



Integrated partner alliance ecosystem

KPMG Connected Enterprise

Effectively identifying, integrating and managing third-parties to increase speed to market, reduce costs, mitigate risks and supplement capability gaps in delivering the customer promise are goals key for the Connected Enterprise.

Building partnerships and alliances can help your company deliver a competitive edge. By finding the right partners and establishing effective communication and data sharing, you'll extend your business's growth into new markets. The success of these partnerships will require a more fluid, flexible model of business for your company, people and systems.

You can create that environment by building networks of partners and alliances, ensuring their systems can talk to each other through application programming interfaces (APIs) and carefully managing how everything works seamlessly together.

Key considerations

- How can you identify partners, alliances and vendors to fill capability gaps?
- Is your approach to shared services cost efficient and consistent?
- Do you have a defined, efficient and risk-reducing onboarding process?
- How can you certify and monitor partners' performance and continued understanding of your mission?

How can KPMG help?

Developing a strategy to build and manage a strategic network of partnerships and alliances

Identifying ideal potential partners to boost your business goals – and building interfaces between multiple systems

Navigating the complex world of data protection, cybersecurity and the small print involved in your transactions with partners and customers

Objectively assessing how effectively your current outsourcing providers are leveraging digital labour solutions and providing valuable insight into future options

Improving accuracy and the customer journey

Significant working capital was tied up due to poor invoice accuracy at a leading global FMCG company. Advantage survey in 2016 ranked the business at the bottom of the supplier list as 1 in 10 invoices required corrections and was disputed by its major retail customers.

A large number of customer complaints drove rework, impacted working capital and ultimately damaged the brand.

Rather than focus on the effectiveness of the Finance processes, we engaged with the customers of the business and mapped out their customer journey. It highlighted issues with how the marketing agreements were recorded, how master data was captured, how customer services operated and ultimately how finance translated these inputs onto invoices.

By addressing the root causes in the different functions and bringing them all together under a new Customer to Cash service line, in three months we improved the invoice accuracy to 99% and recovered €20m of working capital.

We are always on your side.

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.



Anton Ruddenklau

Partner, Head of Digital & Innovation, Financial Services
KPMG in the UK

T: +44 20 7694 2224

E: antony.ruddenklau@kpmg.co.uk



Svilena Tzekova

Partner, Corporates
KPMG in the UK

T: +44 20 7694 3620

E: svilena.tzekova@kpmg.co.uk

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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