Responsive operations supply chain

KPMG Connected Enterprise

For the connected enterprise, effectively executing on the customer strategy and brand promise means working in an agile, consistent and operationally efficient manner underpinned by advanced analytics.

Customers have higher expectations than ever before. With new startups emerging to offer faster experiences and more innovative business models, it's crucial for companies to adapt to the changing industry. With existing back office systems that may not support a seamless experience, and employees that are used to working with those systems, transforming technology systems while ensuring a smooth cultural shift is crucial.

With the right enterprise decision analytics, operating models and procurement services, you can transform your organisation's processes, providing an outstanding, seamless experience for the customer while helping to reduce the cost for your business.

Key considerations

- Do you enable customers with an omni-channel experience?
- Do your fulfilment and delivery options allow customers to select their optimal mix of speed, service and price?
- Do you leverage data & analytics across the full value chain to drive enterprise improvement?
- Are your global and local inventories aligned with a flexible, distributed order management system?

How can KPMG professionals help?

Designing, automating and creating an efficient process.

Providing enterprise decision analytics services which help guide enterprise efficiency, effectiveness and risk compliance.

Building digital operating models and value stream analyses which help enhance the improvements required to drive 'inside out' operational efficiency.

Powering responsive operations, a suite of integrated services and solutions designed to help improve procurement effectiveness and responsiveness.

© 2023 KPMG, an Australian partnership and a member firm of the KPMG global organisation of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved. The KPMG name and logo are trademarks used under license by the independent member firms of the KPMG global organisation.

Liability limited by a scheme approved under Professional Standards Legislation.

Banking on better processes

When a global bank wanted to improve customer experience and reduce cost in their operational processes, a KPMG member was engaged to provide support and advice. KPMG professionals mapped their key processes across six countries and worked with client teams to create a prioritised list of common improvement opportunities and outline business cases for implementation.

They then helped the bank to pivot to a customer journey-led change model, led locally but with a global operating rhythm. This helped the bank rapidly improve customer experience across core journeys while reducing process variability and overall cost, with the approach taken forward into further waves of improvement.

We know how business works.

What does a connected enterprise look like?

Some of the most successful organisations exhibit eight characteristics that span various aspects of the enterprise. The capabilities of front office, middle office and back office integrate to support the brands, products and services, interactions and workforce.

Insight-driven strategies and actions	Innovative products and services	Experience-centricity by design
Seamless interactions and commerce	**2x Impact***	Responsive operations and supply chain
Aligned and empowered workforce	Digitally-enabled technology architecture	Integrated partner and alliance ecosystem

*Note: Base: 1,299 professionals involved with customer-centric strategy decisions.
Source: A commissioned study conducted by Forrester Consulting on behalf of KPMG, September 2018

Make the connection

Generate business value at various stages of your transformation journey.

Build an insights-driven, digital and customer-centric business.

Empower and enable your people to align the organisation for agility and performance.

Engineer secure architectures to enable agile, high-speed innovation.

Jenny Roche
Connected Enterprise Lead, Consulting
KPMG Australia
E: jennyroche@kpmg.com.au

Gerard Vigneron
Partner in Charge, Solutions
KPMG Australia
E: gvigneron@kpmg.com.au

Lisa Bora
Partner in Charge, Client Growth and Markets
KPMG Australia
E: lbora@kpmg.com.au

Some or all of the services described herein may not be permissible for KPMG audit clients and their affiliates or related entities.

KPMG.com/au/ConnectedEnterprise

©2023 KPMG, an Australian partnership and a member firm of the KPMG global organisation of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved. The KPMG name and logo are trademarks used under license by the independent member firms of the KPMG global organisation. The information contained in this document is of a general nature and is not intended to address the objectives, financial situation or needs of any particular individual or entity. It is provided for information purposes only and does not constitute, nor should it be regarded in any manner whatsoever, as advice and is not intended to influence a person in making a decision, including, if applicable, in relation to any financial product or an interest in a financial product. Although we endeavour to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act on such information without appropriate professional advice after a thorough examination of the particular situation. To the extent permissible by law, KPMG and its associated entities shall not be liable for any errors, omissions, defects or misrepresentations in the information or for any loss or damage suffered by persons who use or rely on such information (including for reasons of negligence, negligent misstatement or otherwise).

Liability limited by a scheme approved under Professional Standards Legislation.