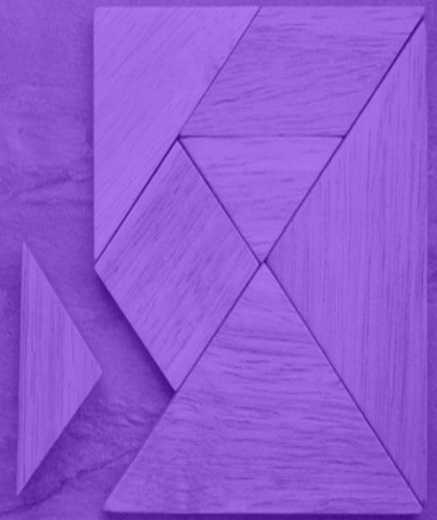# Aligned & empowered workforce

KPMG Connected Enterprise

2024

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 will 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 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 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.
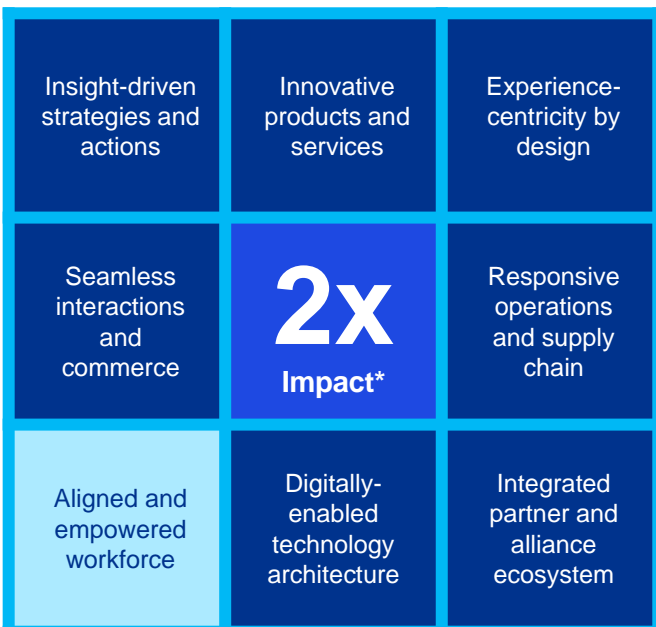
Learning to make people better

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?

The most successful organizations 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.

Insight-driven strategies and actions	Innovative products and services	Experience-centricity by design
Seamless interactions and commerce	**2x** Impact*	Responsive operations and supply chain
Aligned and empowered workforce	Digitally-enabled technology architecture	Integrated partner and alliance ecosystem

*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.

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