

DS @ GCC Operate – Managed Services

PwC enables swift actualization of your GCC's vision through outcome-driven accountability and end-to-end delivery operations, while adapting to evolving business demands

GCC Operate

Strategic Managed Services

Value realization through end-to-end management of **transformation initiatives**

Outcomes owned*:

Increased innovation rate

TCO reduction

Reduced technical debt

Technology Managed Services

SLA governance, along with **risk and issue management** through AI-enabled solutions

Outcomes owned*:

End-to-end risk reporting

Governance reporting

User adoption monitoring

Vendor Operations Managed Services

Periodic **reviews**, contract and obligation management, along with **relationship** management

Outcomes owned*:

Strategic partner lists

Vendor NPS improvement

Performance scorecards

Rapid DS @ GCC Operate approach

Leverage PwC's **resource pool** experienced in **proprietary accelerators**

Elastic talent scaling coupled with **on-demand capabilities** to support the evolving business landscape

Workshops with leadership for **strategic guidance** on **expected outcomes**

AI-use case identification and **prioritization** across the business value chain

BAU execution with mutually agreed governance milestones

* Non-exhaustive