KPMG Microsoft A-HOST COMMITMENT TO EXCELLENCE REVOLIC

Boost Up Workplace Productivity

A Day with Microsoft Series 1

—

March 18, 2021

Moderator

Siraporn Chulasatpakdy

Head of Management Consulting & CTO, KPMG

Panelists

Vareeporn Archarworarit

Director - Management Consulting, KPMG

Suksanti Sornvaneeyarak

Managing Director – Revolic Tech & A-Host International

Somsak Mukdavannakorn

Deputy Managing Director - Microsoft (Thailand)

KPMG

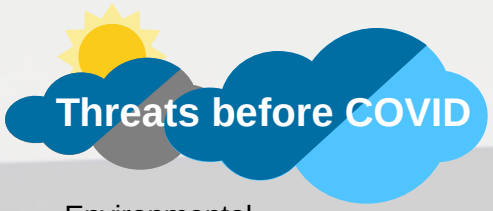
01 Welcome Address

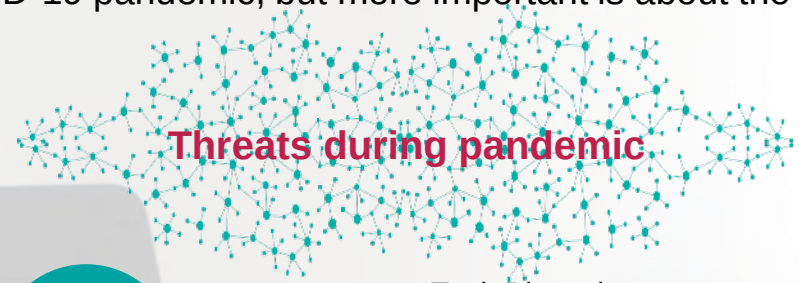
Panel session 02

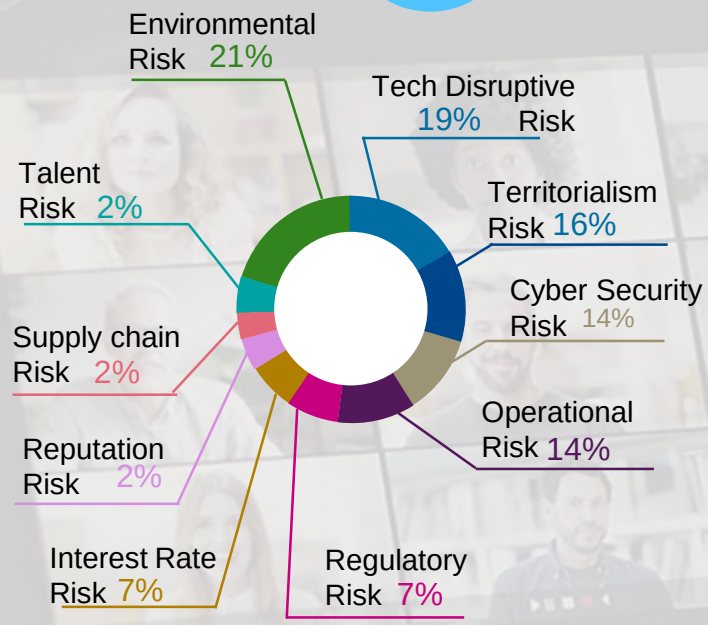
03 Q&A

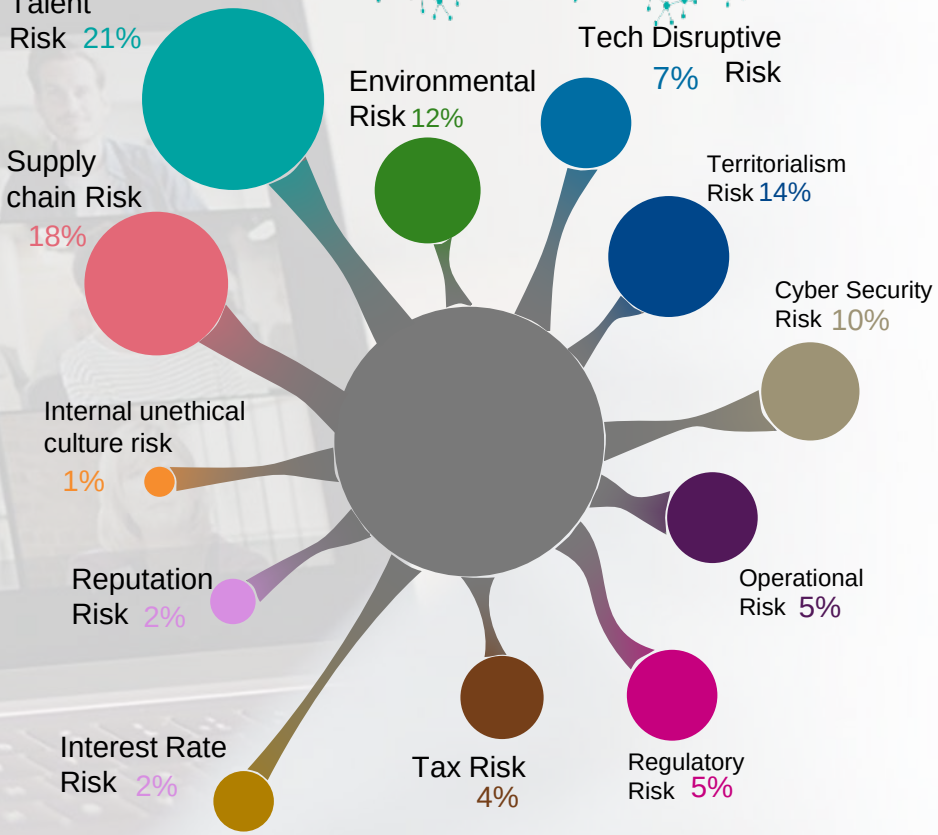
Shifting to Efficiency Workplace

Changing threats to growth during COVID-19 pandemic, but more important is about the day after tomorrow?





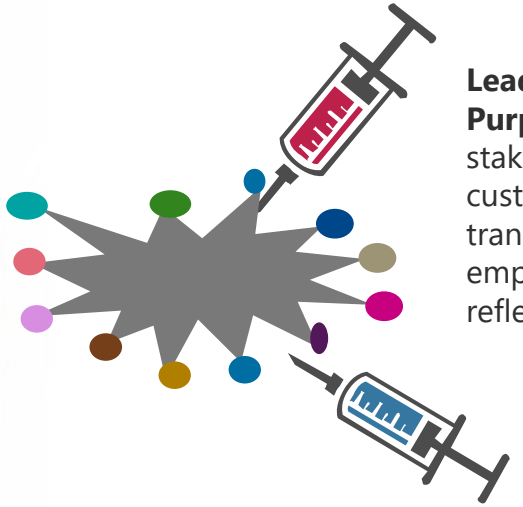




Source: 2020 KPMP Global CEO Survey Special Edition

Insights to the post crisis outlook

Digital Accelerator: Accelerate customer experiences, automate operation



Leading with Purpose: shifting from stakeholder benefit to customer behavior, transform customer empathy to action, and reflection the new reality

Refocus Supply chain: Rebuild new ecosystem, agile supply chain to response customer need, AI/data driven to foresee scenarios

KPMG

© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

MICROSOFT CLOUD FOR DIGITAL TRANSFORMATION

Office 365 is "Sharing"

Communication & Collaboration

Empower Your Employee

Business Process Automation

Cyber Security and Compliance

Windows

Teams

Office

Microsoft 365
Collaboration Platform

Edge

Outlook

Microsoft Azure

Be future ready | Build on your terms | Operate hybrid seamlessly | Trust your cloud

Azure is "Knowing"

Capitalize data - building

Enterprise Realtime Analytics

IT Cost Saving – Cloud Economics

Accelerating Digital

Modernize your Digital Core

Dynamics 365 is "Doing"

New Digital Channel & Digital Selling & Digital Support

Unified

Intelligent

Adaptable

Identity, security, management, and compliance

Data

Intelligence

Marketing

Talent

Sales

Microsoft Dynamics 365

Operations

Commerce

Finance

Service

Power Platform

Power BI
Business analytics

Power Apps
Application development

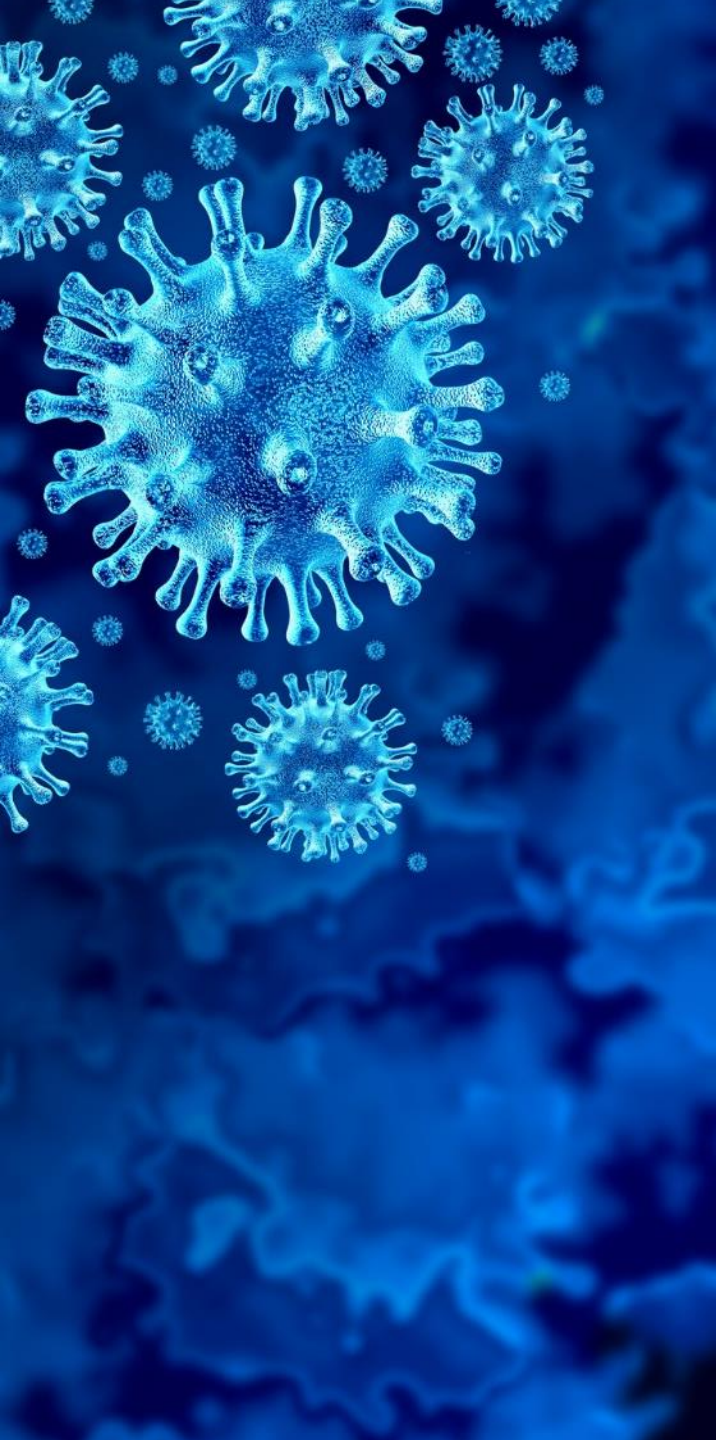
Power Automate
Process automation

Power Virtual Agents
Intelligent virtual agents

Data connectors

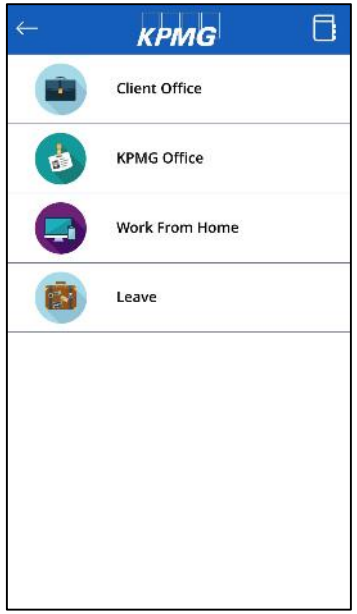
AI Builder

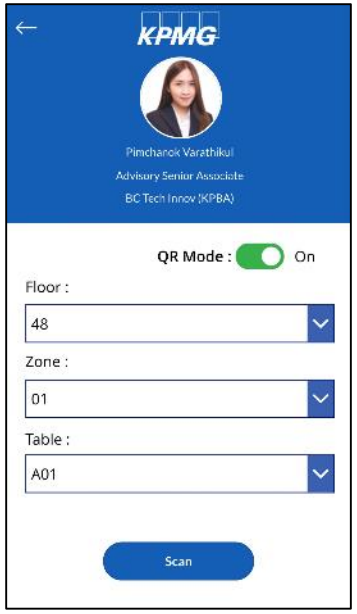
Common Data Service

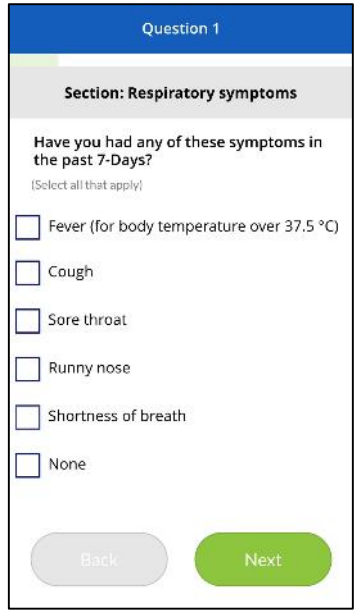


During the COVID-19 situation

Special endeavor around crisis management and business continuity







Key features include:

- **KPMG Anywhere** – Feature for KPMG staff to check-in, identifying whether they are working at a client office, KPMG office or working from home.
- **Self-Declaration Survey** – As part of KPMG staff's health, safety and social responsibility initiative, KPMG staff must answer a self-declaration survey every Monday.
- **Request Office Access** – Those that would like to access KPMG office will need to submit a request and get approval before being able to enter the KPMG office.

© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

Use Power Platform to extend your Dynamics 365

Expense management

Customers can use Expense Management as a tool for employees to create and submit expense reports per visit on the go with linkage to Sales opportunity or Work order service.

© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

Expense management (1/2)

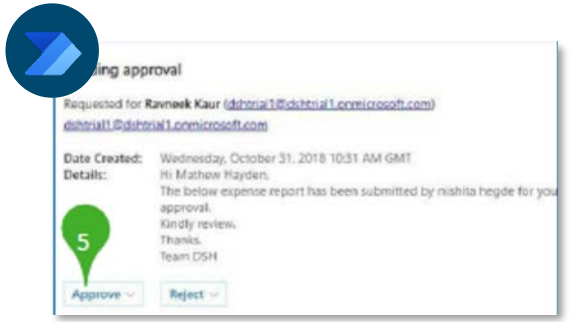
1. **Login & view your reports**

2. Select to see your **"Assigned Activities"**, whether **"Work Order – Service"** or **"Opportunity – Sale"**.

3. **"Create an Expense Report"** for that trip.

4. Add **"Expense line items"**.

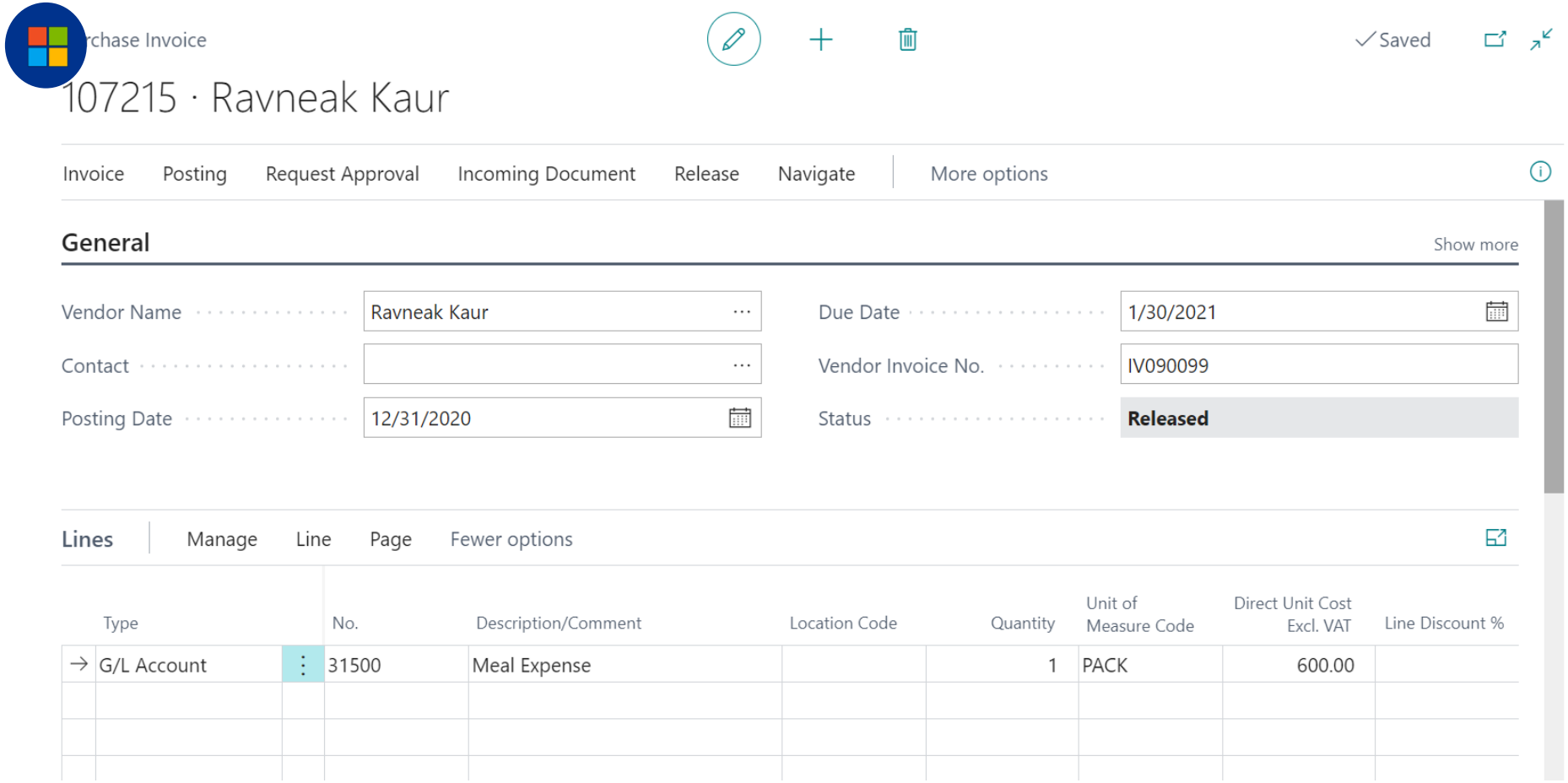
5. Submit for approval.



© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

Expense management (2/2)

6 After the approval, an Expense Report will be created in Microsoft Dynamics 365.

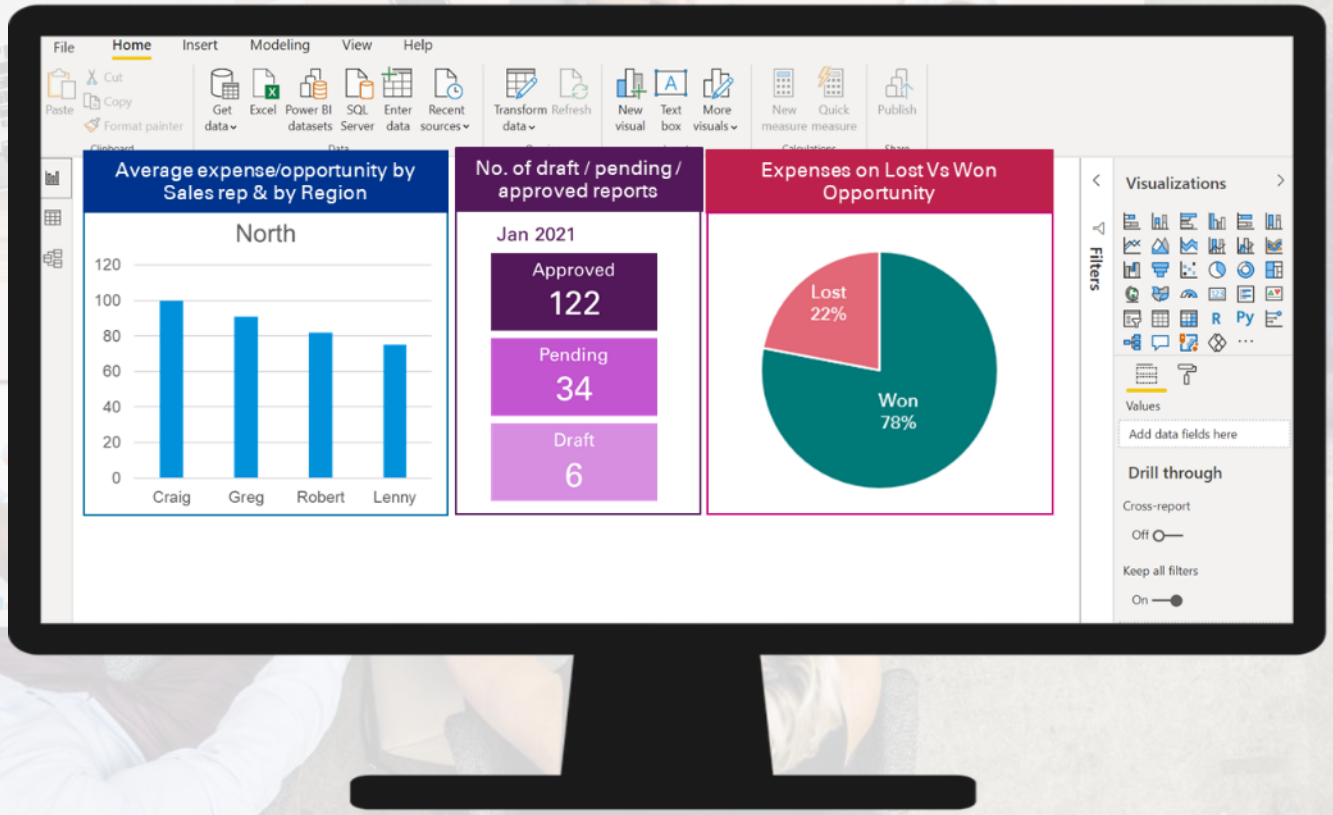


© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

Use Power Platform to extend your Dynamics 365

Expense management

"The Expense Management not only support employees to create **Expense report,** but also includes KPI tracked such as

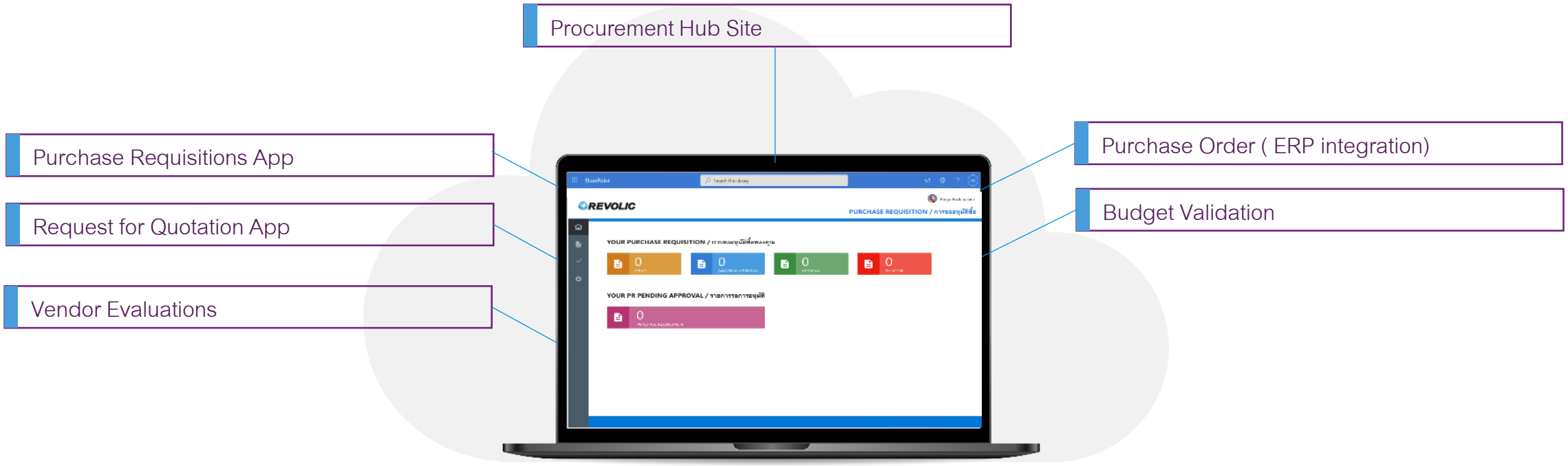


Note: This concept can be applied for Purchase Requisition, request for petty cash.

© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

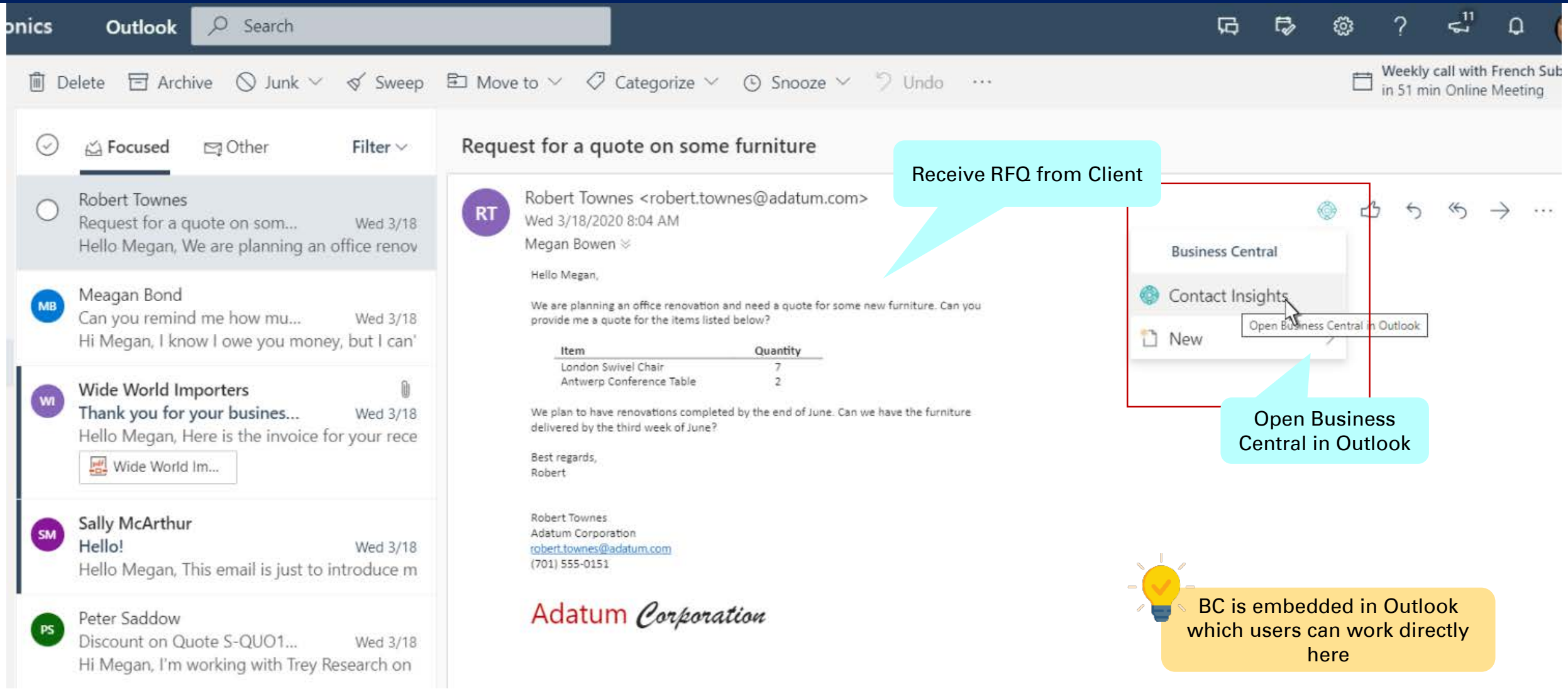
PROCURESafe

PROCURESafe เป็นโซลูชันการจัดซื้อ ที่สร้างขึ้นโดยใช้ PowerApps และ PowerAutomate มาช่วยจัดการ Function และใช้ คุณสมบัติของ SharePoint จัดเก็บ เอกสารที่เกิดขึ้นในกระบวนการจัดซื้อทั้งหมด โดยมีวัตถุประสงค์ สำหรับจัดการกระบวนการจัดซื้อให้เป็นไปโดยอัตโนมัติ และมีความโปร่งใส ตรวจสอบได้



© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

Customer Experience (1/7)



© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

Customer Experience (2/7)

Delete | Archive | Junk | Sweep | Move to | Categorize | ...

Weekly call with French Subsi
in 49 min Online Meeting

Focused | Other | Filter

Robert Townes
Request for a quote on som... Wed 3/18
Hello Megan, We are planning an office renov

Meagan Bond
Can you remind me how mu... Wed 3/18
Hi Megan, I know I owe you money, but I can'

Wide World Importers
Thank you for your busines... Wed 3/18
Hello Megan, Here is the invoice for your rece
Wide World Im...

Sally McArthur
Hello! Wed 3/18
Hello Megan, This email is just to introduce m

Peter Saddow
Discount on Quote S-QUO1... Wed 3/18
Hi Megan, I'm working with Trey Research on

Request for a quote on some furniture

RT

Robert Townes <robert.townes@adatum.com>
Wed 3/18/2020 8:04 AM
Megan Bowen

Hello Megan,

We are planning an office renovation and need a quote for some new fur... provide me a quote for the items listed below?

Item	Quantity
London Swivel Chair	7
Antwerp Conference Table	2

We plan to have renovations completed by the end of June. Can we have the furniture delivered by the third week of June?

Best regards,
Robert

Robert Townes
Adatum Corporation
robert.townes@adatum.com
(701) 555-0151

Create Sales Quote

With the AI embed, Customer information pop-up automatically

Business Central

10000 · Adatum Corporation

Sales Quote
Sales Invoice
Sales Order
Sales Credit Memo
Reminder

Ongoing S...
Return Or...
Posted Sal...
Shipments
0
Posted Sales Return Receipts
0
Posted Sales Credit Memos

Customer Statistics

0.00
Balance ($)

Sales

20,196.08
Outstanding Orders ($)

0.00
Shipped Not Invd. ($)

19,184.20
Outstanding Invoices ($)

Payments

232,466.11
Payments ($)

0.00
Refunds ($)

3/19/2020
Last Payment Receipt Date

KPMG

© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

Customer Experience (3/7)

Delete | Archive | Junk | Sweep | Move to | Categorize | ... | Weekly call with French Subsi in 47 min Online Meeting

Focused | Other | Filter

Robert Townes
Request for a quote on som... Wed 3/18
Hello Megan, We are planning an office renov

Meagan Bond
Can you remind me how mu... Wed 3/18
Hi Megan, I know I owe you money, but I can'

Wide World Importers
Thank you for your busines... Wed 3/18
Hello Megan, Here is the invoice for your rece
Wide World Im...

Sally McArthur
Hello! Wed 3/18
Hello Megan, This email is just to introduce m

Peter Saddow
Discount on Quote S-QUO1... Wed 3/18
Hi Megan, I'm working with Trey Research on

Request for a quote on some furniture

RT

Robert Townes <robert.townes@adatum.com>
Wed 3/18/2020 8:04 AM
Megan Bowen

With the AI embed, Items are suggested automatically

Hello Megan,

We are planning an office renovation and need a quote for some new furniture. Can you provide me a quote for the items listed below?

Item	Quantity
London Swivel Chair	7
Antwerp Conference Table	2

We plan to have renovations completed by the end of June. Can we have the furniture delivered by the third week of June?

Best regards,
Robert

Robert Townes
Adatum Corporation
robert.townes@adatum.com
(701) 555-0151

Business Central

Suggested Line Items

We think we've found one or more items that match the text in the email. Would you like to add them as line items in the document?

Add	Item	Description
	1908-S	LONDON Swiv
	1920-S	ANTWERP Cor

Do not show this message again

KPMG

© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

Customer Experience (4/7)

Delete | Archive | Junk | Sweep | Move to | Categorize | ...

Weekly call with French Subsi
in 46 min Online Meeting

Focused | Other | Filter

Robert Townes
Request for a quote on som... Wed 3/18
Hello Megan, We are planning an office renov

Meagan Bond
Can you remind me how mu... Wed 3/18
Hi Megan, I know I owe you money, but I can'

Wide World Importers
Thank you for your busines... Wed 3/18
Hello Megan, Here is the invoice for your rece
Wide World Im...

Sally McArthur
Hello! Wed 3/18
Hello Megan, This email is just to introduce m

Peter Saddow
Discount on Quote S-QUO1... Wed 3/18
Hi Megan, I'm working with Trey Research on

Request for a quote on some furniture

RT

Robert Townes <robert.townes@adatum.com>
Wed 3/18/2020 8:04 AM
Megan Bowen

Hello Megan,

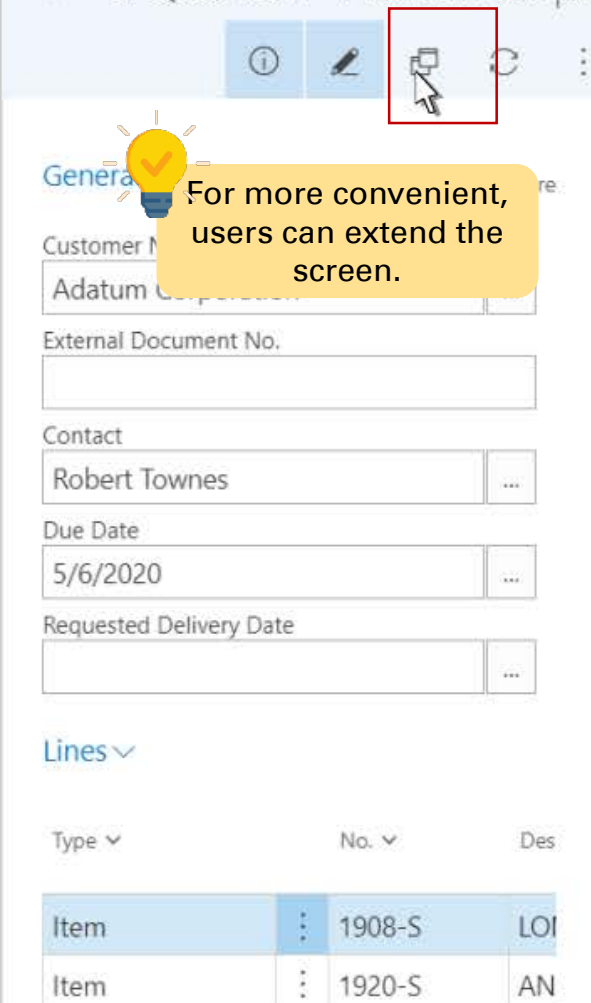
We are planning an office renovation and need a quote for some new furniture. Can you provide me a quote for the items listed below?

Item	Quantity
London Swivel Chair	7
Antwerp Conference Table	2

We plan to have renovations completed by the end of June. Can we have the furniture delivered by the third week of June?

Best regards,
Robert

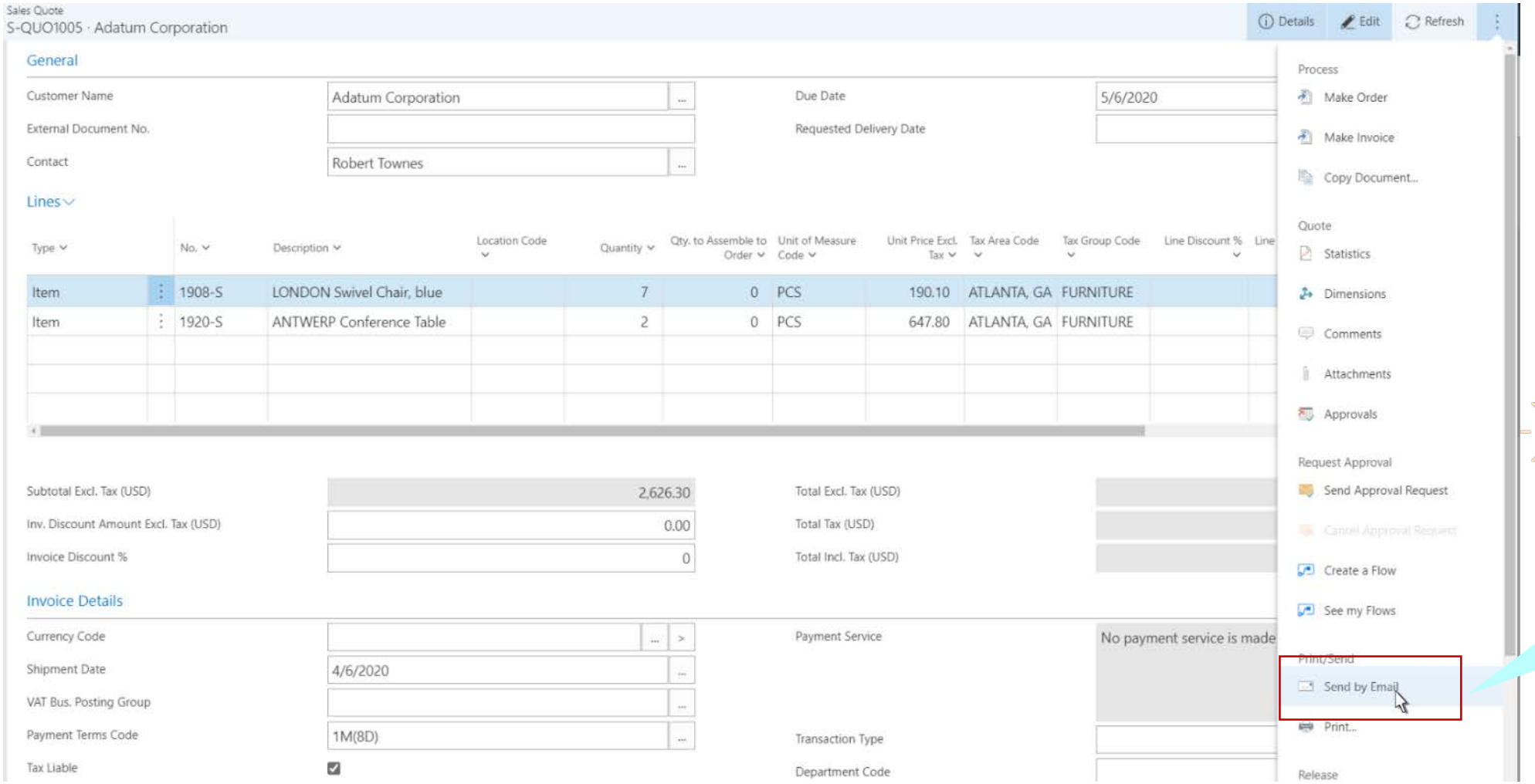
Robert Townes
Adatum Corporation
robert.townes@adatum.com
(701) 555-0151



KPMG

© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

Customer Experience (5/7)

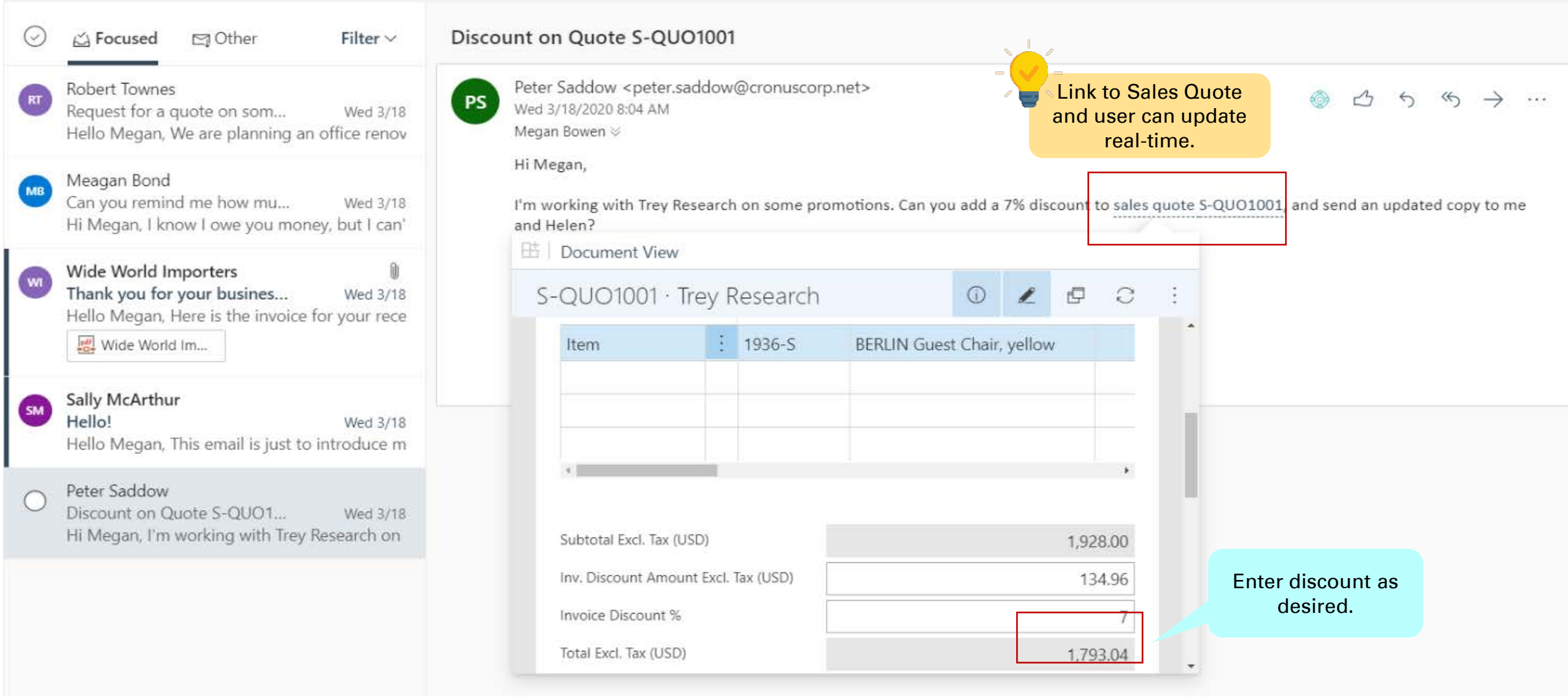


Email is created automatically.

Once finished, send Sales Quote to customers

© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

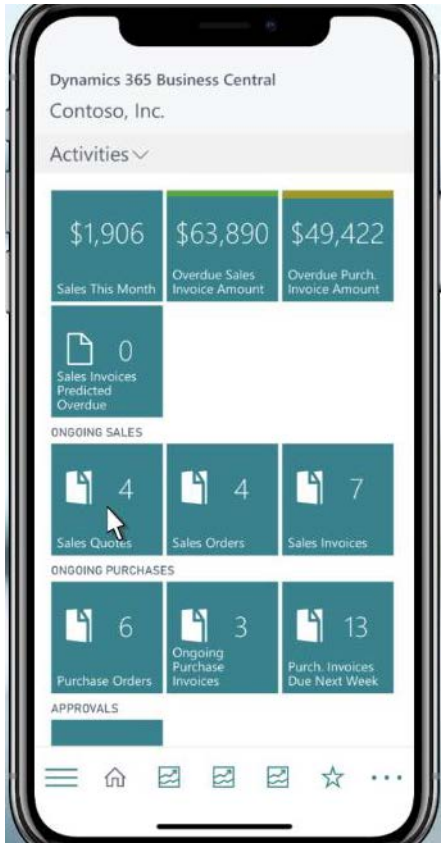
Customer Experience (6/7)

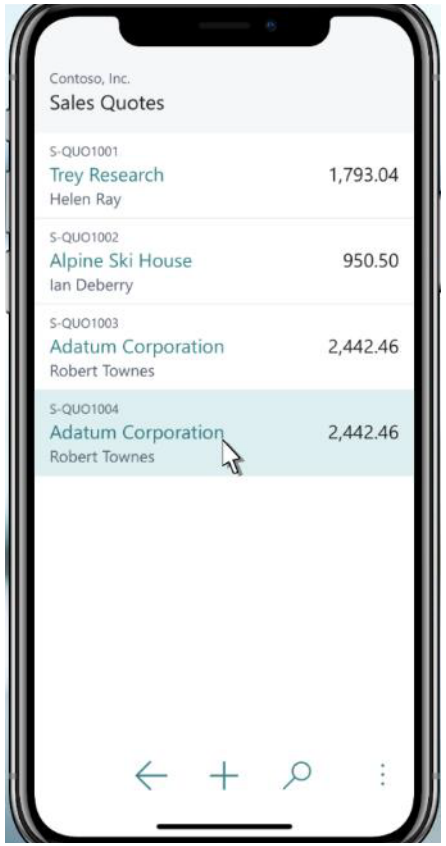


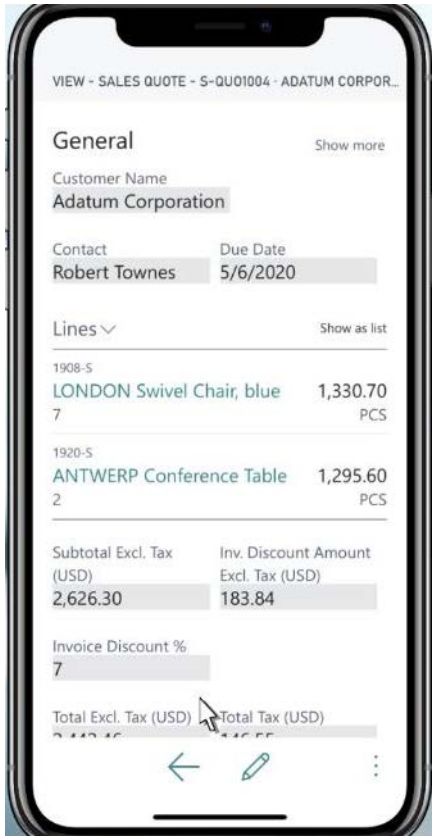
© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

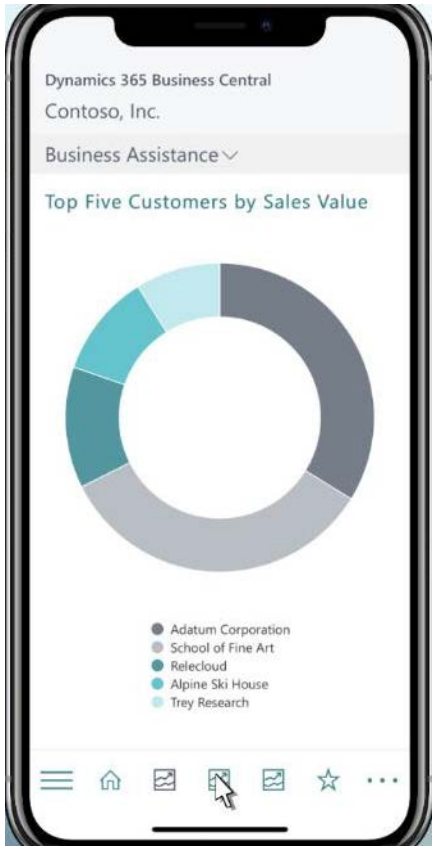
Customer Experience (7/7)

" Anywhere, Anytime, Any device "









© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

e-TAX DocSafe

e-TAX DocSafe เป็นโซลูชันที่ช่วยให้องค์กรที่มีการใช้งาน M365 อยู่แล้ว สามารถจัดทำ ใบกำกับภาษีและใบรับอิเล็กทรอนิกส์ รวมถึงจัดส่งใบกำกับภาษีให้แก่ลูกค้าของตนและกรมสรรพกรในรูปแบบอิเล็กทรอนิกส์ตามมาตรฐานด้านเทคโนโลยีสารสนเทศและการสื่อสารที่จำเป็นต่อธุรกรรมทางอิเล็กทรอนิกส์ (ขมธอ.) ได้อย่างสะดวกรวดเร็ว
โดยใช้ Concept “ Enterprise TAX Hub”

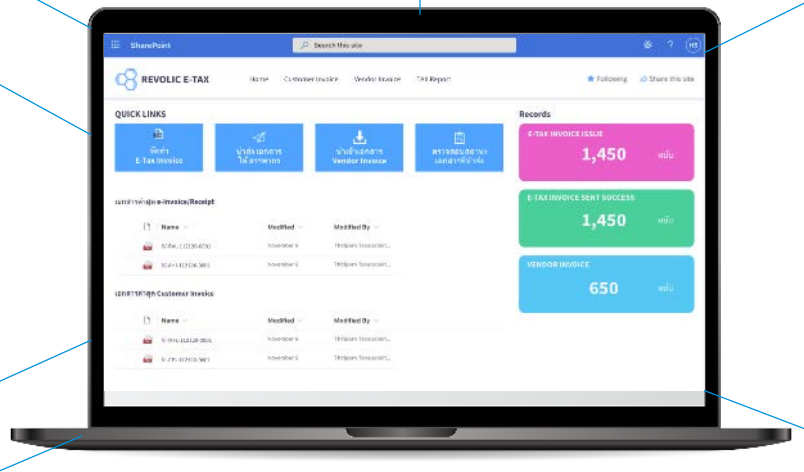
TAX Hub Portal Site

File Converter

e-Tax Invoice , e-Receipt Library

Workflow for E-Tax by email

Workflow for E-Tax Upload (RD Website)

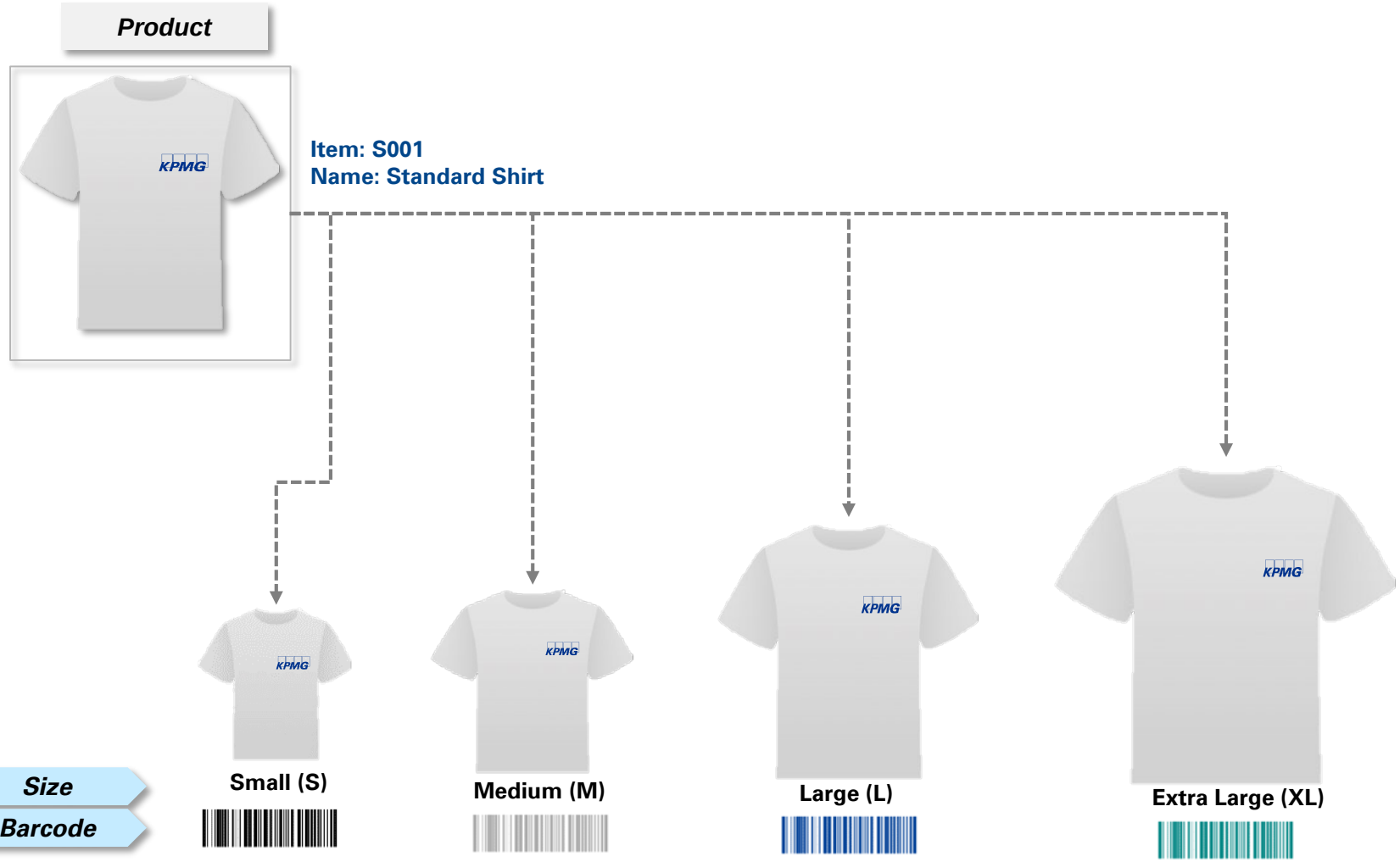


Purchase Billing

Tax Report and Forcast

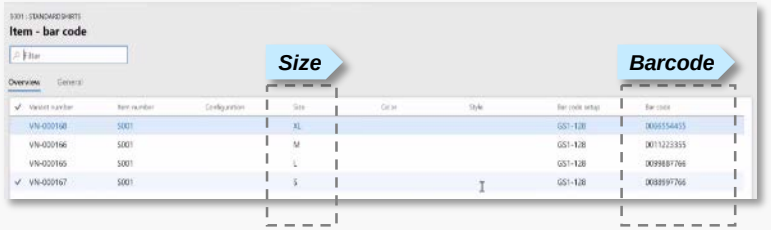
© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

Inventory counting assistant (1/4)



Description:

There are four sizes of standard shirts and all four variants will have barcodes associated with them.

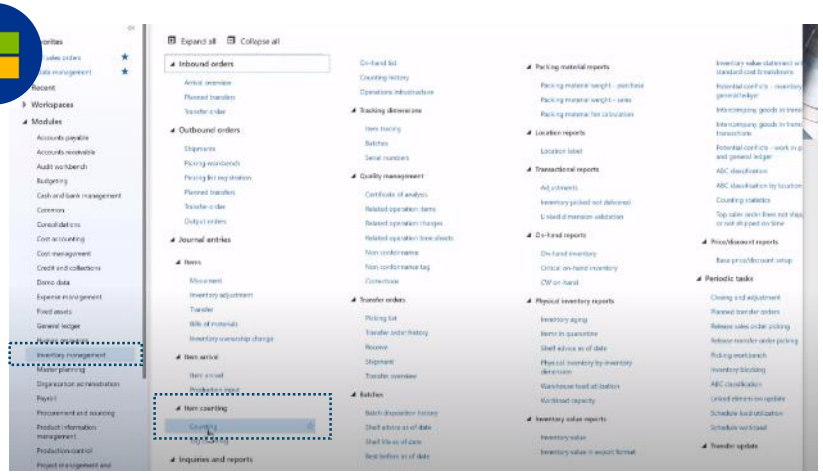


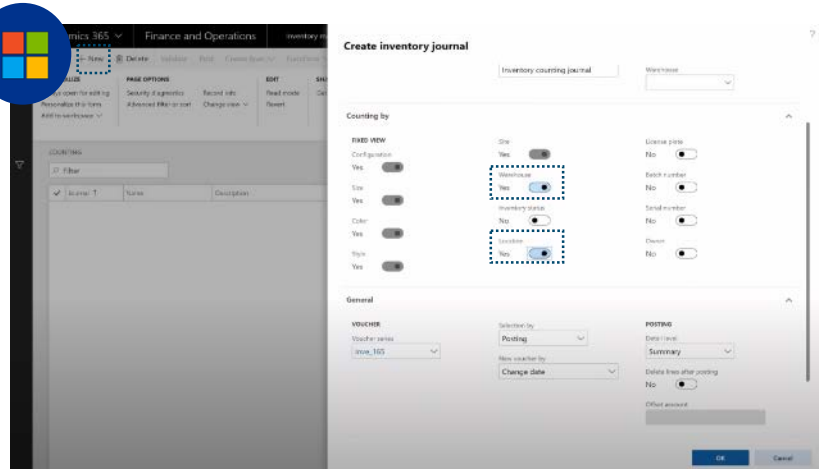
Let's create an inventory counting journal for item: S001

© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

Inventory counting assistant (2/4)

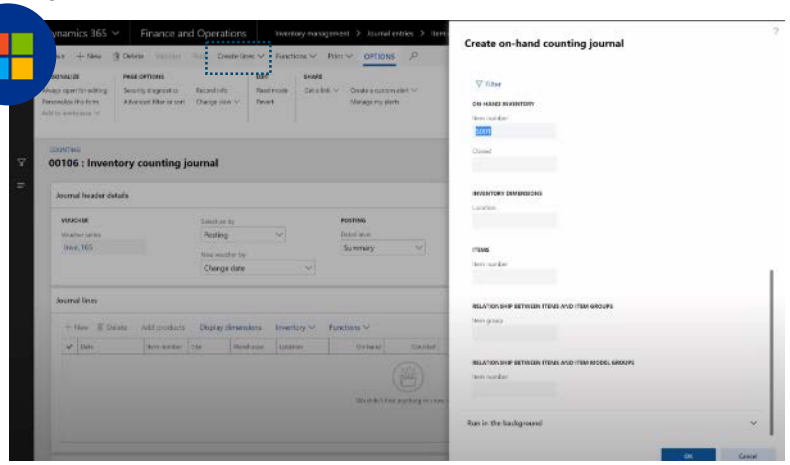
1 **Create an Inventory counting journal** for Item: S001 in Microsoft Dynamics 365 for our product standard shirt

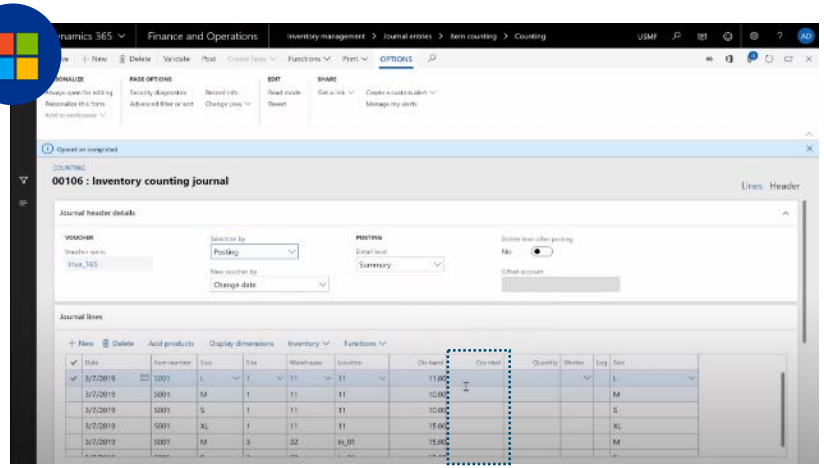




Turn on the warehouse and location to ensure the **journal count shows the correct location, warehouse and site.**

2 **Create journal lines** with on-hand inventory details for items ‘S001’.



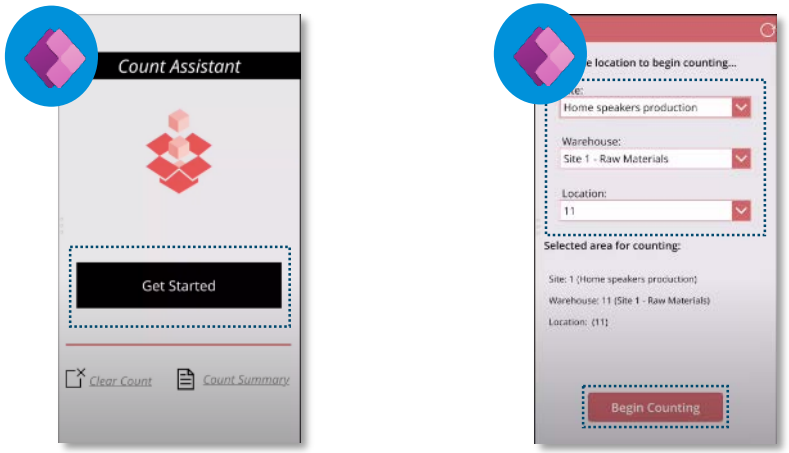


See that journal lines are created for each of the product variants with available inventory in different locations. The counted column is **blank as the user is expected to manually count the inventory and update these lines.**

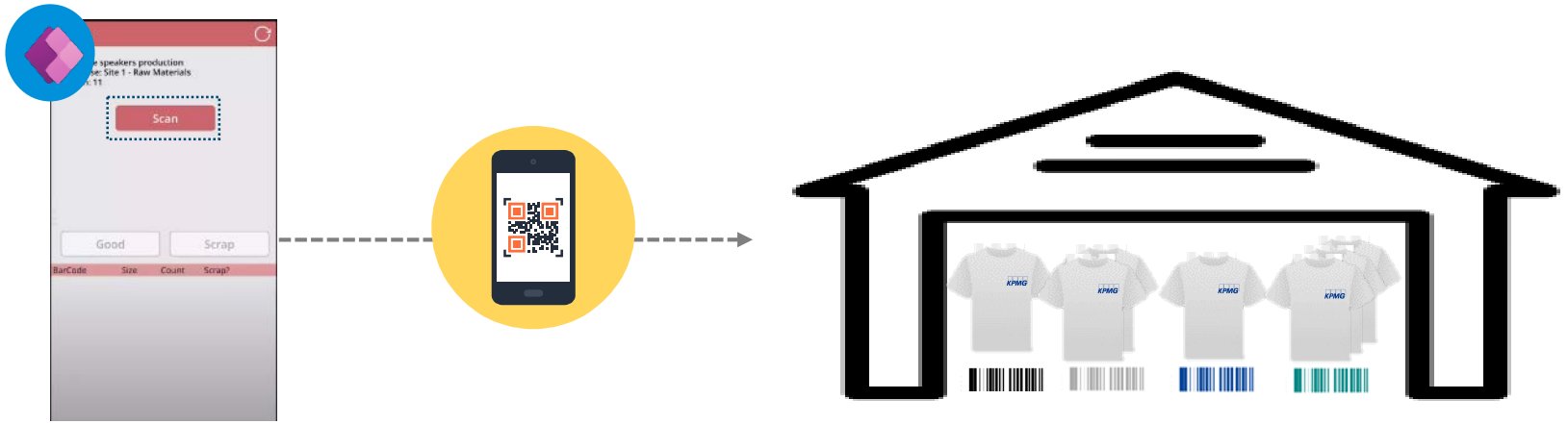
© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

Inventory counting assistant (3/4)

3 Start **launching the power apps** on your phone. Click **'Get started'** and **select the location** that the user is currently at by choosing the correct site, warehouse and location from the drop-down menu. Then click **'Begin Counting'.**



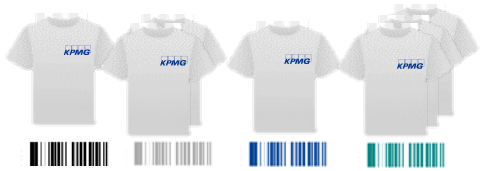
4 In physical location 11, there are a brunch of standard shirts in all different sizes with a **barcode label** which makes it easier for the app to quickly identify the product along with its size. Then click **'Scan'.**



© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

Inventory counting assistant (4/4)

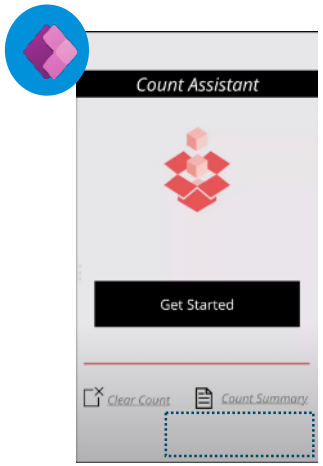
5 The product is identified by the app along with its variants or size then click '**Good**' to count or '**Scrap**' to decline.

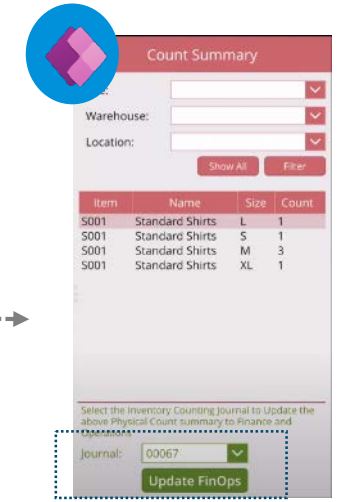


Automatically update the Count data

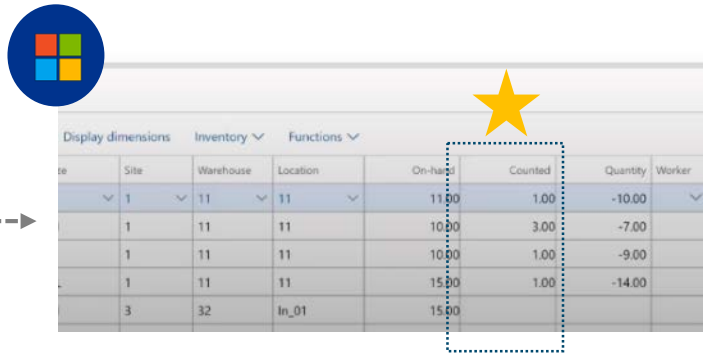
Notes: All count data is being saved in a custom entity in common data service.

6 To view the count summary in the app, choose the **'Count Summary'** button and update the count data with **'Update FinOps'** button to update into Microsoft Dynamics 365.



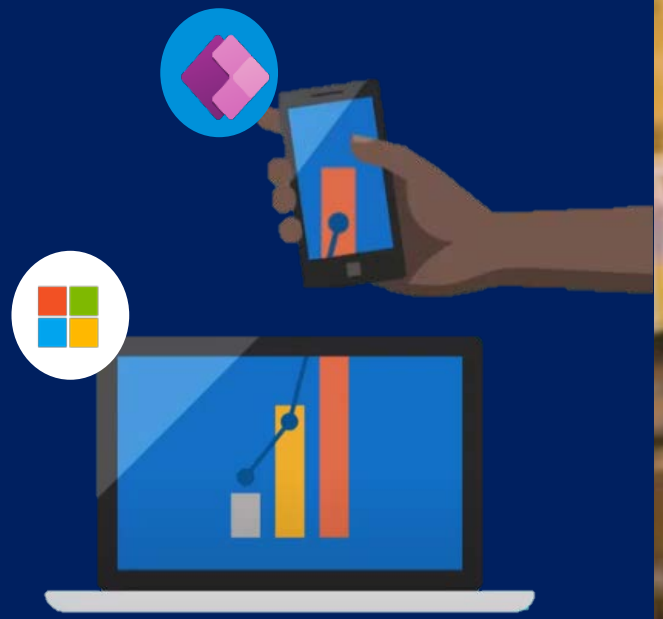


Update the inventory counting data



Count Summary Screen

Use Power Apps to extend your Dynamics 365



Inventory counting assistant

"The Inventory Counting Assistant not only helps with **inventory counting,** but it can also **update records into Microsoft Dynamics 365.** This helps create an **efficient process** allowing the user to make accurate, quick decisions and effectively complete tasks"

Note: This concept can be applied for Fixed Assets counting.

© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

Machine 360* Power App

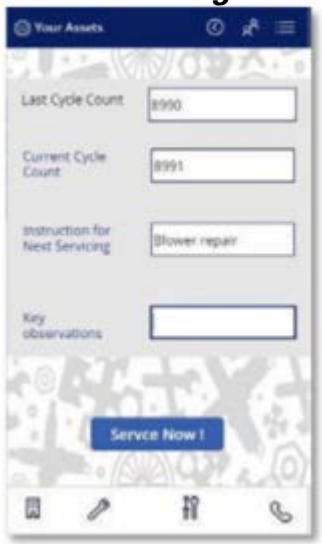
Asset Search

List of Assets

Asset Menu

Warranty Check

Ticketing



Key Feature includes:

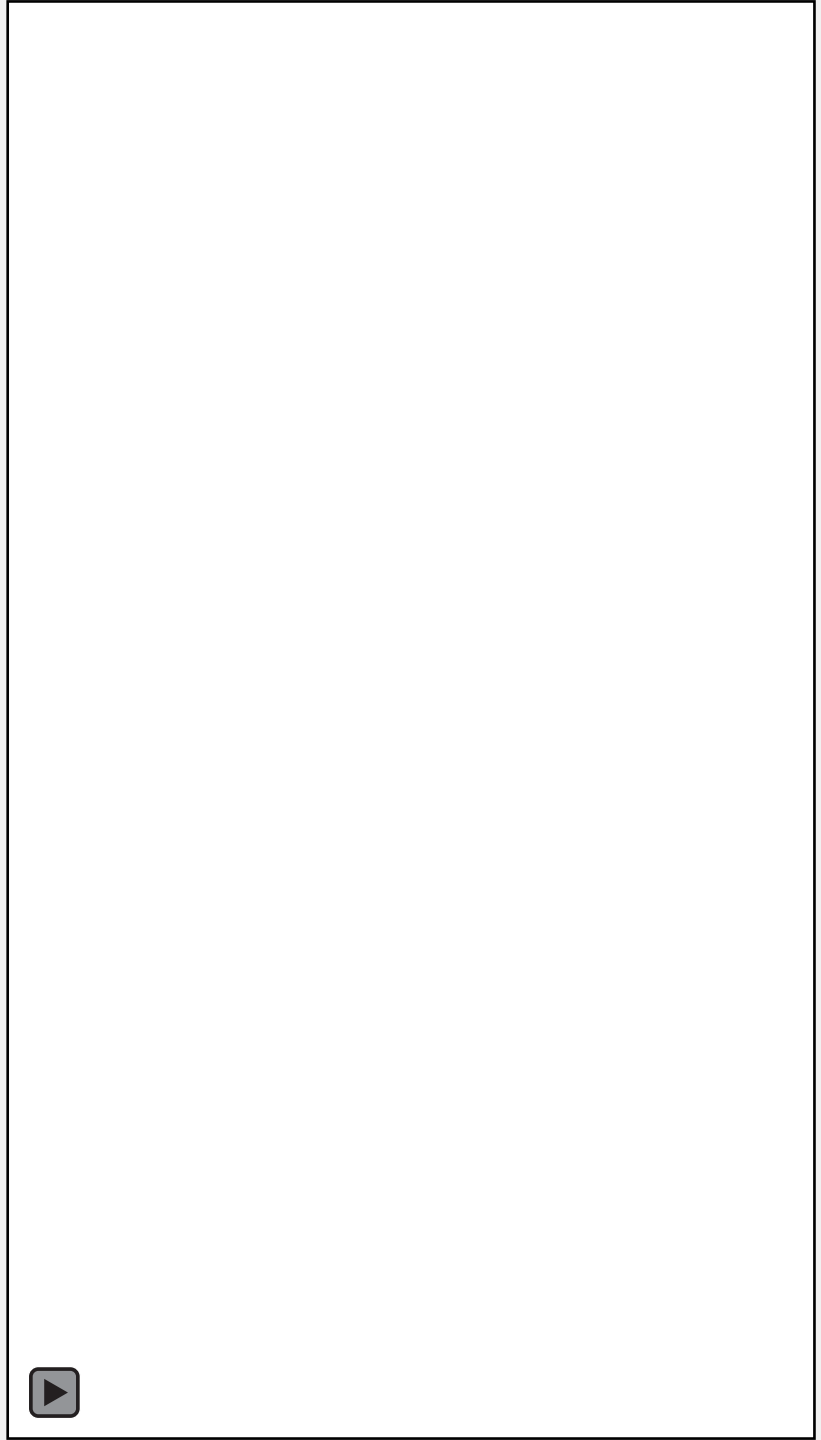
- Machine specifications
- Installation details
- Machine location
- Warranty details
- Current machine health
- Machine utilization
- Agreement details
- Upcoming servicing
- Spare Part consumption
- Service history
- Break fix history
- Ownership history

© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

AI - Chatbot

Example of Conversational AI - Chatbot

Citizen Bot (electricity and water meter)



Meter usage collection

Tradition Process

1

Travel to customer's premise

2

Collect water usage from Meter

3

Input usage to PDA and print invoice, leave to mailbox

4

Put papered invoice to mailbox

5

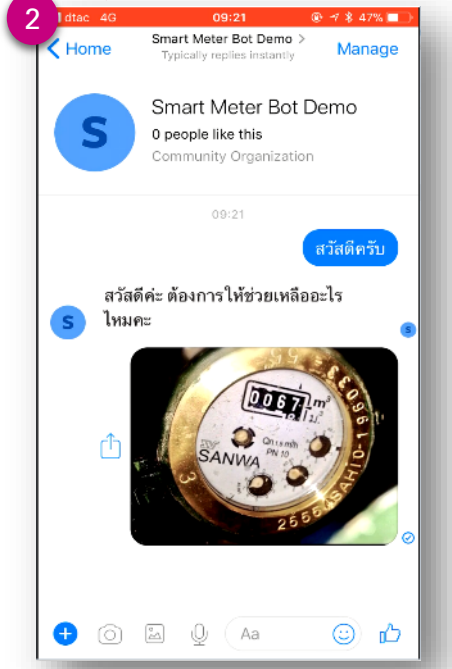
Upload data to Server at the end of day

New Transformation Process

1

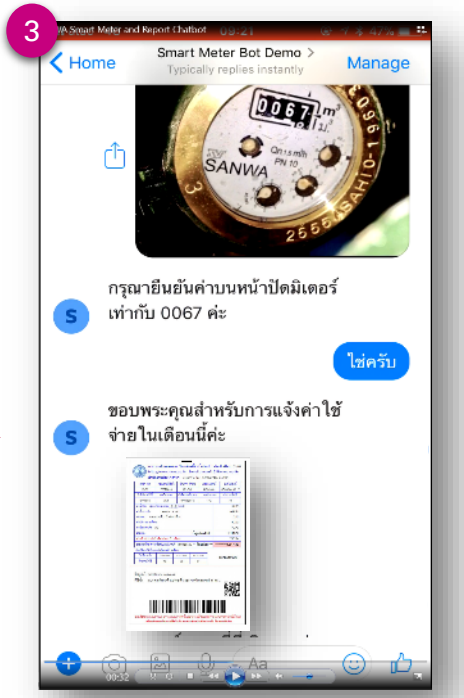
House owner takes picture of water meter dial

2



Chat with MWA Chatbot, by uploading picture of meter dial

3



Machine learning will match Meter ID with usage, and generate e-Invoice including update to Server realtime

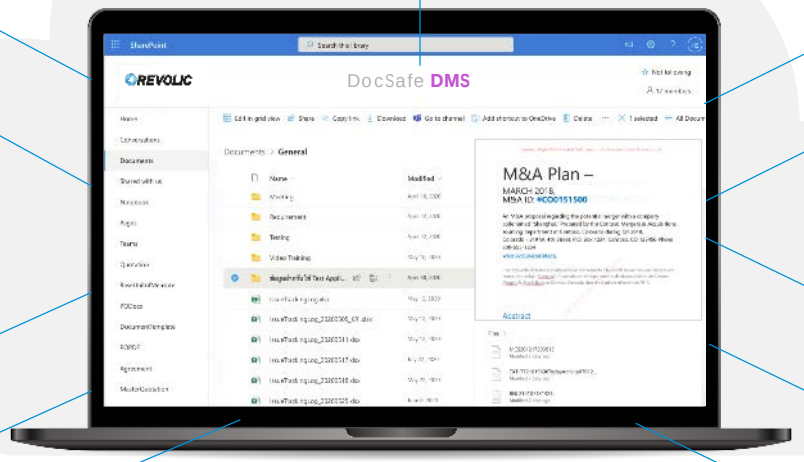
© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

PDPA DocSafe

PDPA DocSafe เป็นโซลูชันที่ช่วยให้องค์กรที่มีการใช้งาน M365 สามารถจัดทำ Document Management System ที่สามารถจัดการข้อมูลให้มีความปลอดภัยได้มารตฐานตาม พ.ร.บ. คุ้มครองข้อมูลส่วนบุคคล โดยจัดเก็บข้อมูลเอกสารในรูปแบบ ของ Word, Excel และ PDF

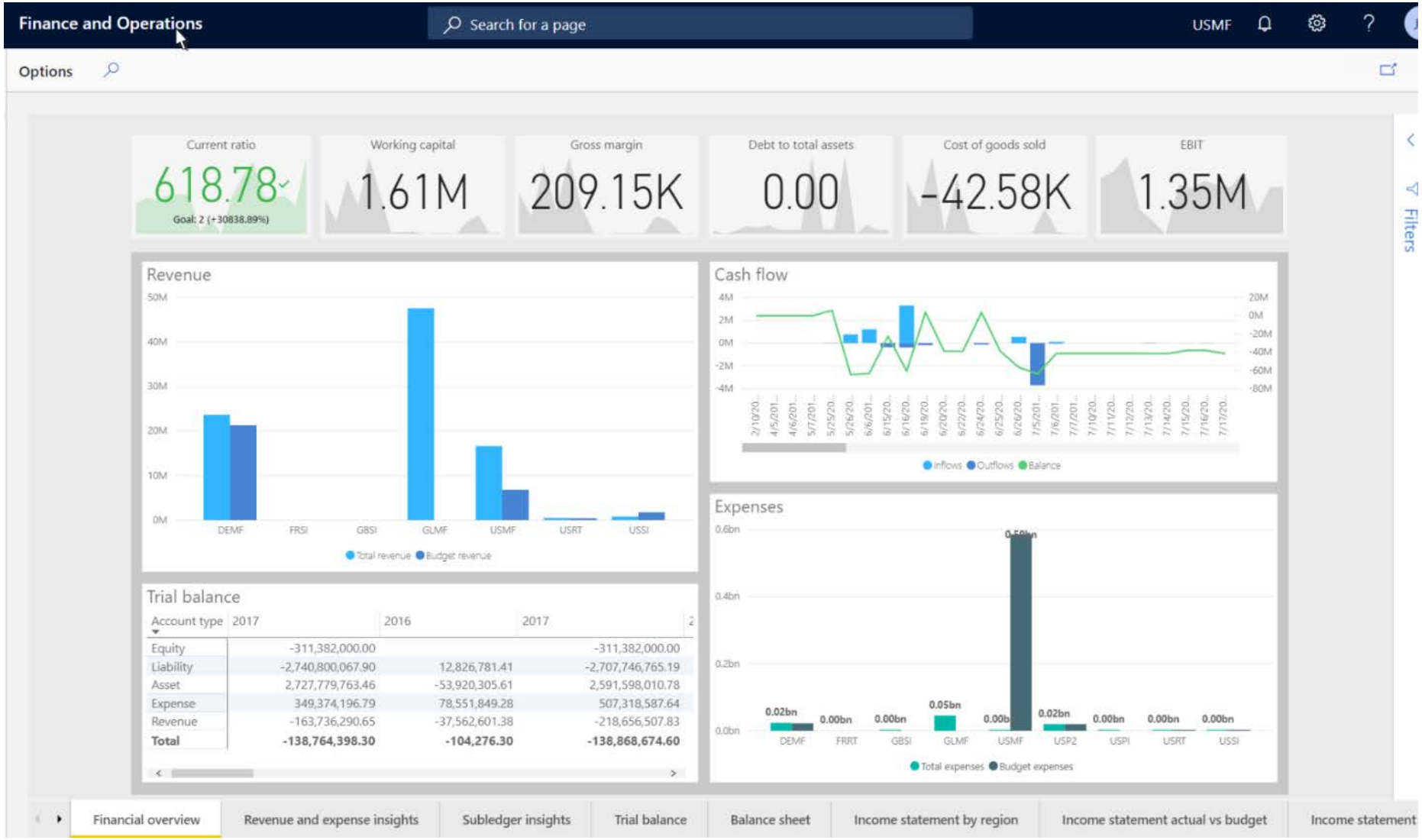
RVL

- Department Site
- Consent Management (integration)
- User Access – 2 factor Authentication
- Data Subject Request (Owner)
- Data Controller (Librarian)
- Data Processor (Admin)
- Document Watermark
- Document Redaction
- Document Sign
- Document Usage log / Audit
- Document Search (e-Discovery)



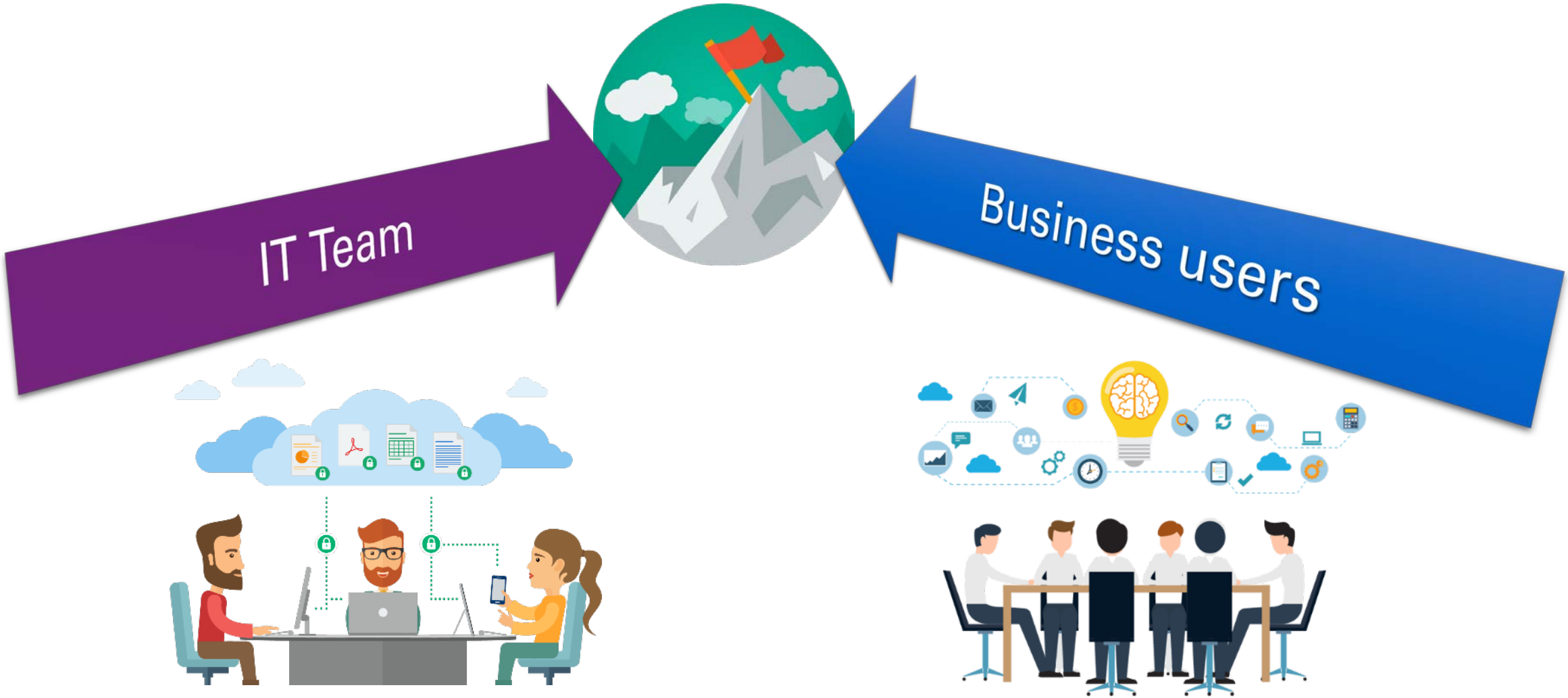
© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

CFO dashboard



© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

Project team ?



© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

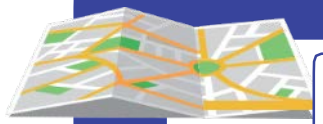
Future Skill sets

Vision
- Define your ambition
- Set the expected outcome

Feasibility Study
- Possibility assessment
- Seeking measurement matric
- Way forward to delivery

Agile Delivery
- Focus on achieving business value
- Make it quick, fast but deliver value

Continue Improvement
- What went wrong
- Improvement area
- Future opportunity can be build on top



Ideation
- Creativity
- Innovation
- Design Thinking

Cognitive Flexibility
- Analytical Thinking
- Critical Thinking
- Judgement
- Decision Making

People Skills
- Communication
- Service Oriented
- Empathy

Personal Growth
- Adaptability
- Flexibility
- Agility

© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

Key Takeaway

Right Time **Right People** **Right Process** **Resilience**

© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

© 2021 KPMG Phoomchai Business Advisory Ltd., a Thai limited company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

Sharing your opinion to us

Siraporn Chulasatpakdy
Head of Management Consulting & CTO, KPMG
T: 084-075-4755
E: siraporn@kpmg.co.th

Vareeporn Archarworarit
Director - Management Consulting, KPMG
T: 097-936-6697
E: vareeporn@kpmg.co.th

Suksanti Sornvaneeyarak
Managing Director – Revolic Tech & A-Host International
T: 081-751-8472
E: suksantiS@revolictech.com

Somsak Mukdavannakorn
Deputy Managing Director - Microsoft (Thailand)
T: 085-188-4702
E: somsakm@microsoft.com

Harvey Nash/KPMG CIO Survey 2020

The largest IT leadership survey in the world, with over 4,200 responses from CIOs and technology executives across 83 countries