PwC’s Global Delivery Model Strategy
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PwC’s Global Delivery Model strategy: Agenda

1. Why?
2. What?
3. How?
A series of mega forces are driving the need to innovate PwC’s business model strategy

- Shift in global economic power
- Demographic shifts
- Technological breakthroughs
- Regulatory environment complexity

Global Delivery Model

- Quality & client service
- Talent access & flexibility
- Economic margins
The global footprint of PwC’s Global Delivery Model capabilities

Service Delivery Network headcount (approximately 10,000 people)
The GDM strategy starts with the definition of standard services and is executed through a multi-sourcing model.

1. Services (‘what’)
2. Skills (‘who’)
3. Delivery (‘how’)

What are the specific business requirements and needs?

What is the most appropriate delivery model?

- Service delivery centers
- Industry service providers
- Alliances & third parties

(“where”)
The execution of the GDM strategy is grounded on a set of integrated and aligned value chain capabilities.
The GDM strategy has been the most successful transformation of PwC’s business model in the last 5 years

“However beautiful the strategy, you should occasionally look at the results”
W. Churchill

(million of GDM hours)
Thanks!