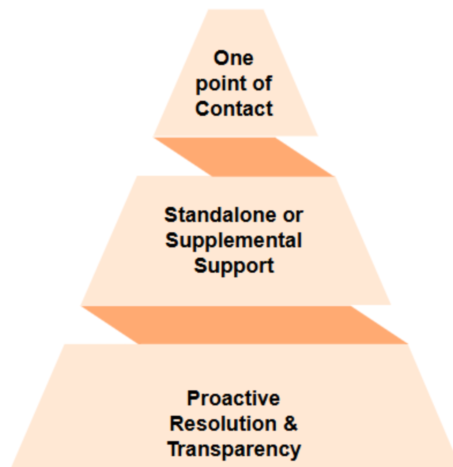
Kyriba Application Support – a PwC Managed Service

Our flexible support model brings experienced professionals to keep your day-to-day Kyriba activities running smoothly

What Drives Need for PwC Kyriba Application Services?

- **Additional Support Needs** to Manage Day-to-Day Kyriba Requirements and other Corporate Treasury Systems
- **ERP, FX Platforms, and other System Dependencies** Create Higher Complexity and Operational Risk
- **Unclear Support Roles** Cause Delays and Confusion When Issues Arise
- **Small System Changes Are Slow and Hard to Implement**
- **No Clear Owner for New Technology Initiatives**
- Concerns that **Outdated Kyriba Setup** is Impacting System Performance and Misses New System Capabilities
- **Skills Gaps can put Treasury Stability at Risk and Limit Innovation**

Our Approach



- **Single Point of Contact** – PwC coordinates across Kyriba and internal stakeholders to help resolve issues quickly
- **Support Aligned to Your Kyriba Model and Team Needs** – PwC complements Kyriba support models from Standard through Platinum
- **Proactive Support Focused on Continuous Improvement** – We monitor integrations, flag issues early, and identify opportunities to enhance current Kyriba usage

Business Outcomes

- ✓ **Reduced operational burden on internal teams**
- ✓ **Improved reliability and performance of the Kyriba platform**
- ✓ **Access to specialized treasury/technology expertise**
- ✓ **Predictable, scalable cost and support model**
- ✓ **Enhanced security, compliance and risk management**
- ✓ **Support for integration and change management**
- ✓ **Faster adoption of innovation and business outcomes**

Our support team has access to 800+ Global PwC Treasury Consultants

US Based Support with Acceleration Centers in India, China & Mexico can provide global coverage when and where you need it.

Key Areas of Support

Connectivity and Interface Support	Cash Management	Payments
Market Data	Accounting Configuration	User Access/Security
Static Data Configuration	Reporting/Audit Support	SFTP Folder Management
Team Training	Enhancement Builds	

Reducing the workload on your team by addressing frequent solutioning needs, including, but not limited to:

- Troubleshooting missing or incomplete bank statements
- Resolving unmapped bank transactions and updating reconciliation rules
- Addressing external and ERP interface failures
- Remediating payment errors or failed acknowledgements
- User provisioning and maintaining user access
- Monitoring reporting queues and supporting new report requests

Spotlight

Global Financial Services Company needed to find the right model to support its daily Kyriba activities across 16 countries, 19 banks and 84 internal interfaces while continuing to upskill their team Post Go-Live

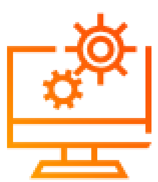
Client engaged Kyriba for Platinum Support, but did not have the right in-house technical resources to manage the activities that Kyriba cannot support (e.g. interface maintenance with internal systems, payment failure solutioning, internal coordination). PwC curated a monthly set of hours to enhance overall customer support experience by acting as the one stop shop for all questions/issues Kyriba.

The result: Client reduced Kyriba reach outs 80%+, gained visibility into frequent issue areas to develop focused team trainings, and facilitated monthly touchpoints to drive prioritization and share perspectives on improvement opportunities

Flexible Managed Services Solutions that can fit your needs

- **White Glove Support** to manage the day-to-day Kyriba application needs with less impact on your team
- **Collaborative Support** to work in sync with your team members to help provide support and continuous upskilling.
- **Packaged Hours** to supplement Kyriba support and use as your team prioritizes, typically 40 – 60 hours per month

How PwC delivers value



Kyriba Health Checks – Identify and Unlock Value – PwC leverages deep expertise in Kyriba's latest capabilities to assess your current treasury processes across the functional areas. We identify practical opportunities to help improve effectiveness, increase automation, and enhance user adoption so you can increase the value of your Kyriba investment.

Upskilling and Training – Accelerate Adoption and Performance – PwC delivers targeted training aligned to your team's priorities. We build capability, strengthen user confidence, and embed a continuous improvement mindset to accelerate adoption and help drive sustained value from Kyriba.

Contact us today to learn more about PwC Kyriba Application Services

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