

Technology and Business

Technology is an important enabler of business performance and transformation. Companies and institutions find that improving performance has become essential as they strive to remain competitive and effective while coping with economic forces, regulatory concerns, consolidating industries, convergence and virtual workforces.

In addition, business complexity, broader technology adoption, and increasing expectations have forced a shift in the role played by IT and by CIOs. CIOs and their teams are more than ever expected to advance the business - developing flexible capabilities to increase effectiveness and enable the business to grow.

IT Consulting: from strategy to implementation

Independence

We are independent from technology vendors, editors and suppliers.

Business integrator

We combine technology skills with business specific knowledge to deliver what's needed and make sure that we embed practical and sustainable change.

Risk Management Expertise

We use our expertise in Risk Management based on our extensive client work to address the CIO's agenda related to new regulations (GRC).

Team

We can team up with system integrators in targeted areas based on your needs.

Experience with frameworks and methodologies

We have extensive hands-on experience in methodologies and frameworks like PMI, Prince2, Lean Six Sigma, Quapital-Hermes, CobiT, ITIL, ValIT, ISO 20000, ISO 27000, etc.

Global network

We benefit from a network of 7,500+ technology specialists worldwide who can act locally under the responsibility of PwC Luxembourg professionals, and we share experience.

Technology forecast

Leading-edge research and analysis of technology trends and their effects on companies and markets.

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Recognitions

"PwC is positioned as a Visionary in the Gartner Magic Quadrant for Global Business Intelligence and Performance Management Service Providers."

© Gartner Research, «Magic Quadrant for Global Business Intelligence and Performance Management Service Providers», January 27, 2011, Alex Soejarto, Neil Chandler.

"PwC leads the pack because of their superior understanding of business requirements coupled with their deep technical skills."

© Forrester Research Inc., Information Security and IT Risk Consulting, Q1 2009.

Why PwC Luxembourg?

PwC Luxembourg (www.pwc.lu) is the largest professional services firm in Luxembourg with more than 2,100 people employed from 57 different countries. It provides audit, tax and advisory services including management consulting, transaction, financing and regulatory advice to a wide variety of clients from local and middle market entrepreneurs to large multinational companies operating from Luxembourg and the Greater Region. It helps its clients create value they are looking for by giving comfort to the capital markets and providing advice through an industry focused approach.

Our people working alongside you

Serge Bertoldo Partner – Consulting IT Practice Leader	+352 49 48 48 5722	serge.bertoldo@lu.pwc.com
Philippe Pierre Partner	+352 49 48 48 5808	philippe.pierre@lu.pwc.com
Vincent Villers Partner	+352 49 48 48 4139	vincent.villers@lu.pwc.com

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IT consulting Advice into action

Using technology to bring
value to your business



BEST ICT STRATEGY COMPANY
LUXEMBOURG ICT AWARDS 2010



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Our services

PwC helps private and public organisations derive value from technology. We fill the gap between business and IT, align Information Technology to business objectives, improve the performance of the IT function and create value from new technologies.

IT Strategy and Organisation

- IT Strategy
- IT Governance - Cost and Performance
- IT Service Management - Sourcing
- Enterprise Architecture and Business Process Management

IT Risk and Security

- IS Governance and Compliance
- Business Continuity and Disaster Recovery
- Architecture, Application and Network Security
- Incident Response and Forensic Investigations

IT Implementation

- ERP
- Banking Systems
- Enterprise Content Management
- Business Intelligence

IT Training by PwC's Academy

- Project Management
- Service Management ITIL
- Governance, Risk and Compliance
- Business Continuity

Discover our full range of training courses at www.pwcacademy.lu

Green IT

- Environmental Impact of Organisational Information Systems (Carbon Footprint Assessment)
- Use of Technology to Reduce the Organisational Global Environment Impact
- Environmental/Corporate Social Responsibility (CSR) Reporting

We can team up with system integrators and take full responsibility at all stages for the implementation of packages.

Sectors

Financial Institutions

As banking institutions, investment funds and assurance companies face a complex and constantly changing business and regulatory environment, there is a need for delivering transparent, efficient and forward-looking insight, while at the same time managing risk and ensuring compliance, effectively deploying and allocating resources.

PwC stands out as an international centre of excellence for Private Banking and Investment Management advisory services and continues to evolve as an innovative financial laboratory for corporate, institutional and individual clients' solutions. Building on the idea of bringing the most added value to our clients, we are now proposing **innovative IT services solutions** to fill the gap between business strategy and effective solution delivery. This offer



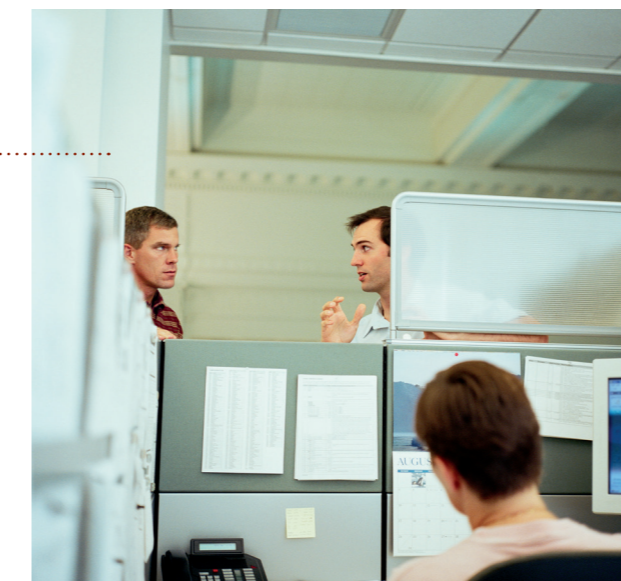
covers major aspects of a financial services project like health checks, core banking package selection and integration, risk management, information system architecture, data management, business intelligence, performance management, project management and quality assurance.

Public Sector

The public sector faces challenges like stronger demand for transparency and interaction between administrations, businesses and citizens, as well as a constant need for decreasing IT costs. The increasing volume and complexity of data requires a constant focus on infrastructure and telecommunications, driving the need for more efficient and more flexible hosting services. Major transformations are also required for the development of shared service centres or green IT initiatives.

PwC has gained a deep knowledge and a unique set of skills in the public sector by working closely with multiple public organisations at different levels: local, regional, national, and international.

We help public institutions **transform their IT function into a client-centric organisation** that demonstrates agility, sound cost management, delivers high quality services and can integrate seamlessly with business processes.



As for projects, we can bring **extensive experience in the design and implementation of public-sector specific solutions** for your internal services like procurement, finance, and HR, and your e-Government services like digitalisation, document management, and citizen or government portals.

Operational Companies

The IT future holds exciting promise, but many businesses and customers are concerned with their ability to keep pace with change. In order for your IT systems to support business performance and innovation, your IT systems need IT skills and experience that you can rely on to deliver excellence.

With technology as a central element for operational companies to solve their front and back office needs, we can help to enable growth by **transforming front office operations and new product development processes**. This often involves Customer Relationship Management, analytics, electronic channels to market like the internet and mobile devices. We also bring together the skills for you to operate more efficiently by creating improved operating models and automating processes. This often involves back office systems including ERP, supply chain and IT infrastructure like data centres and networks.

Business Intelligence Consulting Services comprise **low-risk, high-impact, short-cycle diagnosis and assessment studies** that facilitate the execution of a client organisation's BI/DW initiative at its various lifecycle stages and help clients articulate problem definition and then propose alternate solutions and best practices, and recommend an implementation



plan using a well-defined roadmap that leverages various methodologies and tools. We define a Business Intelligence platform as a complete solution that helps analytically manage a company from the information and data at its disposal and enables a reliable collective decision-making process to adapt to all changes.