



Powered Enterprise | Integration

Accelerate the pace of delivering innovation and optimising value – without interrupting business-as-usual.

The urge for a new dynamic operating model?

Challenging market dynamics have created a fiercely competitive marketplace where brands must transform rapidly to meet evolving customer expectations.

Disruption has become pervasive; challenging business models, legacy products and entire industries. Even the most highly regulated markets and companies are no longer immune.

One of the key reasons organisations are struggling in this transition is largely because many are focused on solving its front-office issues without aligning the middle and back offices to execute and deliver on customer promises.

Companies are facing obstacles such as

- Accessing customer data that's buried in different business units as disconnected silos
- Products and pricing that varies across channels
- Supply chains that can't meet the commitments made to customers
- Tech for tech's sake focusing on point solution that solves one problem, but creates many others.

Companies need to unlock data across the different departments and make this information accessible in a scalable, consistent and controlled way.

Achieving innovation in a legacy environment

Cloud technology offers fast access to the latest capabilities. However, changing the IT operating model is an enormous challenge with high stakes. It is further complicated because IT must continue to support existing technology during the transformation and manage the potential impact on business-as-usual and customers.

This has led to the common approach of 'stitching' new software onto old software, or customising elements

as a short-term fix. This 'patched together' environment can be hard to navigate, can keep information in silos, decrease the organisations ability to innovate and scale and be costly to run.

Powered Enterprise | Integration

KPMG's Powered Enterprise | Integration is a data-led transformation framework designed to help organisations overcome the complexities of cloud adoption and unlock data out of legacy applications.

It helps to quickly digitise functions, business units or the/ whole organisation, with a core focus on unlocking data, building the ability to make fast-paced, forward-looking decisions and innovate by identifying new services and offerings.

Deep industry knowledge

Powered Integration is part of KPMG Powered Enterprise offering – which features best practice technology frameworks for different services and industries.

Our approach helps organisations to quickly uplift capabilities across all business functions such as Human Resources, Finance, Procurement, IT and Sales & Service.

Our suite of technology tools include:

MuleSoft, Apigee, Axway, Microsoft Azure and more.

We'll help you to:

- Build an API strategy to an ideal business future-state
- Identify your technology investment focus and prioritise roll out
- Define and implement best practice deployment approach

APIs for connectivity

Core to our integration approach are Application Programme Interfaces (APIs). APIs act as the digital glue that enables continuous transformation across all business units regardless of the speed each unit is changing at. APIs allow companies to insulate the stable IT components while change is occurring elsewhere.

At KPMG, we tailor a unique API strategy to the needs of each organisation, and then create reusable APIs for that business to open channels across departments.

Our approach helps you gain:

- Legacy system modernisation and faster cloud adoption
- Increased business efficiency, automation and innovations thanks to emerging technology (e.g. Robotic Process Automation, Blockchain, Internet of Things, Data & Analytics)
- Improved customer and partner experience
- The ability to introduce innovate and introduce new products and services faster
- An improved employee and business partner experience
- Scale through the re-use of APIs
- Clearer and well defined governance framework

We assist key industries including:

Corporates: Deliver a consistent customer experience across channels

Insurance: Automate processes and deliver new products faster

Power & Utilities: Build a single view of the customer to tailor services

Government: Share data to drive community impact

Education: Create innovative new learning experiences

Healthcare: Improve cross-organisational communication and access to care

Financial Services: Streamline processes and build in governance for usage of data.

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Case study

Deakin University needed to offer its staff and students an enhanced technology interaction experience. It was sitting on a legacy finance and operating system, which lacked connectivity. Its data was in silos and the cost to operate was high.

It needed to collect and connect information from multiple areas to streamline its finance operations, and therefore the user experience.

Using our Powered Enterprise | Integration framework, and embracing the APIs, we connected disparate systems (internal and external) and created a single view of finance data.

The university now has information easily accessible to support planning, analysis and decision making, and a much better user experience.

Contact

To find out more about how KPMG's Powered Enterprise | Integration approach can help your organisation, contact:

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