Systems and Process Assurance

Ideas. Solutions.*

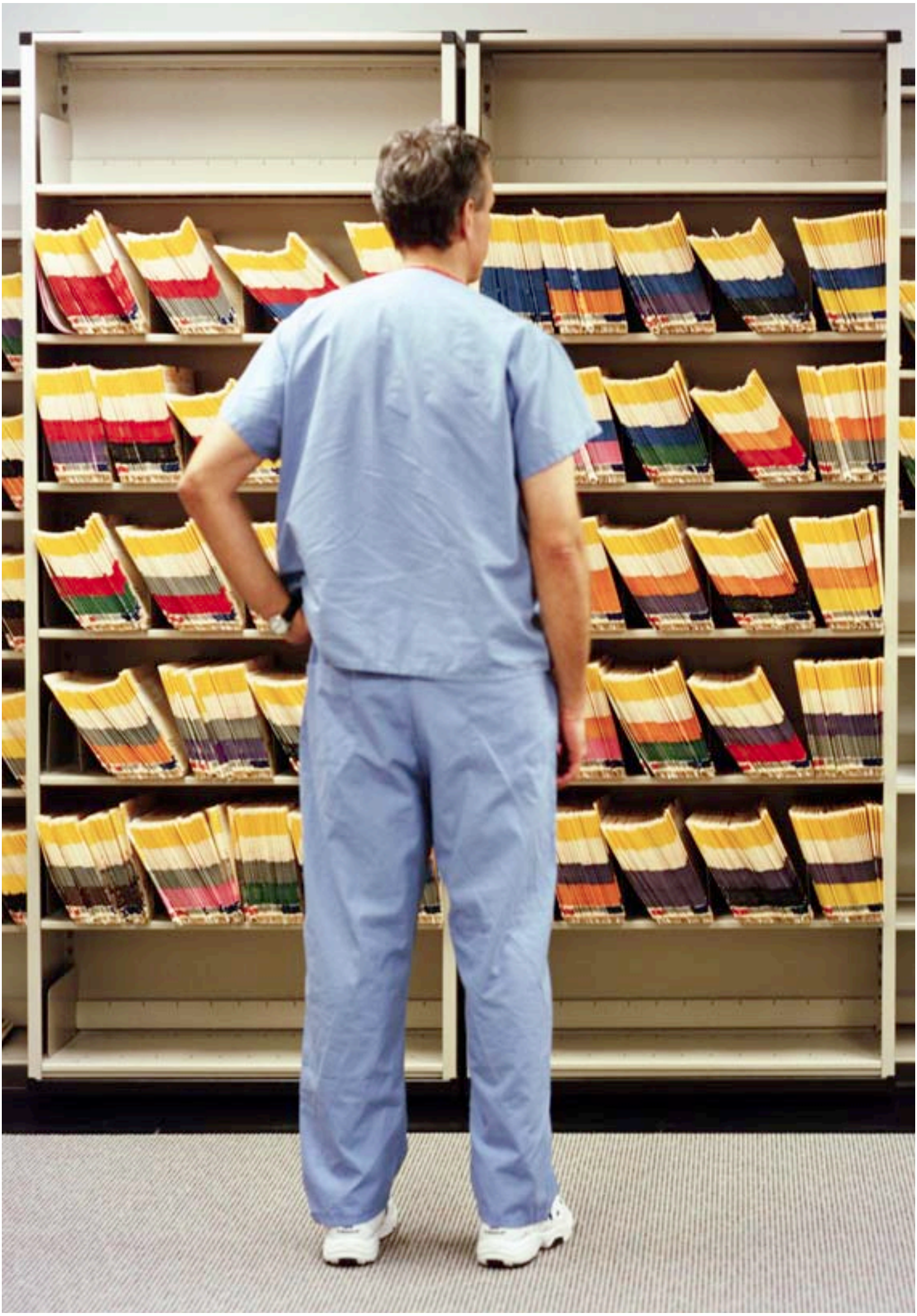
Statement of Capabilities

The PricewaterhouseCoopers Indonesia (PwC) Systems and Process Assurance Practice (SPA) has built its deep experience in Information Technology Auditing through thirty years of experience. While this remains our core competency, SPA's capabilities extend into the areas of risk management, business process control and information technology controls. SPA professionals possess deep industry sector knowledge to serve all clients.

SPA practitioners work hand-in-hand with colleagues from across the PwC network to address client needs and challenges.Through teamwork, we deliver distinctive client services.

The following pages outline eight key services that SPA provides to our clients. These services are described in conjunction with specific business challenges our client face and our approach to address such challenges. Our strategy remains to work together in order to bring the best solutions to our clients. As we are having discussions with our clients, we are cognizant that the client's need for SPA services may only represent a portion of broader challenges facing the client.

So as we respond to opportunities, we keep an open mind and think broadly about the client's needs and challenges and engage other PwC practitioners to deliver the Firm.



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About us

The firm of the PricewaterhouseCoopers global network provides industry-focused assurance, tax and advisory services to build public trust and enhance value for its clients and their stakeholders. More than 155,000 people in 153 countries across our network share their thinking, experience and solutions to develop fresh perspectives and practical advice.

Systems and Process Assurance in Indonesia

We are closer to you to provide our world-class services!

PricewaterhouseCoopers in Indonesia has been established since 1938 and has been affiliated with KAP Hadi Sutanto & Rekan, and now with KAP Haryanto Sahari & Rekan (PwC). We are a World-Wide Firm with more than 1,000 professionals in Assurance, Tax, Internal Audit, and Process Improvement Services.

Our Systems and Process Assurance group has approximately 65 professionals. In the past seven years, we have continuously built our deep understanding on Indonesia's business and combined it with our global methodology and best practices to deliver world-class services fit to your business.

Apart from our service on Financial Assurance Service, we also have experience in successful projects in IT Governance, ERP & Internal Control Optimisation, Disaster Recovery & Business Continuity, Third Party and Internal Audit Services. Our clients are major national and international companies across all industries.

Supported with our improved technologies and tools, we believe that we can deliver effective and efficient solutions to your company. We are not only delivering services, but also transferring our knowledge to your people with deep work collaboration.

Systems and Process Assurance offerings

IT Governance

IT Governance
An essential proccess to keep IT aligned with your business

Is your IT capable to innovate and provide competitive advantage?

Do you feel that the IT spending is too high and you have no control over it?

Have you managed your IT related risks?

Have you had the right IT skills or resource to deliver your expectations?

Can your IT transform, follow, and adapt in fast pace?

Overview

IT governance is part of the enterprise governance effort, which comprises the leadership, organisational structures and processes, ensuring that the organisation's IT could sustain and extend the organisation's strategies and objectives. There are a number of objectives for IT governance, ensuring that:

- There is alignment between IT and the business;
- IT resources are used responsibly;
- IT related risks are managed appropriately;
- IT is delivering value by enabling the enterprise to exploit opportunities and maximise benefits; and
- IT performance is managed according to business needs

Our approach and methodology

There are a number of dimensions to consider in the assessment or establishment of optimal IT governance.

Structures and Roles: Responsibility for performing certain activities and making decisions needs to be assigned to specified groups or individuals.

Processes: The optimal interrelated series of activities required to produce IT products or deliver IT services, to both internal and external users, need to be developed.

People: Ensuring that the optimal mix of resources, with the required skills, knowledge and experience are available to support effective and efficient IT service management.

Controls: An assignment of controls to IT processes is required to ensure that processes deliver efficiently and effectively in line with the organisation's requirements, and that risk is managed to an acceptable level.

Technology: Appropriate software and other technological tools need to be available to support optimal IT delivery.

Metrics: Measurements need to be put in place with regards to people, processes, technology and controls for ongoing monitoring and continuous improvement.

Our overarching framework for IT governance projects is illustrated below.

During the analysis phase, the focus is on an assessment of the current IT environment. This would include aspects such as Total Cost of IT Ownership, IT cost and value management, IT alignment to business needs and strategy, IT skills, the technical architecture, applications architecture, IT controls, IT security, IT services, IT projects and IT compliance with the regulatory environment.

The design phase is concerned with determining, at a high level, what changes are required to implement proper IT governance and enable the business. Examples of changes required might be changes to the IT strategy to enable the realisation of business benefits, IT sourcing decisions to improve service delivery, or implementing improved IT cost models.

During the construct phase, the required changes are designed at a more detail level, and implemented. This could include new IT organisation designs, the development or amendment of policies, procedures or standards, changes to the IT architecture, or new IT asset management mechanisms.

The monitor phase is a critical component to ensure that continuous improvement takes place. A balanced scorecard mechanism will typically be designed to ensure that envisioned benefits are realised, and that required performance levels are met.

Your opportunities

PwC assists clients with the establishment of proper IT governance that increases stakeholder value. In particular, we offer our clients:

- The ability to add value in a vastly reduced timeframe through a global knowledge base, significant experience and the ability to capitalise on others' lessons learnt;
- Added credibility to IT governance initiatives by introducing an external point of view, and ensuring that the "big picture" is considered. Our involvement can ensure independence, objectivity and neutrality;
- A dual-track approach where we identify and execute quick-wins in order to demonstrate value add, whilst simultaneously taking a holistic longer-term view; and
- Dedicated and motivated resources who offer a fresh perspective and innovative thinking, as well as a collaborative working style.

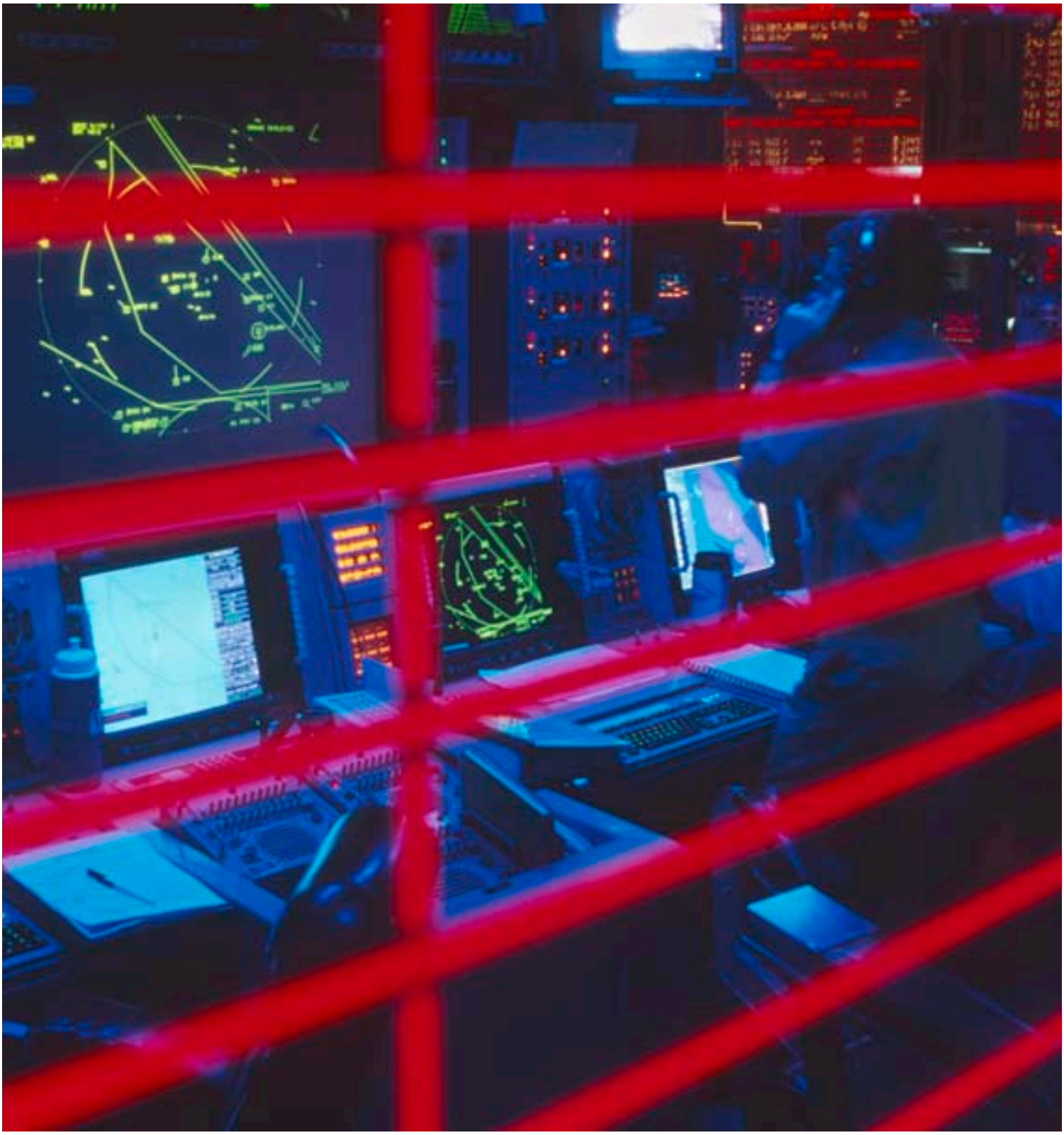
Our expertise

PwC has developed a framework for IT Governance. This framework defines the decisions, the involvement by various stakeholders, and the structures, processes, responsibilities and other mechanisms, required to make decisions. It also defines the linkages with the operational IT environment.

We pride ourselves in the capabilities and strong points of view of our industry groups. Our people have both a functional and industry specialty which enables them to apply their knowledge in a way that is relevant to the industries in which they operate.

We take the time to listen and have the encourage to debate different points of view - based on independent and challenging insights, supported by facts and industry benchmarks.

Threat and Vulnerability Management



Are your systems secured from external and internal attacks?

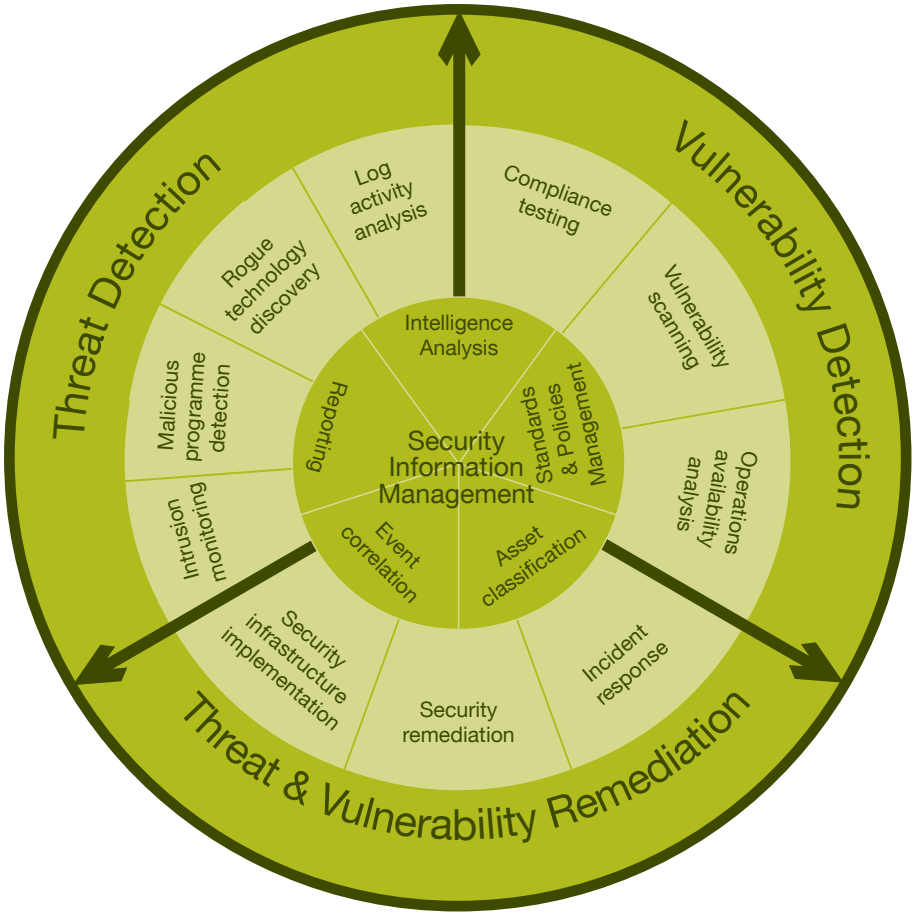
Are your systems configured for optimum security?

Is your organisation aware on the importance of security?

Are you feeling hard to deal with virus and attacks to your system?

Overview

The PricewaterhouseCoopers Indonesia approach to help businesses manage their threats and vulnerabilities is anchored firmly within the following four fundamental components: Threat Detection and Vulnerability Detection (the two fundamental activities that focus on data collection), Security Information Management (the capabilities that convert security-related data into information), and Threat and Vulnerability Security Remediation (the capabilities that translate this information into action). Together, these four essential elements comprise the Common Component Framework necessary to deliver your enterprise with the level of protection most appropriate to your industry, your risk profile and your enterprise business objectives.



Our approach and methodology

I. Threat Detection

Threats are events or attacks that attempt to exploit asset and technology vulnerabilities. These activities identify and isolate threats to minimise their impact upon your assets by monitoring intrusion, detecting malicious programme, discovering rogue technology, and analysing log activity.

II. Vulnerability Detection

Every asset has attributes that make it vulnerable in some way, whether due to controlling technology or an asset's inherent nature (such as private information, for example). These activities identify asset weaknesses before they can be exploited by performing compliance testing, vulnerability scanning, and operations availability analysis.

III. Threat & Vulnerability Remediation

Once threat and vulnerability issues have been identified, these activities isolate, mitigate and resolve them through industry-leading methodologies, tips and techniques by performing security infrastructure implementation, security remediation, and incident response.

IV. Security Information Management

Your ability to manage your security environment depends on aggregating and correlating massive amounts of information from disparate sources. We address this need through a market-leading "security dashboard" approach that integrates and interprets security-related information from disparate sources, and generates actionable information in a report format useful to both technical managers and business executives.

Your opportunities

Threat and vulnerability management provides you with the opportunities:

- Developing a strategy to detect threats or vulnerabilities and build systems capable of mitigating threats.
- Preserving the company's investment and interest in security standards and policies.
- Designing and implementing a comprehensive security reporting system that provides a periodic, holistic view of all threat and vulnerability management systems and outputs.

Our Expertise

PwC has the ability to provide extensive services for threat and vulnerability management. We have been integrated into the incident response programs of several Fortune 100 clients. This includes PwC people acting as the Corporate CIRT team or independently acting as the companies' third party forensic examiners.

ERP Risk & Controls

How do you assess segregation of duties and sensitive access to your financial data?

Do you have confidence your ERP project will achieve the desired control and business objectives?

How do you optimise the configuration of ERP to reduce compliance costs?

Do you have the most effective blend of key controls to mitigate financial and operational risk?

Overview

ERP systems are becoming increasingly prevalent across all aspects of company business environments, with the expectation of reaping substantial benefits. By their very nature as the central nervous system of organisations, ERP systems carry certain inherent risks, and without a well designed control infrastructure, these risks can introduce both financial and operational issues into the organization. The implementation, configuration and maintenance of an optimal mix of internal controls for managing these systems and their data is therefore vital.

Our approach and methodology

PwC assists organizations in achieving the right balance of automated and manual controls. From security analysis and project management services to system implementation risk management and moving towards controls optimisation, we have the dedicated resources, proprietary tools and leading methodologies to assist you in meeting each of your challenges and achieving the critical mix of processes and controls.

PwC helps meet your ERP challenges through providing a complete suite of risk and controls capabilities, that enables your business to establish a solid foundation for developing and achieving its organisational objectives.

Your journey through the ERP lifecyle presents an array of risk and controls challenges.

Segregation of duties assessments
Assessing segregation of duties design to enable the achievement of business and compliance objectives.

Compliance tool optimization
Reviewing supplied or third party compliance tools for optimal configuration to enable management of ERP risks and meet increased regulatory requirements.

Controls design
Reviewing controls to assess their value and criticality according to the specific processes and risks managed.

Controls effectiveness
Assessing highly configurable controls within ERP to ensure they are implemented appropriately and operating effectively.

Business process & control reviews
Modifying business processes, improving documentation and optimising the control environment.

Project management
Evaluating relevant implementation risks throughout the project to assure stakeholders the ERP system delivers its intended benefits and desired outcomes

Delivery assessment
Enabling the effective transfer of knowledge between IT and the business to ensure organizational benefits can be realised.

Data quality
Defining the processes and controls necessary to successfully migrate the business and data from older versions or legacy systems.

Security analysis
Evaluating the security model for appropriate configuration to mitigate business process risks.

Your opportunities

PwC team will provide you with opportunities for the following:

- Evaluating relevant project, business, controls and data risks to provide management with comfort that they will accomplish their desired outcomes. The result enables stakeholders, sponsors and management to proactively identify and address potential project risks before they impact performance.
- Establishing effective and efficient processes and controls at the right cost for your organization, reflecting the business risks and objectives balanced with the risk appetite of management. Integrated to this is the design and implementation of a management oversight and reporting structure to monitor the effectiveness of the system of controls, its infrastructure, and the identification of process improvements.
- Evaluating the potential risks of undetected errors, fraud, or material misstatement to the financial and operating data when business functions and users have incompatible, elevated or powerful access to the system.
- Optimising the implementation and configuration of third party compliance tools, such as LogicalApps and GRC, to meet clients regulatory, compliance and risk management needs.

Our expertise

PwC has developed a suite of tools, processes and relationships to effectively and efficiently assess the design and operating effectiveness of controls. These comprise of four complementary areas:

- Technology systems—PwC proprietary tools that are developed and maintained in-house to automate the evaluation of selected configurable controls and security within the ERP environment, including segregation of duties and sensitive transactions.
- Methodologies—Comprehensive proprietary practice aids and work programs that provide a baseline of key controls over financial and operational reporting for the respective business cycles.
- People—An extensive network of dedicated resources with many years of experience within ERP. Complementing this are formally recognised Specialists and a tight-knit, global network of key individuals who support execution and delivery in the US and across the world.
- Vendor relationships—Extensive alliances with ERP and key third party software providers to enable analysis of critical new features, in advance of their release, to ensure our teams fully comprehend their impact.

These advantages fill PwC with the necessary ERP skills and capabilities required to provide you with increased confidence in the ability to identify, assess and recommend the right blend of controls for your ERP system and your organization.

System Implementation Assurance (SIA)

Systems Implementation Assurance (SIA)
Increasing comfort over key outcomes

Are you confident that business benefits will be appropriately identified and realised?

Do you have confidence that your system implementation will be completed on-time, on budget and to specifications?

Have you identified how you can enhance your control environment during systems implementation to more effectively meet your regulatory and financial reporting requirements?

Overview

Today's business environment is continually changing. Markets are no longer constrained by geographic or legal boundaries, enabling companies to expand globally and to collaborate within and across organizations. In this new environment, agility has emerged as a key driver for enhancing shareholder value and ensuring sustainability.

To achieve agility, organizations are engaged in complex initiatives that are expected to efficiently deliver strategic and tactical business benefits to multiple stakeholders without compromising the integrity of the existing environment or violating compliance requirements.

These factors, along with the greater demand for accountability and transparency in the market have raised the stakes for project success.

Successful delivery of strategic initiatives can significantly impact an organisation's efficiency, reputation and market value.

Our approach and methodology

Each project is unique. Key components of the SIA approach are the up-front assessment of the stakeholder's expectations and the project risk assessment. This risk assessment is utilized to tailor the extent of detailed reviews to be performed as part of the SIA assessment, allowing us to leverage work of the project team and focus our reviews on key risk areas.

We recognise that risks evolve as the project progresses through its life-cycle. In SIA, relevant implementation risks are evaluated throughout the project life-cycle to provide management with a clear view of the most relevant risks at that point in the project life-cycle. As such, it provides continuous feedback to project sponsors and management, enabling them to proactively identify and address potential project risks before they impact performance.

Organisations implementing projects face countless risks which could prevent the desired outcomes from being achieved. These risks could include:

- Business and benefit risks: lack of accountability, poorly defined metrics, invalid business case assumptions
- Project risks: insufficient resources, scope changes, poor communication
- Control risks: Unfamiliar technology, misunderstood objectives, lack of end-to-end understanding, poor data quality, incompatible interfaces

Systems Implementation Assurance (SIA)
Increasing comfort over key outcomes

The library of project risks and tools utilised in executing a SIA engagement are based on PwC's cumulative experience in evaluating implementation related risks on projects. The globally proven methodology enables PwC engagement teams around the world to consistently identify, plan and execute reviews in the most efficient and effective manner.

Your opportunities

System Implementation Assurance provides you with the opportunity for the following:

- A clear view of the expectations of the various project stakeholders.
- Alignment of project, benefit and control activities with stakeholder expectations, enabling increased focus and efficiencies.
- A unique and independent perspective on relevant risks at each phase in your project, presenting an understandable view of the road blocks that could potentially prevent you from achieving project success.
- Continuous feedback to project sponsors and project managers enabling them to proactively identify and address potential implementation risks before they significantly impact the company.
- Transfer of knowledge, enhancing your organisation's capabilities to successfully deliver future projects.

Our expertise

Increasing comfort requires the right team. The collective knowledge and experience of our people helps ensure success by providing:

- Industry experience: the ability to provide diverse human capital with years of experience across a number of industry sectors, who have the right mix of project, process, and business knowledge.
- Technology experience: a deep knowledge of industry specific ERPs, applications and other technology platforms utilized by our world class client base in both the public and private sectors.
- Project implementation experience: the ability to provide proven knowledge of business, project and controls outcomes, while also providing knowledge of issues typically encountered, and having insight into practical solutions to help resolve them.
- Global network and coordination: a network of international resources and knowledge that can be deployed globally, that clearly understands our clients people, culture and business environment and can work together to identify the key risks related to providing while providing sound independent and objective guidance.

SAS No.70 Audits and Trust Services

Can your customers trust your services?

What can you do to raise their confidence?

What are assurance reports?

Overview

Consider the following real-life scenarios…

Scenario 1: You have developed an Internet-based software service that allows your customers to use just the amount of system resources and capacity that they need. They are billed only for the level of service that they use. This service changes their fixed cost to variable cost and reduces their annual IT spend while allowing consistent growth without added implementation investment. But how can you convince potential customers that only authorized people will be able to access or change their financial data?

Scenario 2: You perform billing and collection for hospitals and doctors, providing them with daily reports of outstanding accounts receivable and reconciliation with the daily cash receipts. But how can your health service customers demonstrate that their billing and collections data is recorded accurately and their receivables reporting is controlled in accordance with Sarbanes-Oxley 404?

Scenario 3: You have a new banking application and on-line service that is highly attractive to customers of financial services companies. Banks and credit unions can provide this service to their customers, customized as if it was their own. But how can you meet the banks' expectations, as well as their auditors' expectations that data transfer will be accurate and complete and that access to the application, data and the bank's money will be secure?

Scenario 4: You provide state-of-the-art global IT infrastructure through a partnership with IT resources housed and serviced in China and India, reducing your customers' IT infrastructure cost and providing 24-hour support. But how can you demonstrate to them that those systems will meet their security requirements and availability metrics?

Service providers of all types, especially those servicing the financial services and health industries, must demonstrate to their customers and their customers' stakeholders that they provide complete, accurate, and secure transaction processing and well controlled IT and transaction processing environments. Indeed, in many instances, service provider companies are required by their customers to have a third-party examination of their services to provide assurance in connection with financial or internal audits.

Our approach and methodology

Scoping

PwC will assist you with defining the technologies and processes that should be included in a SAS 70 audit that would meet the audit requirements of your customers. This effort will deliver a draft set of control activities that you should have in place to meet your customers' expectations.

Readiness assessment

PwC will assist you in a preliminary assessment of the effective controls in place. Through interviews and limited testing, we will help you identify where controls need improvement. We will deliver recommendations of controls requiring remediation of documentation or effectiveness. Management can use these recommendations to improve controls in preparation for the SAS 70 audit.

SAS 70 audit

Our team will leverage the relationships and experience gained in the Scope Identification and Readiness Assessment to perform an efficient and effective audit of the control objectives defined by management. The deliverable of this service will be a report of independent Auditors (opinion) and the supporting description of control objectives, control activities, test procedures performed and related test results.

Your opportunities

Providing assurance to your customers…

PricewaterhouseCoopers provides the assurance that your customers are looking for through SAS 70 Audits and Trust Services attestations. These services are based on standards that have been defined by The American Institute of Certified Public Accountants (AICPA). By providing your customers a SAS 70 or Trust Services report, your customers have an independent assessment of controls and processes. This is a report that provides them with the confidence they are seeking.

The cost of a SAS 70 can vary greatly depending on the complexity of the services you provide. The good news is that having a SAS 70 audit performed by us is much less intrusive and costly than undergoing audits by all of your customers and their auditors. A SAS 70 audit is performed to address just those services that are relevant to the financial reporting of your customers. As such we have scaled SAS 70 audits to cover a wide range of services from a small financial application with few relevant key controls to a complex global IT operation with many locations and dozens of controls. Our scoping identification process can help you define just the controls that may be key to your customers.

Trust services: The need for reporting on availability metrics as described in Scenario 4 is an example of a non-financial control. Service providers can obtain an independent assessment of non-financial objectives using SysTrust or WebTrust assurance services. These Trust Services assurance engagements can address any size or configuration of systems by testing controls meeting criteria within the following controls principles:

- Security
- Availability
- Processing integrity
- Confidentiality
- Privacy

Each of these principles can be examined as a standalone area or in combination with others to address the most significant areas for which your customers are looking for independent assurance.

Our expertise

The way in which we differentiate our approach from the competition is the way we focus on our individual client's needs. We provide SAS 70 and Trust Services to over 150 clients in the United States and many more clients globally. We are a recognised leader of SAS 70 services due to the depth and rigor of our work. Our ongoing commitment to the highest level of quality, our well-tested and flexible approach, and our public stance regarding personal integrity, clearly differentiates the services we offer. We provide assurance services to more companies in the Financial Services, Technology, and Health Care Services industries than any other firm.

PricewaterhouseCoopers has extensive knowledge and experience performing SAS 70 audits and related projects, enabling us to maximise the value we provide to your organisation. Our proven SAS 70 methodology and experience bring immediate value to your organization through the three primary services outlined above. Our current SAS 70 clients include a wide range of companies in various industries. A few examples include: (1) a global company providing IT data center outsourcing in countries throughout the world, (2) a company providing electronic funds transfer software and processing for financial institutions, (3) an Internet company providing on-line payment services to people who buy goods using the Internet.

Internal Audit Solution for Technology Risks

How effectively does your organization identify and evaluate technology-based risks?

Are you using ERP systems (e.g., SAP, Oracle, PeopleSoft) effectively?

Do you have confidence in your network/ infrastructure security and data privacy?

Are you compliant with regulatory mandates, including Sarbanes-Oxley?

Would you benefit from continuous auditing capabilities?

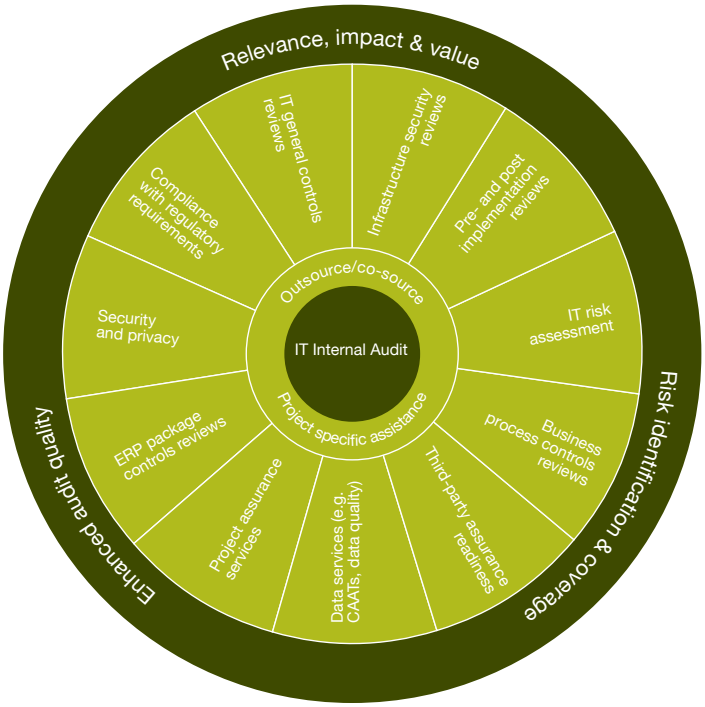
Do you need to augment your current Internal Audit capabilities with IT specialists?

Overview

Today's organisations face a multitude of risks relating to the effective and efficient use of technology in supporting the core processes of their business. Executives and Board members are increasingly interested in how effectively information technology related risks are controlled.

Establishing and operating an effective Internal Audit function to address these complex risks is very challenging. As information technology changes, new and changing risks emerge. Today's Internal Audit department requires professionals with increasingly specialised skills. For many such organisations, it is neither feasible nor cost effective to build and maintain a specialised team that possesses all the necessary components for success.

Our approach and methodology



The graphic above shows the spectrum of services that today's IT internal audit organisations must control. At the center of the wheel is the core IT Internal Audit group. That group is often augmented on a project or co-source basis to extend the skill, of the core group. Partnering with SPA

provides a virtual IT organization, which can then be deployed through the individual reviews described within the wheel. As each review is conducted, the virtual team is organized thereby maximising the technical skills of the review team and the value to the organization.

Your opportunities

By teaming with PwC, many Internal Audit organizations have been able to expand the breadth and depth of auditing that they provide to their corporate organization. This has led to increased relevance and input of the Internal Audit organization to management and its board of directors.

- Enhanced identification of technology risks during risk assessment process.
- Broader coverage of organizational risks through audits in new areas.
- Improved audit quality through better integration of technology risks into existing audits.
- Reduced need for specialised training of existing resources.
- Full scalability for specialised resources.

Our Expertise

Our IT Internal Audit practitioners provide a broad range of services to companies wishing to strengthen IT audit, information technology controls and risk management capabilities. Our people often partner with Internal Audit Services professionals to provide the technical, business process and industry experience needed to deliver the value that today's business environment demands.

We can provide these deep skills to Internal Audit in a multitude of ways, ranging from complementing inhouse resources with specialist skills to a full outsourcing of technology audit functions. We can assist in the initial risk assessment process, helping Internal Audit departments identify the relevant technology risks facing an organisation, as well as throughout the planning and execution phases of an internal audit. We prefer to work as part of an integrated audit team, working together with generalists and other specialist auditors to understand, identify and assess critical technology aspects of integrated internal audits. We can also work as a standalone team, performing the information technology audit from planning through reporting.

PwC provides a comprehensive suite of solutions to support Internal Audit departments, management and the audit committees. Our Internal Audit solutions include:

- Internal Audit outsourcing and co-sourcing.
- Internal Audit Advisory, Risk Management and Quality Assurance solutions.

Internal Controls Optimisation (ICO)

Internal Controls Optimisation (ICO)
Optimising controls for business performance

Do you apply a risk based approach to capitalise on updated regulatory guidance?

Are your risks and controls appropriately aligned with your business objectives?

Are your internal controls optimised to reduce your regulatory compliance costs?

Are your systems and processes integrated in addressing relevant business and financial risks?

Does your company have sufficient skilled resources to document regulatory requirements?

Overview

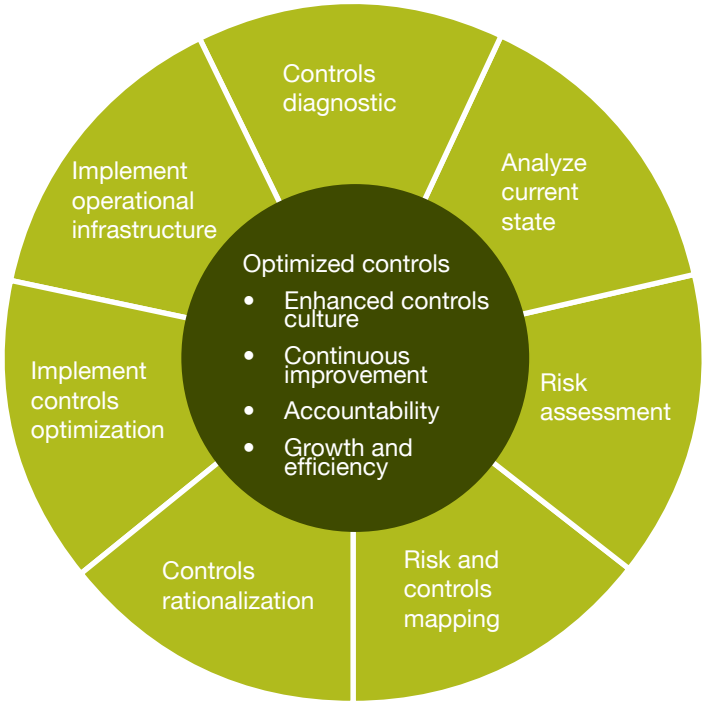
Business advances and the increased regulatory environment have provided an opportunity to enhance the efficiency and effectiveness of business and financial reporting processes and controls of your company. While at times these advances have resulted in more complex processes and controls often with redundant and non-value added activities, this has also provided an opportunity for you to optimize your controls. In addition it provides an opportunity to apply lessons learned in reformulating how business and financial risks and controls optimally integrate and contribute to a company's overall business objectives.

Our approach and methodology

PwC assists organizations in optimizing their controls through a systematic, consistent approach that is customized for your company and industry. Our approach evaluates your needs, the current state of your controls, areas of controls improvement, implementing the optimisation strategy, and ongoing evaluation and process improvement. We have an extensive global network of industry and business process knowledge with internal control expertise. Our methodology consists of industry-specific practice aids and templates and is closely linked with our established ERP proprietary tools that tailor optimization to your company in meeting your challenges and achieving controls optimization.

A continuous process of improvement, reflecting a company's objectives and risks and the risk appetite of management by establishing effective and efficient internal controls at the right cost for the organization.

Internal Controls Optimisation (ICO)
Optimising controls for business performance



Your opportunities

Controls Optimisation provides you with opportunities for the following:

- Governing risk—Optimising controls and processes from the top-down instilling appropriate corporate governance policies to manage and monitor risks within your company.
- Enhancing compliance—Capitalise on the SEC/AS5 guidance by applying a risk based approach relying to the fullest extent on direct entity level controls and increasing reliance on automated controls while reducing process level controls.
- Realizing operational benefits—Integrating financial and business controls to drive opportunities for improvement and monetary savings by applying common processes on common systems enterprise-wide.
- Improving information reliability—Enhance the quality of information relied upon to make key business decisions with increased transparency into the financial and business operations of the company.
- Managing change—Drive smoother transitions for merger and acquisition activity, system implementations, shared service centers and ongoing process improvement and redesign.

Our expertise

PwC has developed a systematic, consistent approach to effectively apply Internal Controls Optimisation to your Company. This approach applies the following areas of expertise embedded within PwC:

- Methodology—Systematic, consistent methodology, supported with practice aids and templates that address relevant risks, identify the appropriate controls and can implement a sustainable, continuous process.
- Industry—Global network of extensive business process knowledge to provide solutions to industry specific challenges in achieving your business objectives.
- Technology system—PwC proprietary tools that are developed and maintained in-house to automate the evaluation of controls within your ERP and enhance the cost effectiveness of your business processes.
- Global network—Leading network of internal control experts allows us to enhance our Internal Controls Optimization process on a continual basis.

Business Continuity Planning (BCP)

Does your current operation practice support your company's continuity?

Have your company been ready for these:

- Natural disasters?
- Pandemic and SARS?
- Data loss?
- Virus attacks?

Are your people and systems ready to anticipate disaster?

Can you get back to your normal business after disaster occured?

What would your stakeholders think on what happen?

Overview

In the aftermath of the catastrophic events of the past few years such as hurricanes, explosions at manufacturing plants or terrorist attacks across the globe, and with the looming threat of pandemics, companies worldwide are grappling with a serious challenge: how to plan for business resilience in a world where the unthinkable is now all too possible. But organisations should also be prepared for so-called smaller issues which can also have a significant impact on business operations, such as a technology failure, power failure, a localised flood and transport problems.

Our approach and methodology

PricewaterhouseCoopers has a suite of BCP products, each designed to interact with the others to ensure that we can provide the most effective solution for your organisation.

Traditional BCP

The Traditional BCP methodology incorporates five phases and takes an organisation from assessing likely failure scenarios and prioritising core business processes, through developing recovery strategies and creating plans for the critical business units. In addition, we will assist you with the initial test of the plans and develop an ongoing testing and maintenance process.

FastTrack BCP

For organisations requiring a more rapid, less detail-oriented approach, PricewaterhouseCoopers offers FastTrack BCP. This approach is very fast, very profitable and very low risk.

Both Traditional BCP and FastTrack BCP are designed to take your organisation through the whole cycle and deliver working continuity plans at the end of the process. Of course, you may want to look at specific elements of your contingency planning. To help you focus on specific areas of concern, PricewaterhouseCoopers has developed the BCP Healthcheck tool which can be used to give you an immediate assessment of the overall state of your organisation's level of preparedness. Once you have identified those elements requiring further work, our advisors can provide expert assistance as needed.

Your Opportunities

Business Continuity Planning provides you with the opportunities:

- Highlight inefficiencies and redundant processes which can be improved or eliminated and therefore reducing operating costs.
- Optimising the understanding of relationships between each critical process which increase operation effectiveness.
- Reducing financial risk associated with potential downtime
- Lowering insurance premiums
- Reducing the personal liability of executive management/the board of directors
- Optimising controls by identifying and removing the antiquated controls that are no longer useful or cost-effective.

Our Expertise

PwC has a range and depth of services and expertise. Globally, PwC has extensive experience in developing Business Continuity Planning and Disaster Recovery Planning. Our dedicated teams consist of BCP and DRP practitioners with field experience. We formulated our experiences in global best practices repository on BCP and DRP from various industries.

Test your company's crisis management capabilities

In order to protect your organisation's shareholder value, reputation and safeguard corporate assets in the event of a major incident, it is not sufficient to recover critical computer systems and resume key business processes, but it is also crucial to effectively manage the crisis and communicate to your staff and with the media. PricewaterhouseCoopers has developed a facilitated workshop approach for testing your organisation's Crisis Management function, which can also be extended to cover a full test of contingency arrangements. Our team of experienced advisors has facilitated such a crisis simulation in various organisations. This simulation allows the fast identification of gaps in your current continuity plan and creates awareness at top management level.

SPA specialist contacts

Your SPA specialist contacts

For further information on how our System and Process Assurance group can assist you, please contact one of the following specialists based in our Indonesia office:

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PricewaterhouseCoopers Indonesia

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