



# Aligned & empowered workforce

## KPMG Connected Enterprise

**The Connected Enterprise has an agile organisational structure ready for anything, where teams embrace change and support the company in recruiting and attracting the right people at the right time.**

Becoming a customer-centric business will impact all aspects of your organisation, from creating your vision to mapping the customer journey and deciding on changes to your business operating model. Empowering employees will mean building capability frameworks and designing the right talent lifecycle, on top of running the hiring process.

With the right experiences and capabilities, you can attract and retain the kinds of people and skills you need for your business both now and in the future. You can bolster your teams with adaptable, innovative employees who will consistently move your company forward.

### Key considerations

- How do we foster an innovative, forward-looking culture?
- How can we model and incentivise flexibility?
- What skills and training do our employees need?
- How can we attract and retain the right digital and entrepreneurial talent?

### How can KPMG help?

Building a coherent, pragmatic, customer focused people strategy

Achieving buy-in from key stakeholders and employees for the business transformation, and helping you to communicate the benefits

Aligning processes such as recruitment and talent management to reflect your customer-centric goals

## Learning to make people better

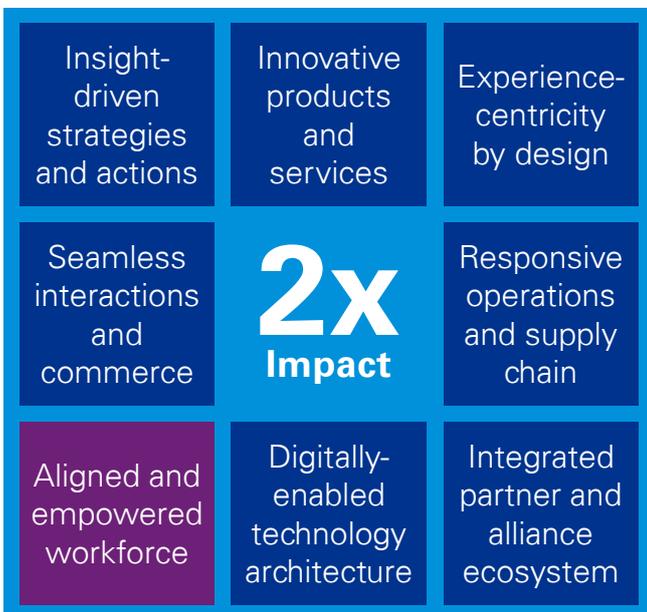
A popular UK bank was striving to become a low-cost, digital-first and highly responsive customer-focused business.

Following KPMG conducting a maturity assessment covering both the HR function and the wider workforce, the company now has a solution to digitally enable HR and the employee experience. To further help HR provide an end to end workforce solution the People MI and Data Analytics solution enables the HR team to get real workforce insight.

**We deliver results that matter.**

## What does a Connected Enterprise look like?

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



## Make the connection

- Generate business value at every stage 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



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