

Providing a complete end-to-end IT audit solution



Profile

RSM Tenon, the seventh largest accounting and audit firm in the UK, provides a comprehensive suite of accounting and consultancy services, including business advisory, tax and financial management. Employing around 3,000 people and with offices in all the major commercial centres across the country, RSM Tenon now enjoys an extensive national client base, ranging from public sector organisations to large corporations. They are also a member of RSM International, the sixth largest global accounting network with 730 offices in more than 70 countries worldwide.

Initial contact

With aspirations for growth, RSM looked closely at their strategic direction and analysed how they could develop their systems' assurance team. They were keen to establish and talk to larger clients and prospects about their system audit and ERP security and to do this, they needed to partner with a specialist. They needed a more complete security review proposition.

With this opportunity to extend their service portfolio, RSM researched the market to find the most appropriate partner. "We recognised Turnkey was ex 'Big Four' and knew they would come with strong credentials, good client relationship skills and process understanding. Being able to offer SAP security services supports our strategic drive to take on bigger clients and we were confident Turnkey had a complete understanding of the audit process," says Sheila Pancholi, Associate Director with RSM Tenon.

The partnership provided a more cohesive proposition around internal ERP security and compliance. It wasn't long before the two organisations were working successfully together on a significant new corporate client for RSM Tenon.

“RSM would highly recommend Turnkey. They deliver technical expertise and are very easy to work with. They are selective about who they recruit and this gives RSM the assurance that they will be credible in front of a client ”

Sheila Pancholi

Associate Director – Information Systems Assurance

A trusted partnership

- Strong interpersonal skills
- A seamless process
- Multiple engagements with each customer
- A strategic and trusted relationship
- Joint business development

Early engagement

After establishing the partnership, each organisation looked at potential target clients to jointly pursue. "It's a good cultural fit working with Turnkey. We work successfully together and are joined-up in front of the client," continues Pancholi.

Early success came when JCB was looking to roll out across India and China. RSM led the internal audit and it was a great opportunity to present their SAP offering. "This was one of RSM's biggest reviews and we were all impressed with Turnkey's technical input, the quality of the people provided and the seamless way they could work with us," highlights Pancholi. In particular, Turnkey provided SAP security expertise which covered the breadth of the client's IT landscape.

Ongoing success

The strong relationship between RSM and Turnkey has resulted in success across multiple SAP clients. In particular, Turnkey has continued to provide the specialist SAP security skills needed to complete IT audit requirements for a number of RSM Tenon's larger corporate clients.

As a direct result of the relationship with Turnkey Consulting, RSM now undertakes SAP related internal audit work for a variety of clients in both the private and public sectors. Pancholi continues, "These are predominantly large clients - and they are testament to the strength of our partnership with Turnkey and the credible and complete audit capability they provide."

A comprehensive IT audit service

As part of RSM's internal audit plans, Turnkey provide the services for SAP application security controls, segregation of duties and GRC, ensuring all the roles are defined up front. "For a CEO, we are giving them the assurance they can rely on the management information and the key systems they are operating," explains Pancholi.

Many large corporate clients require a complete service offering and this is what RSM now provides. "They want advice on risks, governance and controls. They want someone to review their infrastructure, as well as being able to provide guidance on legislative requirements," emphasises Pancholi.

Client benefits

- **Minimise duplication.** Clients are no longer relying on manual controls, as they have complete confidence in the system.
- **Secure access and control.** Clients are assured there is no unauthorised access to their systems.
- **Comprehensive capabilities.** As a team, Turnkey is more specialised than SAP and can provide the technical and business skills that RSM's clients require.
- **Top talent.** Every Turnkey consultant goes through a client audit at least once every six months, keeping their skills fresh.
- **A 360° perspective.** SAP clients know that Turnkey truly understands what the auditors are looking for.

Partnership benefits

- **Seamless relationship.** Turnkey has gained the ongoing trust of a top UK audit firm, acting as the consulting arm of a tightly integrated team.
- **Comprehensive portfolio.** Turnkey enables RSM to offer a complete end-to-end IT audit solution.
- **Operational effectiveness.** RSM has all the benefits of being able to provide additional services to their clients without having to carry a specialised internal team.
- **New opportunities.** Both organisations can support each other with business development initiatives, including joint propositions, joint benchmark surveys and marketing materials.



Summary

RSM wins business because of its depth of capability and extensive industry experience. They uniquely provide the full IT internal audit service, from fraud prevention to SAP controls and are in a strong position to capitalise on it.

RSM has confidence in Turnkey's technical ability, comprehensive reporting and interpersonal skills. Pancholi concludes "Their quality is excellent and I can rely on Turnkey to manage relationships successfully. It is a partnership built on openness, trust and integration."

Turnkey services

- Analyse client SAP landscapes
- Segregation of Duties review
- SAP Security audit reviews
- SAP Business Process Controls review
- Comprehensive SAP GRC implementation
- Comprehensive client and RSM documentation
- SAP technical expertise

RSM Tenon services

- IT internal audit support
- Project assurance and advisory support
- IT risk reviews
- IT strategic reviews
- Business continuity planning
- Third party assurance
- Information security support
- Vulnerability testing