KPMG

# Management Consulting

KPMG in Thailand

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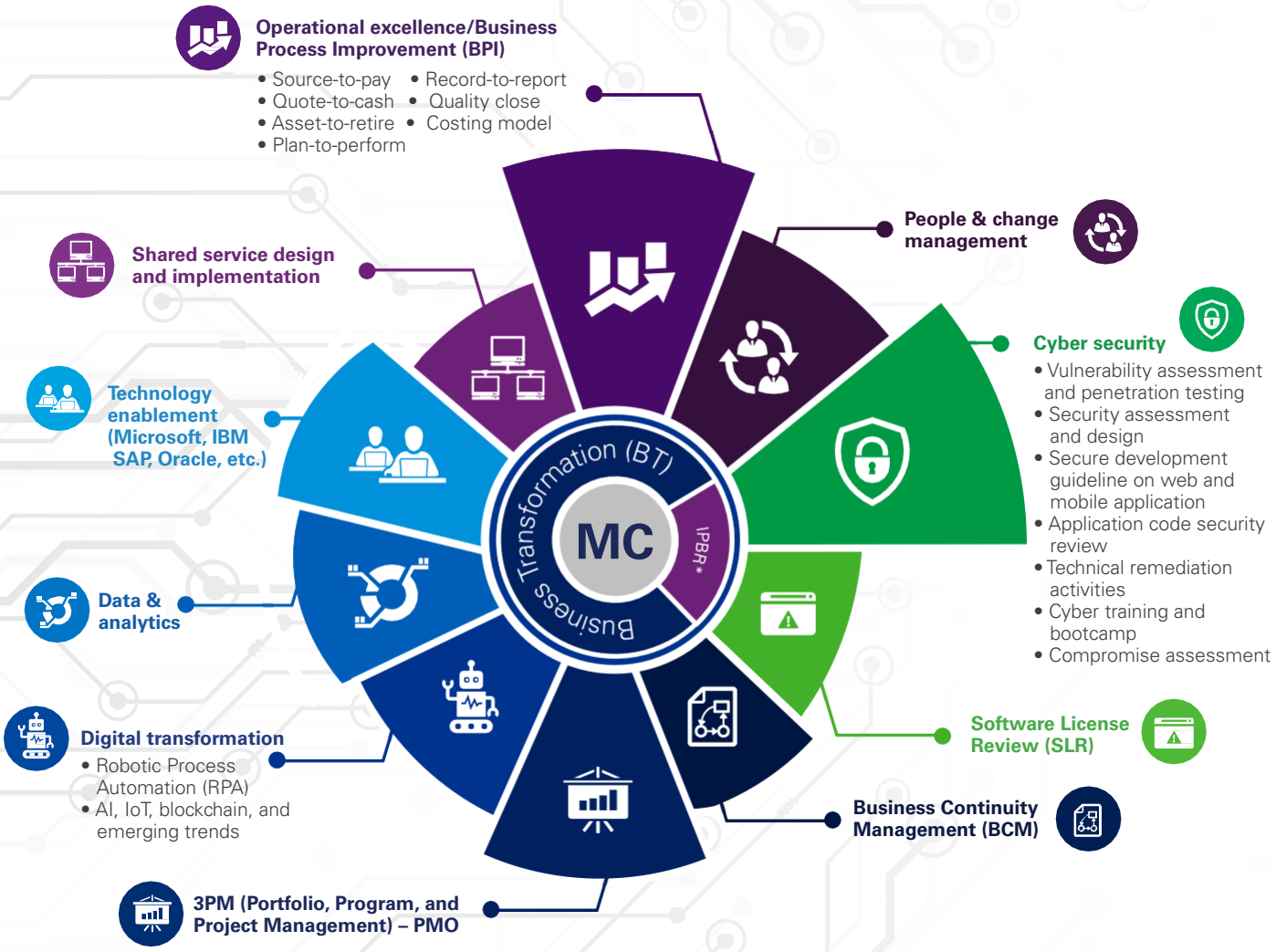
# Management Consulting services




* IPBR – Information Protection and Business Resilience (IPBR)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# Business transformation

## People and change management

The **disruption** to all industries is happening in a faster way. To remain relevant in this environment, change programs must **focus on productivity, competitiveness, innovation and customer centricity.** However, while these goals can be clear, the change process is often poorly managed, and the opposite outcomes can occur. KPMG has been recognized by **ALM Intelligence (ex-Kennedy Research)** as a **top HR consulting firm with the largest and the most sophisticated expertise** in HR transformation and change management.

## Operational excellence/Business Process Improvement (BPI)

We are a **market leader** for **Lean Operational Excellence,** we have worked across both local and global companies to deliver **operational improvement** to **drive customer and business value.** This provides us with proven experience and valuable knowledge to quickly deliver results and sustainable change. We can help you evaluate the business case for enhancing processes by employing digital labor, always grounded by the imperative of improving customer outcomes.

## Shared service design and implementation

KPMG Shared Service Design and Implementation practice is recognized as o**ne of the world's leaders.** We work every day to deliver shared service design and implementation services that help clients **improve service delivery models, reduce support costs, and drive specific business outcomes** in order to achieve sustainable, continuous improvements and competitive advantage.

## Technology enablement

We help organizations derive greater value from technology. We do this **by implementing cutting-edge Enterprise Solutions and Advisory Services** in both front and back offices, we help rationalize, simplify and automate business processes through **Enterprise Resource Planning, Digital HR, Customer Relationship Management and Business Intelligence** from leading providers like Microsoft and Oracle.

Fueling these disruptive transformations requires a thorough understanding of new technologies as well as business-critical processes and workflow. KPMG brings experience in **customer experience (CX) and user experience (UX)** design to help ensure strategy is aligned with outcomes. KPMG drives improvements in customer satisfaction that provide **competitive advantage, revenue lift, and cost reduction.**

## Data analytics

Information is a **key differentiator** in making decision, what you present, what you ask for, how you exceed expectations are the result of **how you integrate and digitize data, analysis and decisioning.** We bring together our deep industry and functional knowledge with leading edge analytics expertise to harness the power of data.

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# Business transformation

## Digital Transformation

Our team are skilled at the **design and implementation** of leading automated architectures to orchestrate an improved customer experience and process efficiency through **Robotics Process Automation (RPA), AI, IoT, Blockchain, and Emerging Trends.**

With **Robotics Process Automation (RPA)**, KPMG was named the top three global provider of Robotic Process Automation (RPA) services in a new report by *HFS Research* and KPMG has also entered into partnership with leading enterprise RPA software companies, **UiPath and Blue Prism.**

## 3PM (Portfolio, Program, and Project Management) – PMO

KPMG's project management team, with **high quality skills and experience,** can help you **manage effectively** organization's project portfolio, enhance your project and program performance and increase the probability of their successful completion.

## Business Continuity Management (BCM)

At KPMG, we focus on helping clients to r**educe the effects of an incident, re-establish operations, and deliver key business services in the aftermath of a disruptive event.** We cover business continuity plan development and testing, cyber security and IT service resilience. We also offer physical security, crisis management planning and exercising, and supply chain risk assessment.


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# Information Protection and Business Resilience (IPBR)

## Cyber security

The expeditious progression of technology and internet provides human a convenient as well to the cyber threats. Cyber threats is not only affecting to a financial loss, but also affecting to the privacy and sensitive information. We help clients **to ensure the security is in place with their organization** from the development to the production phase. Our team are skilled to provide **the cyber defense and cyber response service of secure development guideline, security test and review, and the compromise assessment review.**

## Software License Review (SLR)

KPMG is a **market leader in software license review services.** We have a well-established track record for delivering high results in return on investment (ROI), customer experience, and integration with internal stakeholders. We **work with some of the world's leading software companies,** bringing to bear leading approaches, capabilities, knowledge, and experience while successfully adapting to different visions, strategies, and corporate cultures.

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