THE POWER OF BEING UNDERSTOOD
ASSURANCE | TAX | CONSULTING

The advantages of outsourcing

Managed Services Buyer's Guide

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In the past, only large enterprises could afford to hire teams of specialists to manage non-core responsibilities and provide strategic guidance.

But technology has changed that. Today, small and middle market companies have access to a wider range of more affordable solutions and services, such as IT managed services and outsourced accounting services.

Working with a managed service provider not only allows your organization to offload tasks to experienced professionals, but it also enables you to form a valuable strategic partnership that helps you manage risks, reduce costs, stay modernized and streamline processes—driving faster, more cost-effective growth over the long term.

WHY OUTSOURCE?

Providers can bring in experience and tools to assess business problems, prioritize focus areas based on business goals, solve for the most immediate pain point, and then provide ongoing services and guidance as your organization evolves.

Managing IT risk to focus more on opportunity

Cybersecurity is one of the fastest-growing trends in IT outsourcing and managed security services at midmarket companies, driven by the increased complexity and variety of, and reliance on, IT systems that organizations use.

A constantly evolving and increasingly sophisticated threat landscape also has led to a shortage of IT and security professionals, which creates more security gaps and greater risk for companies.

Operationalizing digital transformation: Top three risks

1	2	3
Cybersecurity and data privacy	**Lack of talent to execute**	**Speed of change**

Source: Corporate Board Member and RSM research

Managed IT services can transfer responsibility to a dedicated and well-resourced team of seasoned professionals who also can provide executive-level guidance.

RSM managed IT services

Leverage a flexible and fully customizable solution by outsourcing your entire IT department.

Co-manage your IT services with the help of our dedicated advisors.

Access premium services with 24/7 monitoring, training and advanced IT support.

LEARN MORE

Optimizing and integrating processes for cost savings and agility

Process integration can be challenging, especially for companies growing through a merger or acquisition. Knowledgeable managed service providers can offer resources that remove roadblocks to timely integration.

Finance is another area that poses challenges for process optimization. In many cases, outsourcing finance and accounting functions can eliminate business application integration problems, improve compliance by reducing manual errors, and expedite a range of finance processes, including month-end close.

RSM finance and accounting outsourcing solution

- Provides a cost-effective way to improve your finance and accounting function.
- Offers access to advanced technologies and tools to automate your manual processes and support a solid month-end close process, providing timely financials and audit-ready reconciliations that can be reviewed by audit firms.
- Strengthens compliance.
- Helps staff retrieve real-time business insights.
- Accelerates time-to-value without having to recruit, hire, onboard and train new staff.

LEARN MORE

Optimizing and integrating processes for cost savings and agility

CLIENT

Scilex Pharmaceuticals focuses on acquiring and commercializing late-stage prescription products for the treatment of acute and chronic pain.

READ THE FULL CASE STUDY

THE CHALLENGE

Scilex sought to grow into a global pharmaceutical company that delivered innovative treatments. However, it faced challenges with limited financial and accounting resources. Scilex needed a more scalable financial solution that could meet reporting and compliance demands and evolve with the company as its business needs changed.

THE SOLUTION

The company worked with RSM to adopt a cloud-based ERP, and it collaborated with RSM on outsourced accounting services to improve and standardize its financial processes, from product development all the way to post-product launch. This scalable solution and flexible outsourcing model have allowed Scilex to handle complex reporting requirements, improve compliance and transparency, and meet its growth objectives.

Cost-effectively extending skill sets and optimizing resources

Organizations often outsource because they can't get the skills they need, or the resources are too expensive, or the job is simply too big for available resources. For example, many companies use managed services for technical accounting challenges, such as regulatory changes to lease accounting.

Some teams within your organization also might benefit from co-sourcing services that use technology to automate manual processes. This would allow them to focus on more strategic goals.

Reduce complexity with RSM's lease accounting services

Leverage our technology and management consulting services to develop and execute your lease accounting strategy.

Take advantage of our strategic technology partnerships to streamline compliance with ASC 842.

Implement best-in-class cloud solutions to automate data collection and analysis and to improve controls.

LEARN MORE

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Enhancing the audit process at Argo Group

CLIENT

Argo Group is an international underwriter of specialty insurance, with more than $9 billion in assets and more than 1,300 employees worldwide.

READ THE FULL CASE STUDY

THE CHALLENGE

The company had previously implemented an internal audit software solution, but the technology quickly became obsolete: It only offered manual tracking and limited reporting project-management capabilities for Argo's 20-person audit team. To better address its needs, the company sought a platform that could make its audit process more transparent and efficient.

THE SOLUTION

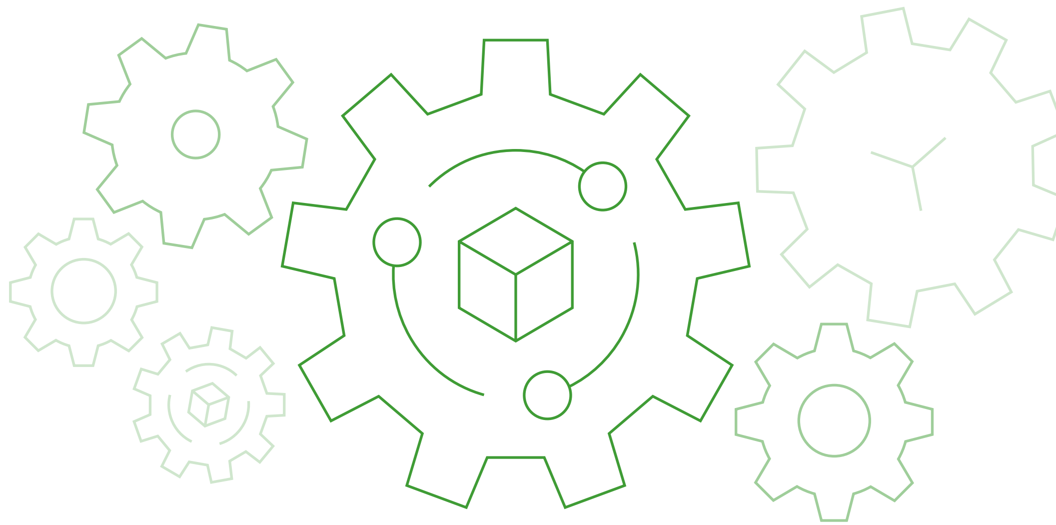
Argo implemented RSM's Auditor Assistant internal audit automation platform to expand its team's capabilities. Working with RSM, Argo sufficiently prepared its team with customized training and successfully implemented the new solution in just two months.

RSM's Auditor Assistant has driven significant results for Argo—including a 20% increase in audit coverage, without the need for additional staff, and a 20% increase in identification of business process issues.

RSM outsourcing services guide

We offer a wide range of solutions tailored to your organization's specific needs and mission-critical priorities:

- Business and technology knowledge. Our engagement starts with a comprehensive assessment that considers a company's business strategy, goals and constraints.
- Wide portfolio of consulting and outsourcing solutions. We'll consider your organization's needs today and tomorrow.
- Proprietary solutions and insights. We've developed our industry- and sector-specific knowledge through years of experience.



Managed IT services	Finance and accounting outsourcing	Managed application services
Cyber transformation services	Technology risk consulting	Business risk consulting

RSM outsourcing services guide

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MANAGED IT SERVICES

- Scalability and coverage. 24/7/365 network operations and help-desk support
- Predictability and cost savings with an all-inclusive and simple monthly subscription pricing model
- Industry focus and deep technical experience eliminates the hassle of recruiting, managing and retaining full-time IT employees
- Reduce risks and cybersecurity threats by leveraging specialized security, risk and privacy resources.
- Improve the reliability of your technology operations.
- Highly scalable platform
- Flexible approach

Fully managed IT
Your outsourced IT department

- All-inclusive bundle of services
- Unlimited, 24x7 help-desk support
- Simple per user/month pricing
- Dedicated delivery team & technical advisor
- Microsoft 365 licensing and learning
- CIO-level strategic IT guidance

Managed Microsoft 365
Maximize your Microsoft investment

- End-to-end health monitoring
- Advanced IT Pro support
- QuickHelp™ learning platform
- Unlimited cloud backup
- CoreView™ compliance reporting
- Strategic planning optimization

Managed infrastructure
Resilient foundation

- 24x7 network operation center
- Managed network services
- Managed voice services
- Managed datacenter (cloud/on-premises)
- Disaster recovery as a service
- Managed Azure/AWS and private cloud
- Cloud security and monitoring

Managed security
Secure your workplace

- CISO advisory and program management
- Continuous compliance monitoring
- Security operations center
- Vulnerability and technical security
- Security awareness
- Digital forensics and response
- Identity and access

Managed endpoint
Unified endpoint management

- End-to-end asset management
- Endpoint threat protection
- Mobile device management
- Zero Trust enablement
- Managed detection and response
- Hardware procurement and provisioning

Managed service desk
24x7 end user support

- U.S.-based with global coverage
- Emergency and full-time onsite support
- Service level agreements
- ITIL-based service management
- ServiceNow™ platform
- Support for business applications

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FINANCE AND ACCOUNTING OUTSOURCING

- Grow and change without having to spend valuable time focusing on noncore processes.
- Employ fractional use of finance and accounting professionals, enhanced processes and technologies, and stronger compliance measures.
- Execute yearly budgeting and monthly forecasting that leverages expertise and integrated technology solutions to match business and reporting needs.
- Get greater bottom-line performance through reduced operating costs and improved efficiencies.
- Close books accurately and on-time each month. Key stakeholders (internal staff, banks, investors, auditors) get real-time robust financial reporting and custom dashboards based on individual needs.

MANAGED APPLICATION SERVICES

- Built to support client business applications needs so the business can continue to focus on core competencies
- Provides a flexible and expandable support system with predictable costs
- Staffed by functional and technical resources with access to a national business applications team and developers
- Leverage experience from an expansive client base.

CYBER TRANSFORMATION SERVICES

- Benchmark and enhance your cybersecurity program to achieve business goals in line with acceptable risk tolerances and treatment strategies.
- Identify systemic program-level failures and help align security goals with your business culture.
- Advise executive management and board members on current cybersecurity capabilities and needs as well as expenditure requirements.
- Apply a cybersecurity lens to the current enterprise architecture, helping to identify exposures and assist in the development of one-, three- and five-year roadmaps.
- Evaluate, select and implement the necessary cybersecurity tools and technologies.

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Outsource your needs

With advances in technology, access to innovative outsourcing solutions and services is no longer just the domain of large enterprises. Small and mid-market companies also can expand their business capacity and get expert guidance more cost-effectively.

Finding the right managed services provider can accelerate your company's growth, reduce your business and financial risks, and help your organization control costs and achieve its strategic goals.

Before you enlist the help of a strategic partner, take our IT Maturity Assessment to gain a holistic view of how to improve your IT operations and discover how an outsourcing solution can meet your needs today—and in the future.

TAKE THE ASSESSMENT

TECHNOLOGY RISK CONSULTING

- Identify IT risks internally as well as risks related to third-party vendors and service partners.
- Build a long-term plan to monitor and mitigate your IT risks based on your environment.
- Evaluate and measure your IT risks, including areas such as cloud risk, emerging technology risk and digital strategy risk.
- Minimize audit fatigue and create efficiencies with a common control library for various regulations that allows you to test once and use many times.

BUSINESS RISK CONSULTING

- Identify opportunities to streamline and cut costs—everything from using your financial software package more effectively to eliminating redundant procedures.
- Monitor key areas and give high-quality assurance to the board that IT risks are being monitored effectively and objectively.
- Take advantage of flexible methodology, proven processes and advanced technology to mitigate risk, monitor compliance and add value.
- Accelerate your success by giving stakeholders confidence to make critical business decisions and stay in control, no matter where the organization is heading.

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