



# Aligned and empowered workforce

KPMG Connected Enterprise

2023

**The connected enterprise has an agile organizational 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 can impact all aspects of your organization, from creating your vision to mapping the customer journey and deciding on changes to your business operating model. Empowering employees should 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 can help consistently move your company forward.

## Key considerations

- How does my organization foster an innovative, forward-looking culture?
- How can my organization model and incentivize flexibility?
- What skills and training do employees need?
- How can my organization attract and retain the right digital and entrepreneurial talent?

## How can KPMG professionals help?

Building a coherent, pragmatic, customer focused people strategy.

Helping to achieve buy-in from key stakeholders and employees for the business transformation, and helping you to communicate the potential benefits.

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

## Learning to make people better

A KPMG member firm led an international consortium of experts to create two of the largest and most innovative leadership development programs in the world, involving patients in the design and delivery of content. This initiative is having clear and continuing impact on the quality of front-line patient care.

The complexities and dilemmas involved in the management of modern healthcare present some of the most difficult challenges facing our society. This project clearly illustrates what can be achieved by multi-disciplinary teams working together for a clear and shared purpose.

**We deliver results that matter.**

## What does a connected enterprise look like?

Some of the most successful organizations 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.



\*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 organization for agility and performance.

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



### Wale Abioye

Partner  
Strategy & Customer Solutions  
KPMG Nigeria  
E: [wale.abioye@ng.kpmg.com](mailto:wale.abioye@ng.kpmg.com)



### Ladi Asuni

Partner  
Analytics & Operations  
KPMG Nigeria  
E: [ladi.asuni@ng.kpmg.com](mailto:ladi.asuni@ng.kpmg.com)

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

[kpmg.com/connected](https://kpmg.com/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 endeavor 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.

© 2023 Copyright owned by one or more of the KPMG International entities. KPMG International entities provide no services to clients. All rights reserved.

KPMG refers to the global organization or to one or more of the member firms of KPMG International Limited ("KPMG International"), each of which is a separate legal entity. KPMG International Limited is a private English company limited by guarantee and does not provide services to clients. For more detail about our structure please visit [kpmg.com/governance](https://kpmg.com/governance).

The KPMG name and logo are trademarks used under license by the independent member firms of the KPMG global organization.

Throughout this document, "we", "KPMG", "us" and "our" refers to the global organization or to one or more of the member firms of KPMG International Limited ("KPMG International"), each of which is a separate legal entity.

Designed by Evaluateserve.

Publication name: Aligned and empowered workforce | Publication number: 138404F-G | Publication date: March 2023