



KPMG Managed Application and Cloud Services

The strategic choice for mission-critical IT operations



The Challenge

Outdated infrastructure and legacy technology hinder your ability to maximize tech benefits and manage daily IT operations efficiently while staying aligned with long-term organizational goals.

How can you scale your IT operations to meet modern business demands when attaining and retaining skilled talent is becoming increasingly challenging?

How do you leverage the game-changing technologies being implemented by your competitors when you're not sure where and how to start?

How does your tech model deliver efficient service, bring strong governance and predictable costs if you are unsatisfied with your current MSP or CSP?

Some common challenges facing IT leaders:

-  Rapidly evolving businesses
-  Skilled resource shortages
-  Disconnected systems and siloed data
-  Budget constraints and high technical debt

38%

of companies are centering on tactical IT delivery services or shorter-term performance goals. Most models prioritize IT capacity over other business improvements.

KPMG Maximizing SaaS Value, KPMG and HFS Research Cloud Adoption Survey (2025)


The KPMG solution


KPMG Managed Application and Cloud Services help modernize and secure your IT environment while enhancing value and improving visibility and efficiency.


Trusted by industry leaders, our wide-ranging suite of services cover both cloud infrastructure and application management. Whether you are looking to fill capability gaps in a specific area or looking for thorough IT operations and maintenance support, KPMG LLP has you covered.

We combine decades of KPMG professionals' deep domain knowledge with the latest leading technologies and our well-established operating frameworks to provide smoothly integrated, agile systems, robust IT service processes, and efficient data storage—all while helping to ensure security, maintaining governance, and accelerating execution.


Key features:

 **Integrated AI and automation**
Build-out of AI-enabled solutions drive efficiency and help improve operational oversight through monitoring alerts and intuitive dashboards.

 **Dedicated center of excellence**
Access to innovative thinking, leading practices, dynamic solutions, and the strategic guidance needed for success.

 **Key accelerators**
Access to advanced tools and platforms that enhance performance, improve operational efficiency, and enable competitive advantage.







 **Analytical insights**
Data-driven, granular insights inform strategic decisions that enable enhanced outcomes.

 **Future state roadmap**
Established, stable, and robust operational framework that helps ensure system reliability, scalability over time, and planning for longer-term operational needs.




 **Major public cloud provider infrastructure support**

KPMG Managed Application and Cloud Services capabilities






Cloud and application support

 Cloud and application operations	<ul style="list-style-type: none"> > Cloud infrastructure > Platform as a service / Software as a service 	<ul style="list-style-type: none"> > Commercial off-the-shelf > Custom applications
 System administration	<ul style="list-style-type: none"> > Reporting > Unified user management 	<ul style="list-style-type: none"> > System/application administration > Asset/vendor management
 IT Service Management (ITSM)	<ul style="list-style-type: none"> > Incident mgmt > Service desk > Knowledge mgmt 	<ul style="list-style-type: none"> > Request mgmt > Problem mgmt > SLA mgmt > 24X7
 Data management	<ul style="list-style-type: none"> > Data administration > Data optimization 	<ul style="list-style-type: none"> > Data security > ETL
 IT change management	<ul style="list-style-type: none"> > Sanity/load testing > Patch management 	<ul style="list-style-type: none"> > Change/release management > Integration/configuration management
 Stabilization and evolution	<ul style="list-style-type: none"> > Hypercare > Automation and scripting 	<ul style="list-style-type: none"> > Process improvement > Solution management
 Enhancements, upgrades, and modernization	<ul style="list-style-type: none"> > Static code scan > Planning and estimation > Hardware upgrade 	<ul style="list-style-type: none"> > Software development > Software upgrade > SDLC

Risk and security

 Security operations	<ul style="list-style-type: none"> > Security monitoring > Security incident > Incident response 	<ul style="list-style-type: none"> > Vendor monitoring > Security planning
 Observability	<ul style="list-style-type: none"> > Infra monitoring > Application monitoring 	<ul style="list-style-type: none"> > Performance monitoring > Observability build
 Business continuity	<ul style="list-style-type: none"> > BCP > DR planning 	<ul style="list-style-type: none"> > DR Testing > Disaster recovery

Governance

 Maintenance and operations strategy	<ul style="list-style-type: none"> > Governance model > Subject matter expertise 	<ul style="list-style-type: none"> > Transition and transformation > Planning
 Compliance	<ul style="list-style-type: none"> > Security audit support > SOC2 	<ul style="list-style-type: none"> > NIST/HIPAA/PHI/PII > Disaster recovery
 Certification	<ul style="list-style-type: none"> > MARS-E > FedRAMP 	<ul style="list-style-type: none"> > PCI DSS
 Documentation	<ul style="list-style-type: none"> > Training documents > User manuals 	<ul style="list-style-type: none"> > SOPS > Literature
 Reporting	<ul style="list-style-type: none"> > System performance > SLA performance 	<ul style="list-style-type: none"> > Incidents > Security and compliance

Our modular suite of cloud infrastructure and application management services are available as a full IT operations and maintenance support offering or on a single service basis. Wherever you are on your IT journey, KPMG helps you elevate, operate, and innovate your technology ecosystem – taking care of the day-to-day operations of your IT infrastructure, while guiding the evolution of your entire IT infrastructure and applications.



Reduce cloud costs



Mitigate risks



Increase security



Comply with regulations



Enable high performance



To learn how you can benefit from KPMG Managed Application and Cloud Services, get in touch.



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