



# 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 both an outstanding, seamless experience for the customer and reduced 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 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 optimise the improvements required to drive "inside out" operational efficiency

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

## Future of Supply Chain

Like other companies manufacturing and distributing consumer and industrial goods, a leading oil and gas company was experiencing the same rising customer expectations and digital disruption seen in B2C industries.

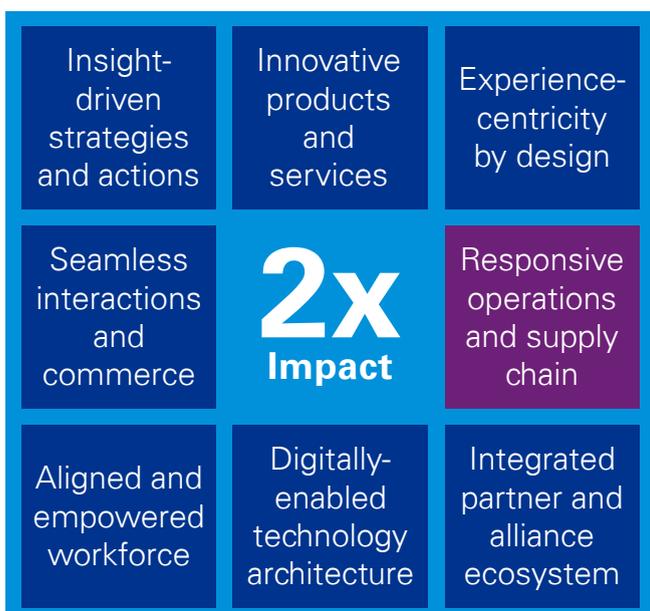
Many of their customers were demanding same or near-day deliveries and placing smaller, frequent orders with customised packaging and delivery requirements. These same customers wanted real time order visibility and the ability to interact through digital channels.

KPMG supported them through several consecutive engagements, beginning with visioning the future supply chain, developing a supply chain strategy and cost model to optimise decision-making and adapt customer offers.

**We know how business works.**

## 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

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



### Maureen O'Shea

Partner, Operational Transformation  
KPMG in the UK

**T:** +44 20 3306 4914

**E:** maureen.oshea@kpmg.co.uk



### Kirk Hull

Director, Operations Consulting  
KPMG in the UK

**T:** +44 121 232 3326

**E:** kirk.hull@kpmg.co.uk



### Will Skeggs

Senior Manager, Operations Consulting  
KPMG in the UK

**T:** +44 20 7694 1524

**E:** will.skeggs@kpmg.co.uk

## [home.kpmg/uk/connected](https://home.kpmg/uk/connected)

The information contained herein is of a general nature and is not intended to address the circumstances of any particular individual or entity. 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.

© 2020 KPMG LLP, a UK limited liability 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.