

# Deloitte.



Consulting

We are where your  
business is



# Introduction

Deloitte is one of the world's leading professional services firms, providing audit, consulting, financial consulting, risk management, tax and other services to public and private companies spanning multiple industries.

With a globally connected network of member firms whose clients account for approximately 450 of the Fortune 500, Deloitte has operations in more than 150 countries, bringing world-class capabilities and in-depth local expertise to help its clients succeed in a challenging environment. More than 330,000 Deloitte experts are dedicated to the concept of achieving results we can be proud of.

Deloitte is currently the fastest growing of the Big Four in Kazakhstan, employing more than 500 people in offices in Almaty, Astana, Atyrau and Aktau.

Deloitte is represented by cross-functional industry groups that help clients find the right business solution based on market requirements. We constantly track the latest amendments in various sectors of the economy and offer our expert opinion on how they may affect business. We are consistently recognised as a market leader for the high quality of our services and our unique corporate culture.

Deloitte has been operating in the region for more than 25 years. Reflecting back, and looking forward to the future, we maintain a long-term perspective and seek to make an impact that matters for our people, clients and society.

Learn more about Deloitte in Kazakhstan on [www.deloitte.kz](http://www.deloitte.kz)

# Who we are and our services

## Deloitte was recognised as an international business consulting leader

IDC MarketScape, 2017 findings

Deloitte is a global professional services leader. In a 170-year history built on trust and quality, we have learnt how to turn complex challenges into business opportunities, which has helped us become who we are today — the largest integrated professional services firm, uniting a large number of qualified specialists.

Our multidisciplinary service portfolio helps Deloitte consultants apply their extensive sector knowledge to successfully realise a range of business objectives.

### **Deloitte global**

Deloitte is an international network of companies providing professional services in audit, consulting, financial consulting, risk management, taxation and other areas to public and private companies operating across the entire spectrum of the Global economy. Deloitte has offices in 150 countries across the world.

*725 offices around the world*

### **Deloitte Consulting in the CIS**

The CIS consulting practice offers a full range of services related to business management, including strategy development, operating efficiency, financial management consulting, human resources management, and information technology implementation.

*Head office in Moscow*

### **Deloitte Consulting in Kazakhstan**

The Kazakhstan Consulting Department works closely with Deloitte offices across the globe, simultaneously offering a local expertise. We tailor specialised teams of experts to find the best solution to any challenge.

*Offices in Astana, Almaty, Aktau, Atyrau*

# Strong global Consulting presence



A practice with 122,000 practitioners, serving more than 100 countries

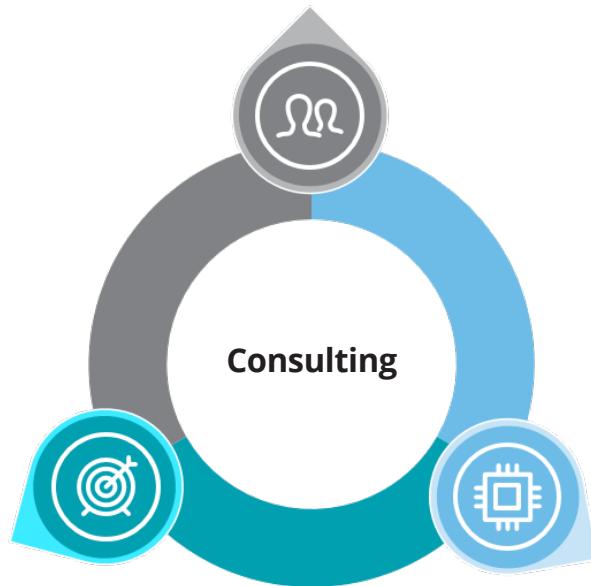
As the largest management consulting firm in the world, Deloitte offers clients assistance in the resolution of a number of issues, from strategy development to implementation.

As consultants we work on practical opportunities that allow us put our plans and proposals into practical use wherever our clients have operations or are about to set up operations.

This requires a combination of experts with a wide range of skills and knowledge in human capital, strategy, operations and technology, tailoring them to unique client requirements, sector and corporate aspects.

#### **Human capital**

- HR Transformation
- Actuarial, Rewards & Analytics
- Organization Transformation & Talent



#### **Strategy and operations**

- Business strategy development
- Operational transformation
- Supply Chain
- Mergers & Acquisitions
- Finance

#### **Implementation of new processes and technology**

- IT strategy development
- Technological innovation and digitalisation
- Implementation of IT applications (SAP, Oracle)
- Analytics & Information Management
- CIO Program & Technology Insights

# Strategy and operating efficiency consulting

Our global network of strategy development and operating efficiency experts offer a full range of Deloitte professional services and sector experience, which helps us focus on resolving the most important challenges facing today's businesses. We work together with our clients, offering a strategic vision to find the best solutions and generate visible long-term results.

Our experience and expert knowledge covering a wide range of sectors, starting from the development of pragmatic strategies and evaluating merger and acquisition viability and ending with the streamlining of financial and operating functions, mean our clients can operate with assurance and have the opportunity to achieve the best results possible.



Deloitte has one of the **largest and most developed consulting practices** in operating efficiency.



We make use of the intellect of over **38,100** professionals in operating efficiency issues, developing operating models and streamlining business processes.



We provide services in **150 countries** for **21 different sectors**.

## Strategy and operations

Service area	Service guide				
	Strategy	Operational transformation	Supply Chain management	Mergers and acquisitions	Financial management
	<ul style="list-style-type: none"> <li>• Business transformation</li> <li>• Corporate development and business strategy</li> <li>• Digital strategy</li> <li>• Innovation strategy</li> </ul>	<ul style="list-style-type: none"> <li>• Operating efficiency</li> <li>• Operating model development and corporate transformation</li> <li>• Strategic cost transformation</li> <li>• Business function management</li> <li>• Real estate optimisation and allocation strategy</li> <li>• System solutions for corporate rehabilitation</li> <li>• Income generation transformation cycle</li> <li>• Robotisation and cognitive innovation</li> </ul>	<ul style="list-style-type: none"> <li>• Strategic supply chain development</li> <li>• Supply chain planning</li> <li>• Production strategy and operations</li> <li>• Supply and procurement search</li> <li>• Logistics and distribution improvements</li> <li>• New product development management</li> </ul>	<ul style="list-style-type: none"> <li>• Merger and acquisition strategy development</li> <li>• Analysis of company transaction preparedness</li> <li>• Transaction support</li> <li>• Asset assignment and division</li> <li>• Integration planning and implementation</li> </ul>	<ul style="list-style-type: none"> <li>• Finance function strategy</li> <li>• Financial aspects of mergers and acquisitions</li> <li>• Finance function operating modelling</li> <li>• Business operations efficiency enhancement services</li> <li>• Development of a finance function service model</li> </ul>



# Human capital consulting

As globalisation, in the shape of the implementation of new statutory requirements, digital solutions and innovations, becomes ever more important, businesses are having to depend more on their people responsible for deliverables. With this in mind, Deloitte human resources and organisational change experts make use of progressive research and analytical tools, as well as their extensive sector experience,

to develop and implement HR-function optimisation programmes, train employees and develop their leadership skills; make organisational and other changes aimed at improving corporate operations based on employee performance.



The Kennedy agency recognised Deloitte as the leading consultant in **human resources restructuring**



**No1** in the world in **human resource transformation** consulting



**No1** in the world in **organizational change management**



**No1** in the world in **benefits consulting**

## Human resources and organisational change management

Service area	Service guide
<b>Organisational transformation and staff</b>	<b>Human resources transformation</b>
<ul style="list-style-type: none"> <li>• Strategic changes</li> <li>• Culture</li> <li>• Leadership development</li> <li>• Organisational design</li> <li>• IT implementation</li> <li>• Talent management strategy</li> <li>• Staff training solutions</li> <li>• Commercial function effectiveness</li> <li>• Mergers, acquisitions and restructuring</li> </ul>	<ul style="list-style-type: none"> <li>• HR function operating efficiency (including implementation of shared service centres and outsourcing)</li> <li>• IT strategy and the selection of HR providers</li> <li>• HCM Oracle solutions</li> <li>• HCM SAP-SuccessFactors solutions</li> <li>• HCM Workday solutions</li> <li>• HCM Cloud AMS solutions</li> <li>• Headcount planning and analytics</li> <li>• HR products and innovation</li> <li>• Mergers, acquisitions and restructuring</li> </ul>
	<b>Compensation and benefits, analytics</b>
	<ul style="list-style-type: none"> <li>• Basic actuary function</li> <li>• Risk and capital regulation and management consulting</li> <li>• Insurance, insurance product and underwriter expert centre</li> <li>• Finance and actuary function transformation</li> <li>• Pension investment consulting</li> <li>• Analytics, computer-aided learning and data science</li> <li>• Compensation and benefits</li> <li>• Pensions and risk management</li> <li>• Mergers, acquisitions and restructuring</li> </ul>



# Technology consulting

Business and technical innovation are currently inexorably linked and incorporate a wide range of issues — from managing data and ensuring information security to opportunities to improve staff mobility and manage remote activities. Technical solution requirements are extremely high both from a functional perspective and the position of ensuring sustainable and continuous business processes.

Technology is becoming the key factor in business growth and is frequently the basis for its transformation and adapting to internal and external changes. Our experts help clients resolve the challenges they face in implementing technical and innovative solutions at all stages, including in development of technological strategy and implementation of technical solutions.



Deloitte has more than **3,000** successfully completed **SAP implementation projects** behind it



Deloitte is a recognised leader in the development and application of **innovative tools and audit technology** according to the International Accounting Bulletin ratings agency



Global leader in **cyber security** consulting services according to the Kennedy ratings agency



Leader in **business technology transformation** according to the Forrester Inc. ratings agency

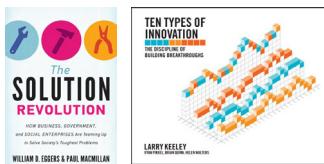
## Technology consulting

### Service guide

Service area	Information management and analytics	Deloitte Digital	External services (outsourcing)	Oracle	SAP	System integration	Technological strategy and architecture	Vendor solution implementation	Company IT director and management support
	<ul style="list-style-type: none"> <li>Data analysis tools</li> <li>Digital technology in the financial sector</li> <li>Automation of data collection and processing</li> <li>Contemporary data analysis methods</li> <li>Cognitive technology</li> <li>Analytical function management</li> </ul>	<ul style="list-style-type: none"> <li>Digital transformation and strategy development</li> <li>Promotion and marketing</li> <li>Commerce and content</li> <li>Digital experience</li> <li>Digital client experience</li> </ul>	<ul style="list-style-type: none"> <li>IT solution management</li> <li>Infrastructure management</li> <li>IT solution support</li> <li>Testing management</li> </ul>	<ul style="list-style-type: none"> <li>Digital transformation using Oracle solutions</li> <li>Client interaction transformation in Oracle</li> <li>Finance transformation using Oracle solutions</li> <li>Oracle hardware</li> <li>Oracle applications and industry solutions</li> <li>Oracle supply chain transformation</li> <li>Oracle analytics</li> </ul>	<ul style="list-style-type: none"> <li>Finance function transformation using SAP solutions</li> <li>Supply chain transformation using SAP solutions</li> <li>System client interaction using SAP solutions</li> <li>Analytics using SAP solutions</li> <li>SAP technology</li> <li>Cloud transformation using SAP solutions</li> <li>Digital transformation using SAP solutions</li> </ul>	<ul style="list-style-type: none"> <li>Project programme management</li> <li>System planning and development</li> <li>Testing</li> <li>Integrated solutions and platforms</li> <li>Application architecture</li> </ul>	<ul style="list-style-type: none"> <li>Technological innovation</li> <li>Technological strategy</li> <li>IT function management</li> <li>Information system architecture</li> <li>Cloud solutions and infrastructure</li> <li>IT outsourcing</li> <li>IT mergers and acquisitions</li> </ul>	<ul style="list-style-type: none"> <li>SAP</li> <li>Oracle</li> <li>Salesforce</li> <li>Other suppliers</li> </ul>	<ul style="list-style-type: none"> <li>IT director programmes</li> <li>Deloitte research</li> </ul>

# Thought leadership and innovation are core elements of our service delivery

## Books & Magazine



## Publications



## Deloitte Insights

## Research



## Assets & Specialization

Monitor  
**Deloitte.**

DeloittePixel™

ConvergeHEALTH  
by **Deloitte**.

FinVENTA™

ConnectMe™

**Deloitte.**  
Digital

Bersin™

**Deloitte.**  
Private

ClearLIGHT™

## Centers

- Innovation Centers:
- Corporate Governance
- Cyber Innovation
- Doblin
- Federal Innovation
- Health Solutions
- Center for the Edge
- Energy Solutions
- Monitor Institute
- Center for Collective Leadership (London)
- Deloitte Innovation Center (Belgium)
- Center for Government Insights (U.S.)
- Center for Financial Services (U.S.)
- Middle East Islamic Finance Knowledge Center
- Deloitte Institute of Innovation & Entrepreneurship (London)

## Client labs

iZone



Deloitte Client Experience Labs



Deloitte  
Greenhouse™

InsightStudio  
Deloitte Analytics

## Media

- Dbriefs Webcasts
- Deloitte Insights
- Podcasts
- Deloitte Perspectives
- Blog
- Deloitte TV





Deloitte's client service approach allows it to emphasise the entire range of its consulting services related to strategy, operations management, information technology, human resources and financial consulting.

Deloitte's multiservice consulting practice is unique in offering capacity in all service lines.

Source: Forrester: Business transformation consulting, 2015

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