Tailored made solution that meets your specific needs which are value focused, scalable and Tech enabled



Harness advanced technology and digital tools to speed up outcomes and unlock smart insights driven by data



Bridge capability gaps and upskill your workforce



Get strategic advantage to accelerate speed to market and innovation



Develop a premium customer journey ready for the next era of technology

What is Managed Services ?

Managed Services is PwC's unique approach to providing technology powered operational support across a variety of core business functions.

Combining deep subject matter expertise, innovation and effective operations management, we bring the best of the firm to the table as we partner with our clients to support them in responding to increasing regulatory, customer and market demands. We enable our clients to focus on their core business by partnering on all operational matters.

Typical benefits we have delivered for our clients:

Up to **35%** cost savings

Up to **45%** boost in efficiencies/productivity

>95% accuracy with high-quality outcomes

Up to **30%** typical reduction in project schedule timeline

Achieving peak benefits and outcomes

Market Drivers



Focus on outcomes



Government services privatisation



Increase in number of SMEs



Localisation



Accelerated digital investment



Scale of capital projects

High-performing organizations collaborate with their managed services partners to tap into expertise and technology. Their aim goes beyond cost reduction, striving for increased speed and enhanced innovation

What we are solving for ?

Inability to realise growth due to internal capacity constraints

Legacy technologies outdated platforms and journey to the cloud

Poor business insights

Complex operating models that result in sub-optimal operational costs

Digitalising operations

Risk, control and regulatory compliance issues

Closing talent, skill and capacity gaps

Fragmented & Decentralized process that result in human errors, the inability to scale, and inconsistency



Our Managed Services Catalogue

Our delivery methodology is transformative in nature and leverages technology combined with human intelligence to deliver business insights and outcomes by improving organizational efficiency and reducing operational expenses.

Business Outcome Managed Services	Risk & Regulatory Managed Services	Technology Managed Services
Finance Managed Services	Financial Crime Managed Services	Application Evolution Services
Human Resources (HR) Managed Services	Third Party Risk Mgmt & Op Resilience Services	Data, Analytics, & Insights Managed Services
Transformation Managed Services	Cyber Managed Services	Cloud Operations Services
Legal Managed Services	Industry Specific Services	Engineering Operations Services
Customer Managed Services	Health Services	Enterprise Testing Managed Services
Procurement & Supply Chain Managed Services	Government Services	AI Managed Services
Tax Managed Services	Capital Projects & Infrastructure Services	Application Managed Services
	Financial Services - Insurance and Banking Services	



We have strategic alliances with the world's leading technology and data companies to help accelerate innovation and power transformation.



Why PwC ?

PwC works collaboratively with clients to provide an end-to-end service, from strategy through to delivery - powered by technology and assets, sector insight and domain expertise, we deliver sustainable outcomes for our clients.

Gain strategic insights - our expertise across multiple industries, regulatory and data-driven insights offer a deep understanding of your business. As you continue to evolve, our global capabilities differentiate you and help transform your ambitious into reality.

Create scale and flexibility - we have a global network of specialists delivery centre staff who consistently deliver managed service projects; we can draw on this network to ramp up support flexibly as required.

Collaboration you trust to deliver - from strategy to execution, we extend our support to simplify your most complex challenges, build trust and deliver impactful results.

Sustained outcomes - we help you achieve the results and outcomes that you need, whilst building the capabilities to make your organisation stronger for the long-term.

Strong tech alliances - we help you transform at scale as you digitise and modernise the region using the strength of our ecosystem and alliances.



Our powerhouse of capabilities

Our Managed Services offering is enabled by a global team, alliance ecosystem and world-class network of delivery centres

■ We have the ability to deliver in over 150 countries pulling from over 58,000 professionals

58,000

People in our delivery network including 14,000 professionals with deep skills in tax, assurance, risk management and complete-office operations

30+

Technology alliance ecosystem to curate the right blend of technology for your business, including SAP, Microsoft, Google, Oracle and Salesforce.

170+

Years of Working across industries

■ Our wide network of global acceleration and delivery centres ensures a differentiated value delivery to our clients.

At PwC we have a global network of specialist delivery centre staff who consistently deliver Managed Service projects. We can draw on this network to ramp up support flexibly as required. Leveraging our delivery model can provide capacity, business continuity as well as relevant experience, delivery, quality and cost.

We have capability in region which can be deployed on site or support remotely. Our delivery network includes specialist expertise across a variety of industries and domains.



 Get in touch



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Established in the Middle East for over 40 years, PwC Middle East has 30 offices across 12 countries in the region with around 11,000 people. (www.pwc.com/me).

PwC refers to the PwC network and/or one or more of its member firms, each of which is a separate legal entity. Please see www.pwc.com/structure for further details.

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