



Shape your future

Becoming Connected. Powered. Trusted.

Wednesday, 1 March 2023





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- ERP Transformation, Business Transformation, Project Management and Change management



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- Cybersecurity Transformation and Roadmap Design, Organisation's Data Governance and Security, Network & Cloud Architecture

AGENDA

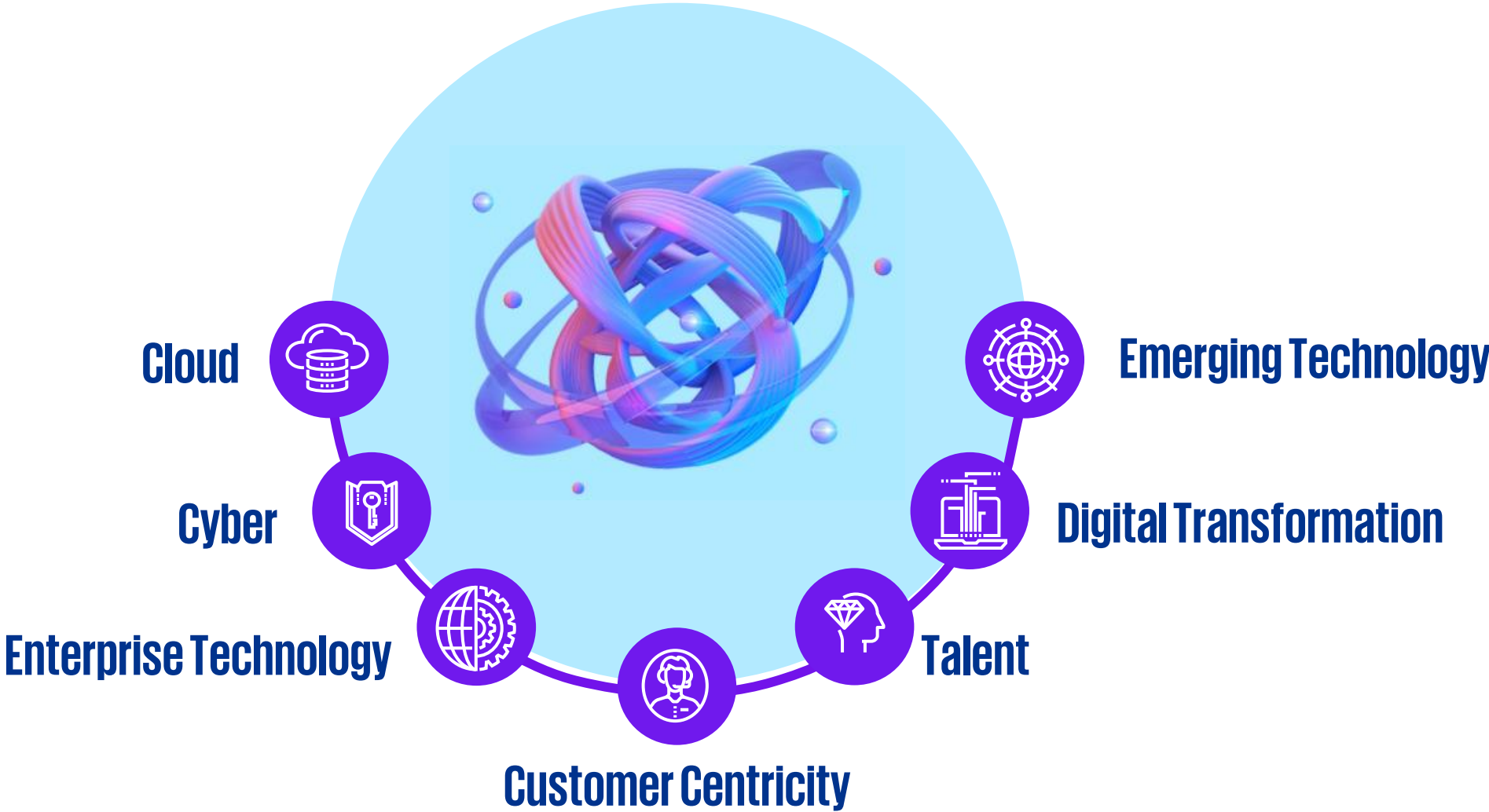
- 9.20 - 9.40 2022 KPMG Technology Survey Report
- 9.40 - 10.40 Do More with Less by Microsoft Technology
- 10.40 - 11.10 Connect the dots, Power your business
- 11.10 - 11.35 Earn the Trust, grow with confidence
- 11.35 - 11.45 Wrap-up
- 11.45 - 12.10 Coffee Break with Digital Exhibition

01

2022 KPMG Technology Survey Report



Explore insights in Global Technology Survey 2022



Let's hear your voice via Slido #1

Let's hear your voice via Slido #2

The headline numbers



Emerging Tech

2 Years

The expected timeframe for most businesses to embrace key emerging technology platforms such as Web3, the metaverse and quantum computing.

Digital Transformation

99 % of executives have generated returns from digital investments.

Cloud Adoption

9 in 10

Businesses indicate they are advanced in their adoption of cloud systems.

Cyber security

58%

of cyber security teams admit that they are behind schedule.

Talent shortages

#1

challenge complicating the adoption of digital technologies.

Reference : [KPMG Global Tech Report 2022](#)

C-Level Key Agenda for Shape Your Future

STRATEGY & INNOVATION

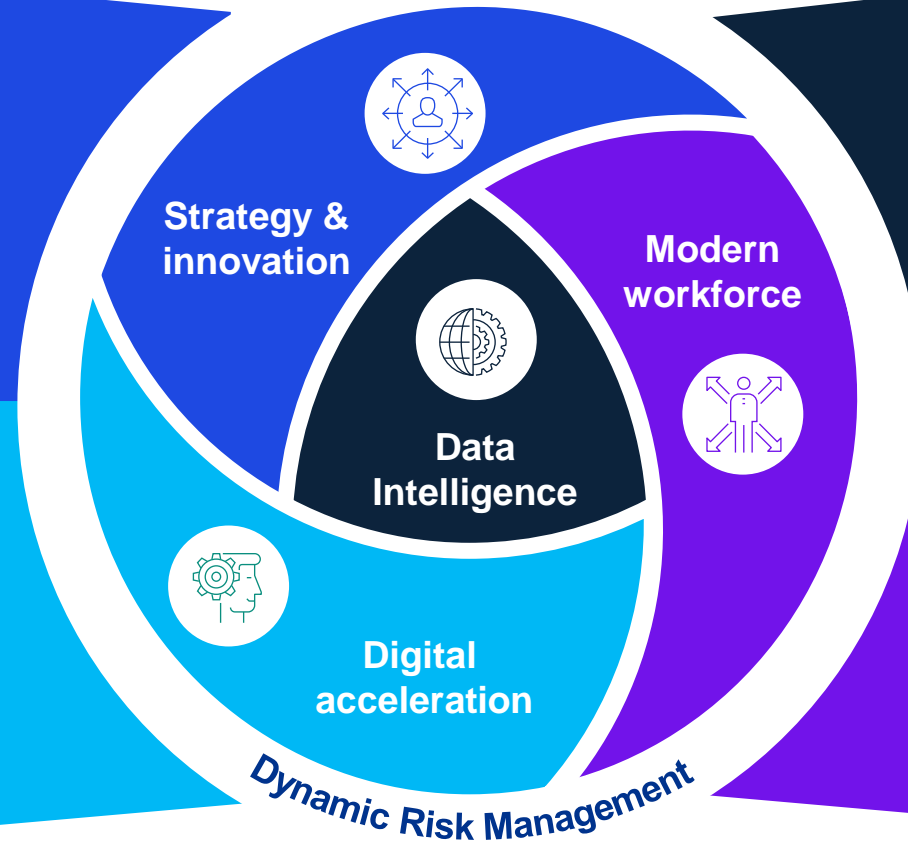
Enable sustainable growth & value creation

- Enable culture of innovation
- Serve as enterprise value integrator
- Drive agile, effective capital allocation

DIGITAL ACCELERATION

THINK digital | ACT human

- Prioritize culture over technology
- Focus on the experience
- Establish future-ready solutions



DATA INTELLIGENCE

Gain an unbeatable competitive edge

- Transform and analyze massive data sets
- Inform innovation and strategic imperatives
- Tailor consumption to personas

MODERN WORKFORCE

Embrace new ways of working & prioritize talent

- Enable organizational agility
- Increase speed and value of services delivered
- Reimagine strategies to elevate talent

Turn risk into opportunity

- Inform, not hinder, innovation
- Proactively predict and manage risk
- Maintain trust of stakeholders

Digital acceleration... your comprehensive strategy



THINK digital | ACT human

Your DIGITAL Core

01



Business Led, technology enabled

Convergence of processes and innovation
Extracting full value from technology

02



Think like the **Customer**

Agile enterprise that moves with the customer
Optimize the Customer Journey

03



Culture and experiences

Drive culture first, strategy second
Promote innovation, adaptability, and agility

Your DIGITAL enablers

04



Future ready **Processes**

End-to-end automated business value chain
Process mining and monitoring

05



Data paves the way

Accessible, accurate, and actionable
Data driven metrics to support decision making

06



Fit for purpose **Solutions**

Point solutions or end-to-end integration
The “A” trifecta – Automatic, AI, and Analytics

Top Performer insights:

70%

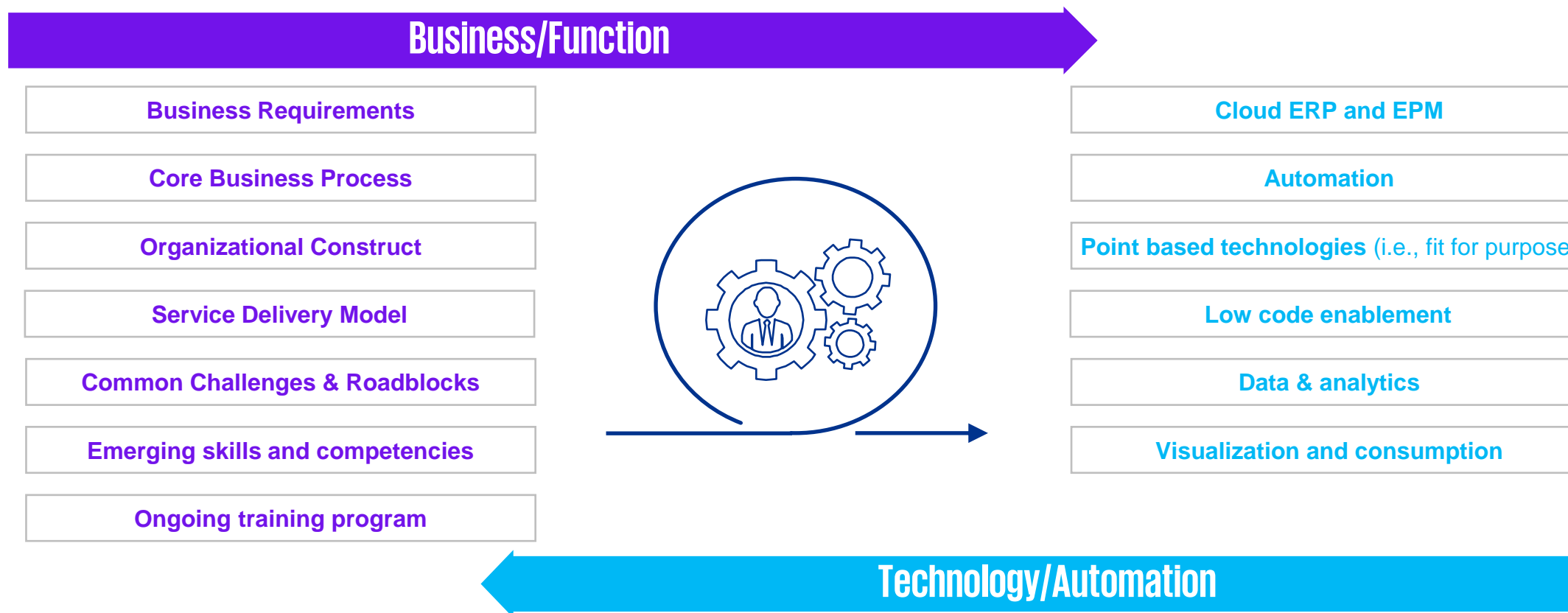
automation of transactional processes

2/3

are planning to adopt machine learning or Artificial Intelligence over the next 2-3 years

Business led, technology enabled


Digital acceleration is the convergence of business process and task requirements with the underlying technology to enable the desired outcome



Think like the customer




Evolve Customer DNA with actionable insights through digital acceleration, removing any frictions for an optimized CX for both internal and external stakeholders

 **Collect & Harness Customer Data**


Move with the Customer through data

- Set up systems to gather financial and operational signals on all parts of the CX Journey

 **Predictive Analytics**

Make sense of the data

- Harness machine learning algorithm
- Assign dollar amounts to interactions
- Assign values to specific customer metrics


 **Actionable Insights**

Interpret Customer DNA

- Enhance digital experiences for CX
- Quantify gathered signals into metrics
- Set target metrics for future performance

Internal Business Partners

- Timely Variance Reporting & Reforecast to keep pulse**
- Strategic Decision on pricing, operations, and workforce**
- Real-time dashboard reporting for value-add functional decisions**



External Customers

- Persona Build to better understand CX journey**
- Strategic Decision on feature, branding, and loyalty**
- Real-time Engagement for value creation in customer DNA**

Top Performer insights:

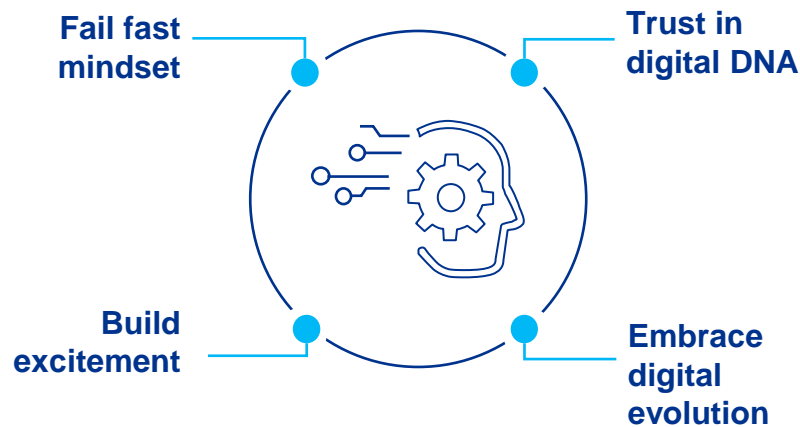
71%

improved revenue with greater use of customer data

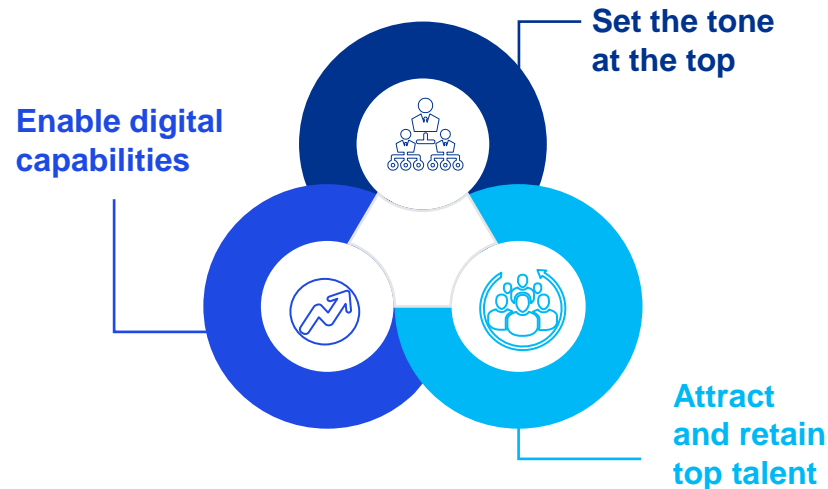
Culture and experiences

Establishing a digital culture and mindset is driven from the top and empowered by underlying leading practice technologies and systems

How to Empower the Business?



How Can C-Level's Drive a Digital Culture?



Digitally empowered workforce

-  **Digital Labor**
-  **Emerging Skillsets**
-  **Talent Acquisition and Upskilling**
-  **Financial Strategist**
-  **Organization of the Future**

Top Performer insights:

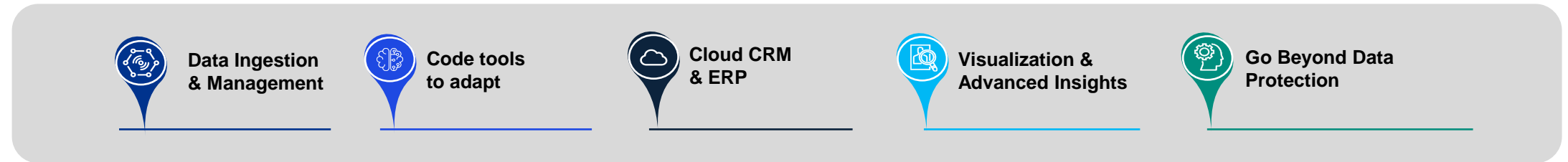
65% have robust talent strategy offering rotations, leadership development programs and L&D opportunities

50% offer digital fluency programs to elevate their workforce

Future ready processes



Digital Acceleration starts with your digital strategy and considers not just where you want to be, but where you need to be as an organization; then your organizations can integrate digital solutions within the relevant business processes that will be essential to drive successful digital transformation.



Project to Result

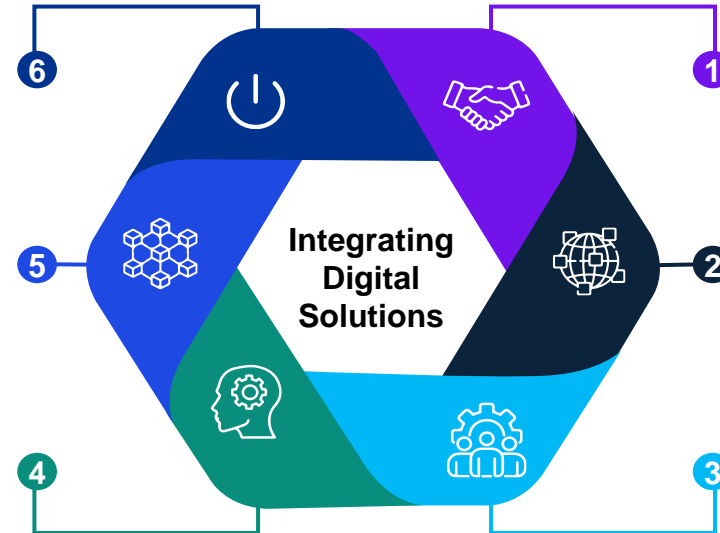
- Use **Automation** to help with project efficiencies while reducing manual efforts

Acquire to Retire

- Use **Blockchain** to reduce manual efforts through the asset lifecycle – from simplifying the vendor creation process to tracking assets from purchase to retirement

Record to Report

- Streamline **ETL** data flow from multiple data sources to increase completeness and accuracy.



Source to Pay

- Utilize **Blockchain** to facilitate end-to-end supply chain traceability and transparency

Plan to Perform

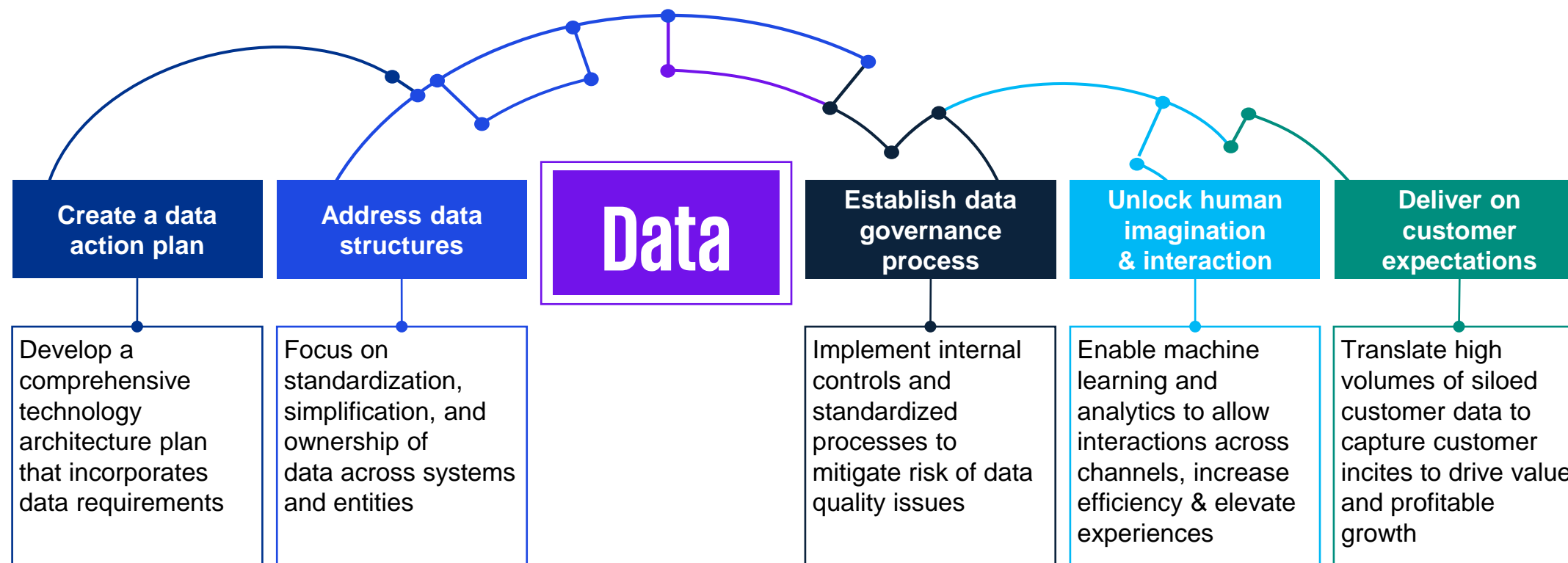
- Leverage **Predictive Analytics** and **Intelligent Forecasting** to achieve effective and insightful financial planning at reduced cost

Order to Cash

- Leverage bank, vendor, and merchant service **APIs** to automate GL reconciliations

Data paves the way

Achieving valuable insights and outcomes is dependent on an organization's ability to produce high quality data...where to start?



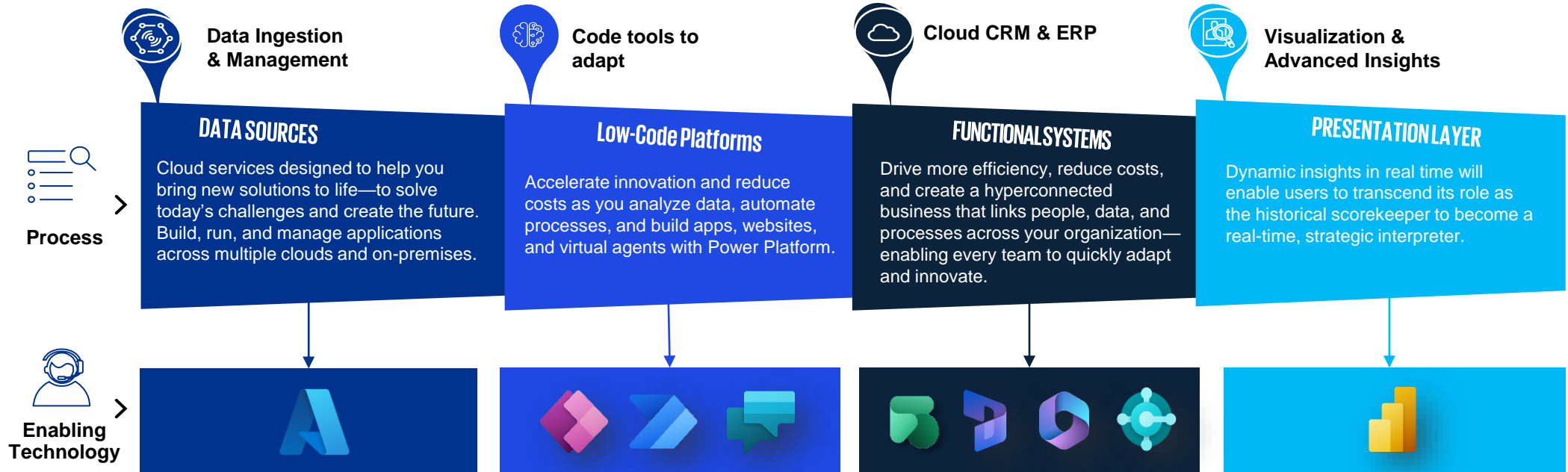
Top Performer insights:

75% agree effective enterprise data use can radically change the business model

70% of organizations are increasing spend on data-related activities in 2022

Fit for purpose solutions

Evolving systems of record, systems of engagement, and systems of intelligence are continuously changing the digital ecosystem



Go Beyond Data Protection

Governance, protection, and compliance

Get visibility, manage data securely, and go beyond compliance. Safeguard all your data across platforms, apps, and clouds with comprehensive solutions for information protection, data governance, risk management, and compliance.



02

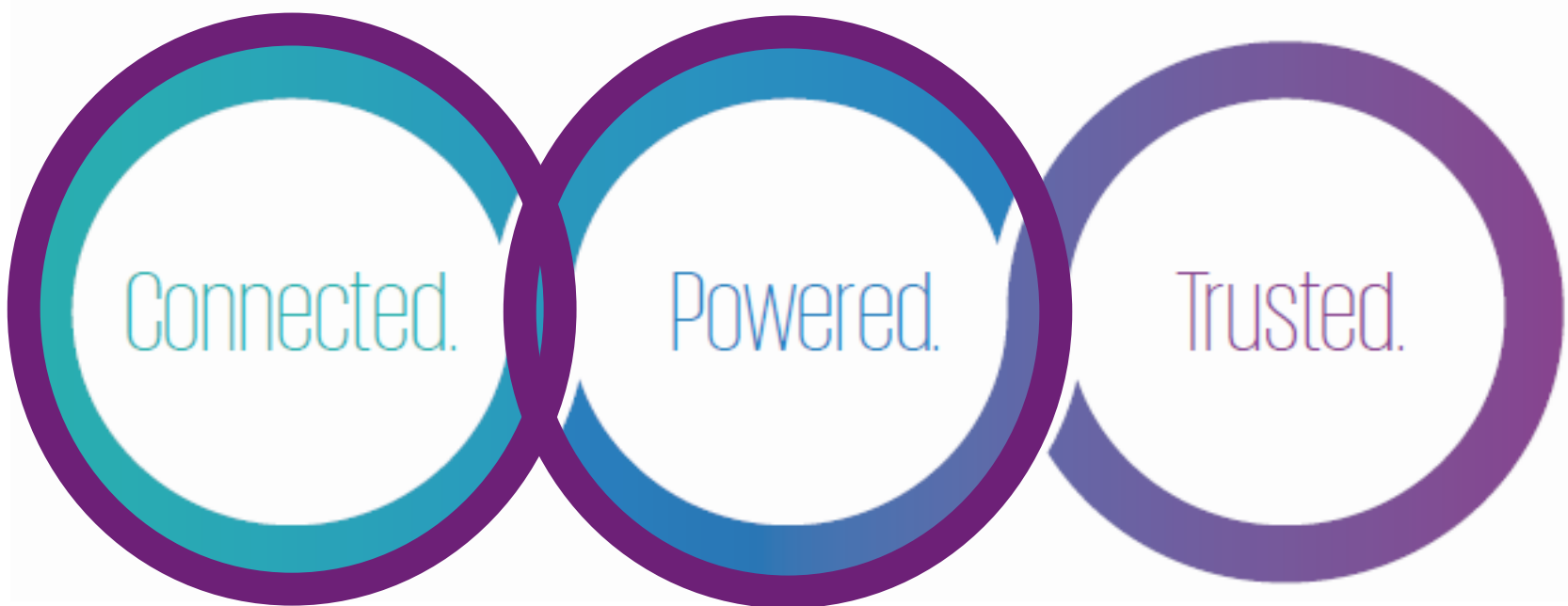
Do More with Less by Microsoft Technology

03

Connect the dots, Power your business

Let's hear your voice via Slido #3

Shape Your Future ... Becoming

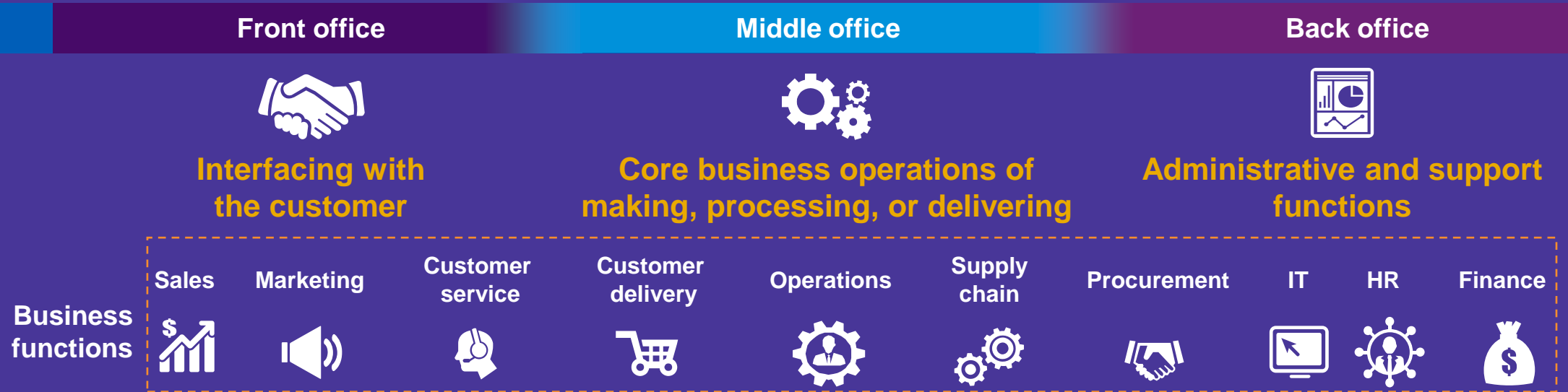


Rebuild your business around your customers to create a borderless organization, where people, data and technology interact for new levels of productivity and value creation.

Harness the latest technologies, leading business practices and tested solutions for a smarter, faster path to nimble, scalable business functions and the right operating model.

Embed a balanced approach to risk and regulation into your transformation journey, securing the stakeholder confidence that enables responsible growth, bold innovation and high performance.

Powering and Connect



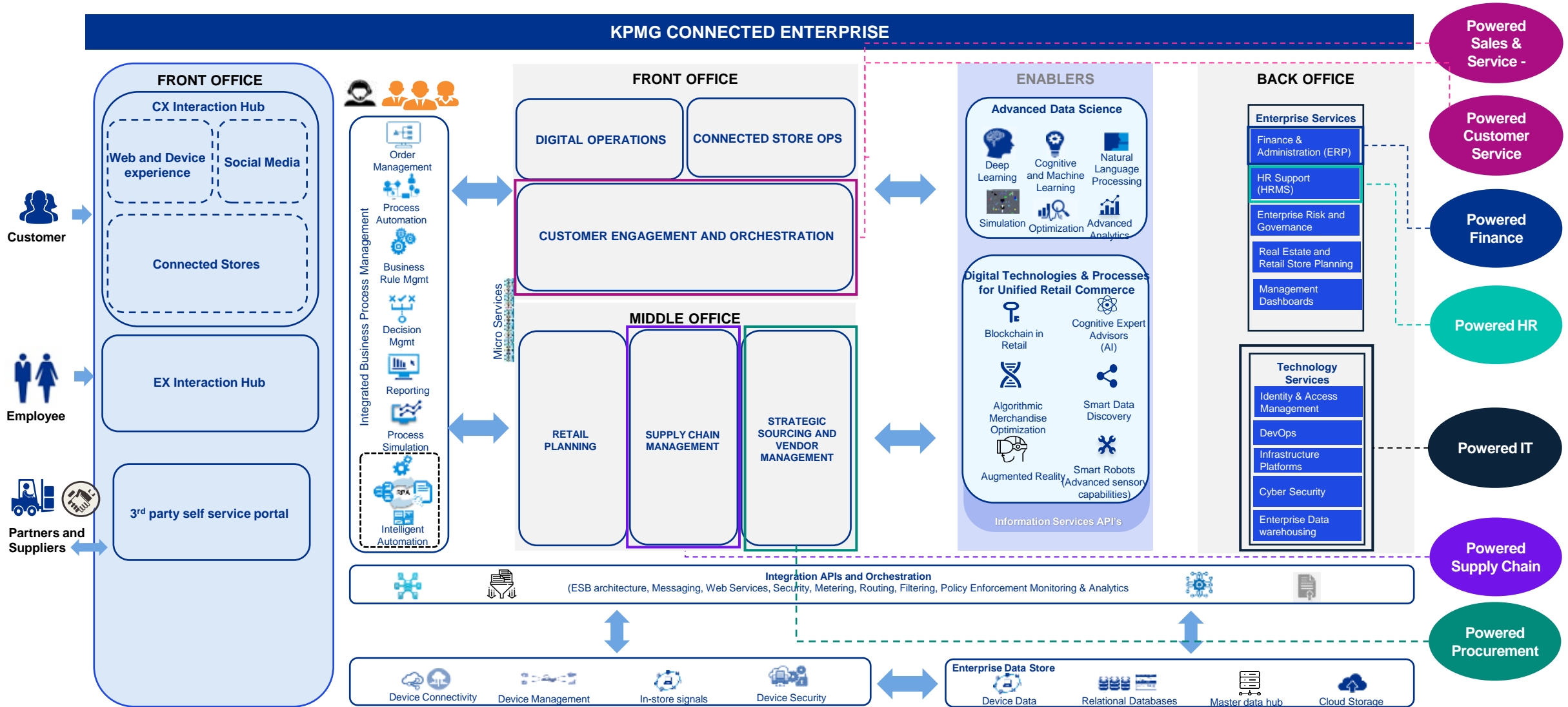
Connecting Front, Middle and Back office.

Technology, Data, People, and Processes all connected to create

“Customer Centric and Seamless Collaboration”

Powered and Connected (end-to-end) Enterprise

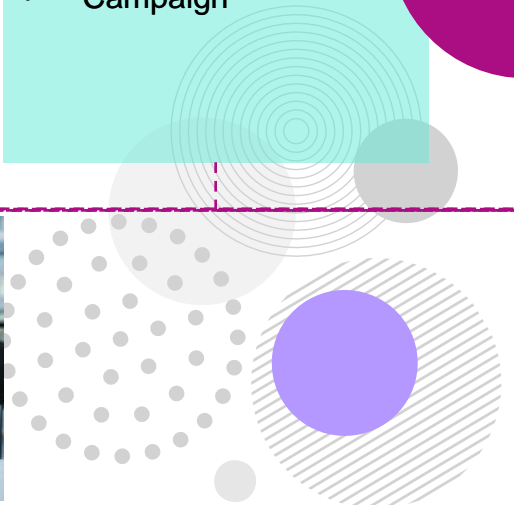
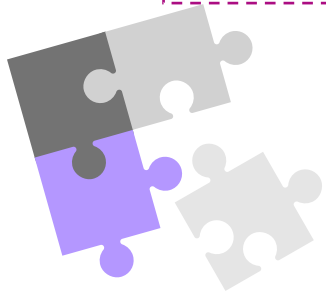
KPMG CONNECTED ENTERPRISE



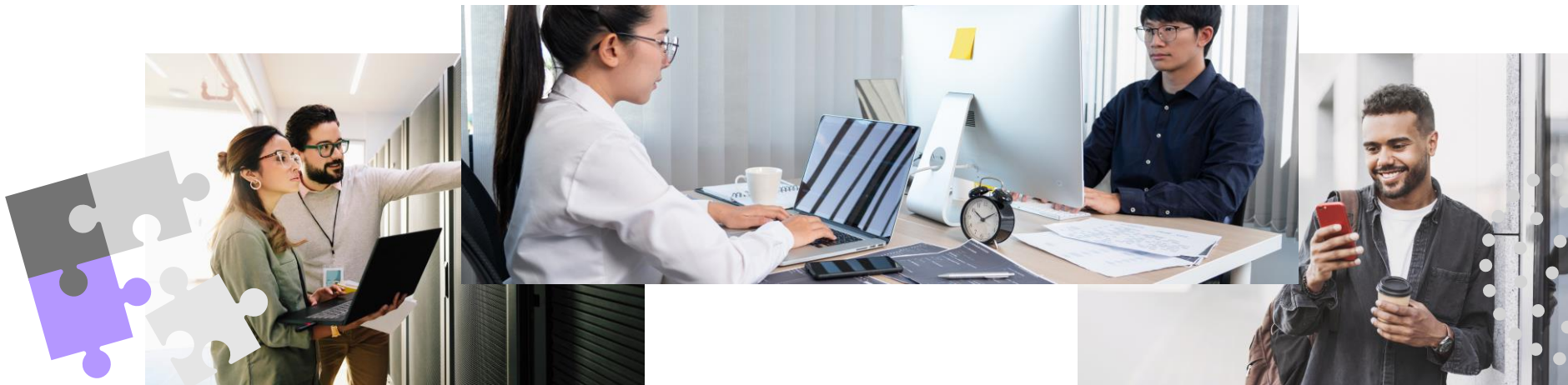
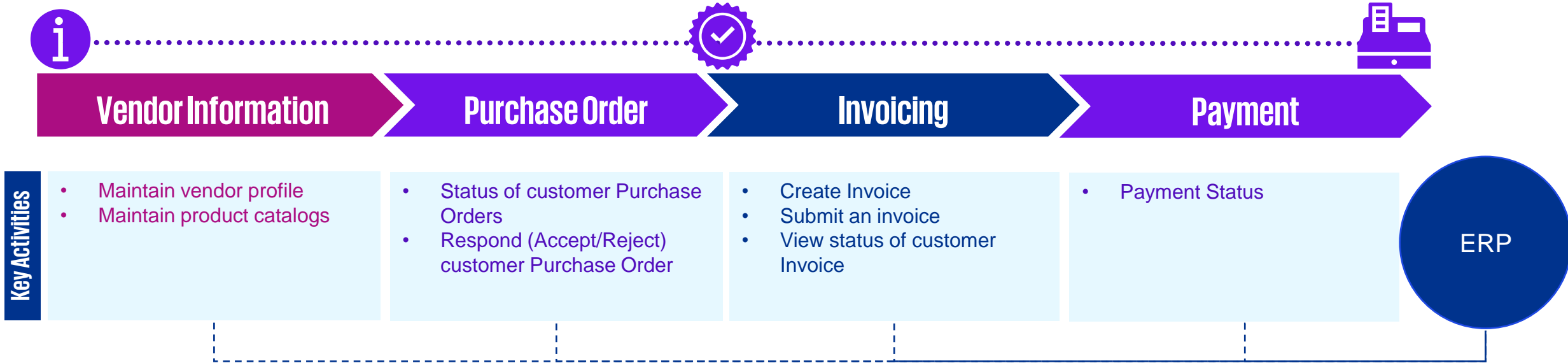
Customer Journey enabled by Powered Enterprise



Channel	<ul style="list-style-type: none"> Advertising Event Media 	<ul style="list-style-type: none"> Client website Sales contact 	<ul style="list-style-type: none"> Sales contact 	<ul style="list-style-type: none"> Call center 	<ul style="list-style-type: none"> Repurchase New application Recommendation 	
Key Activities	<ul style="list-style-type: none"> Reach Engagement 	<ul style="list-style-type: none"> Time spend Gather information Product exploration Negotiation Contact Register 	<ul style="list-style-type: none"> Quote Order Catalog 	<ul style="list-style-type: none"> Shipment Payment Document Monitoring 	<ul style="list-style-type: none"> Complaint Claim Return Inquiry Call 	<ul style="list-style-type: none"> Loyalty program Campaign



Vendor Journey enabled by Powered Enterprise



Vendor Journey - Use Case



Key Activities

- Maintain vendor profile
- Maintain product catalogs
- Status of customer Purchase Orders
- Respond (Accept/Reject) customer Purchase Order
- Create Invoice
- Submit an invoice
- View status of customer Invoice
- Payment Status

The screenshot displays the Microsoft Dynamics 365 Finance and Operations interface, divided into three main sections:

- Left Panel (Purchase Order List):** Shows a list of purchase orders with columns for ID, date, and status. The 'Accept' button is highlighted.
- Middle Panel (Received purchase order details):** Displays details for purchase order 00000050, including header information, order status (Open order), and response status (Unanswered).
- Right Panel (Invoicing):** Shows the 'Invoicing' section with a summary of invoice statuses (Draft, Submitted, Approved, Paid) and a table of vendor invoices. A 'New invoice from purchase order' form is also visible, showing fields for purchase order number, invoice number, date, and description.



05

Earn the Trust, grow with confidence

Let's hear your voice via Slido #4

Let's hear your voice via Slido #5

Let's hear your voice via Slido #6

Shape Your Future ... Becoming



Rebuild your business around your customers to create a borderless organization, where people, data and technology interact for new levels of productivity and value creation.

Harness the latest technologies, leading business practices and tested solutions for a smarter, faster path to nimble, scalable business functions and the right operating model.

Embed a balanced approach to risk and regulation into your transformation journey, securing the stakeholder confidence that enables responsible growth, bold innovation and high performance.

KPMG: Earn the Trust, Grow with Confidence



Cyber Security Key Focus 2023

- Supply Chain Cyber Attack
- Data Breach
- Ransomware-as-a-Service



KPMG Approach to Cybersecurity:

- Regulatory Compliance
- Risk Mitigation
- Business Enabler



Responding to Cyber Incidents: Microsoft Sentinel

Microsoft Sentinel is your bird's-eye view across the enterprise alleviating the stress of increasingly sophisticated attacks, increasing volumes of alerts, and long resolution time frames.



Protecting your Data: Purview Data Loss Prevention

Microsoft helps your organization govern, protect, and manage your entire data estate. Microsoft Purview solutions provide integrated coverage and help address the recent increases in remote user connectivity, the fragmentation of data across organizations.



Cybersecurity considerations 2023: The golden thread

Digital trust: A shared responsibility



Are organizations thinking broadly enough about how to protect the interests of employees, customers, suppliers, and partners?

Unobtrusive security drives secure behaviors



How do security teams effectively integrate security into business processes, agile development programs, and disparate operating models?

Securing a perimeter-less and data-centric future

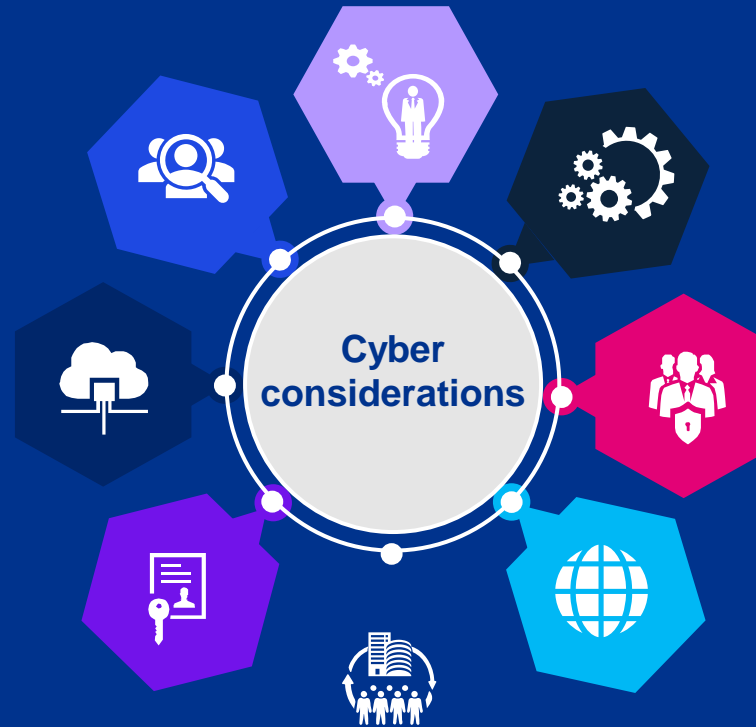


With the security perimeter all but gone, how can organizations pragmatically and realistically transition to a zero trust approach that protects every aspect of their ecosystem?

New partnerships, new models



How can organizations keep security, privacy and resilience at the forefront in an environment where outsourcing and managed services are a growing priority?



Trust in automation

What can organizations do to ensure robotic process automation (RPA), machine learning (ML) and other forms of artificial intelligence (AI) are implemented and managed effectively, sensibly, and securely?



Securing a smart world

What are the implications for security and privacy teams as companies shift toward a smart, hyperconnected product mindset?



Countering agile adversaries

How can security teams keep up with the pace of the changing threat landscape and the increasingly aggressive tactics of attackers?



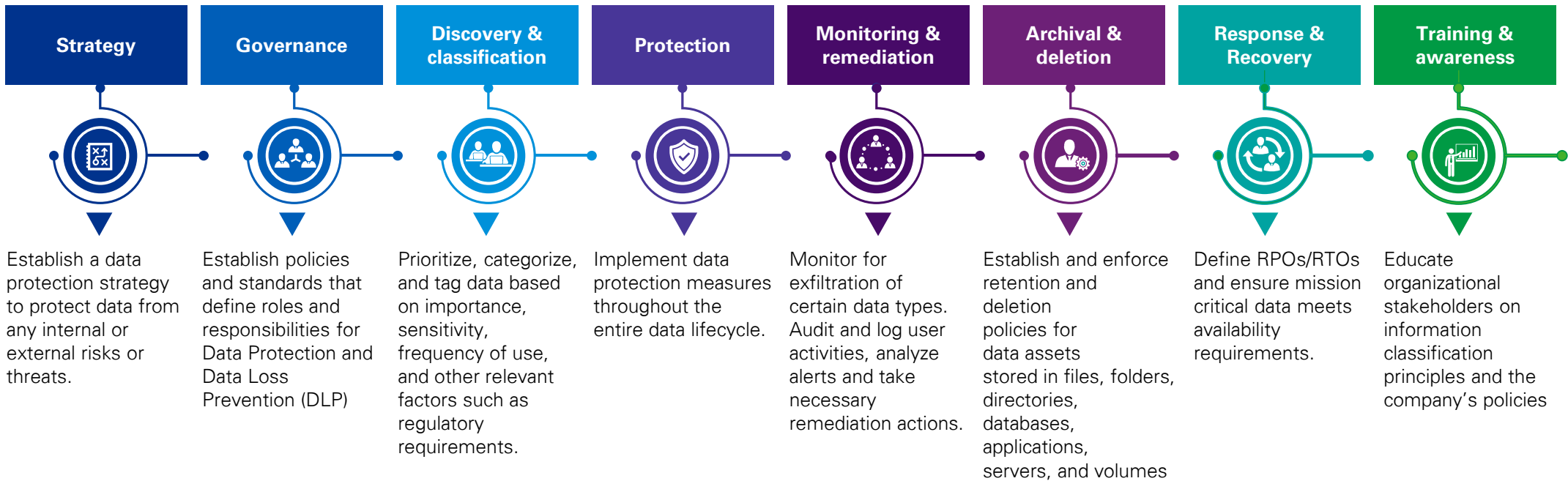
Be resilient when — and where — it matters

Why is it important to think beyond response and proactively plan for recovery?



KPMG Data Protection Approach Powered By MS Purview

Data protection approach



KPMG Cyber Incident Response Approach Powered By MS Sentinel

KPMG Cyber security with Microsoft Sentinel

KPMG Cyber security with Microsoft Sentinel leverages Microsoft's cloud-based SIEM/SOAR solution to enable incident response at cloud speed and scale, combined with AI and the built-in orchestration and automation of common tasks. KPMG Cyber security is combination of accelerators that help clients rapidly implement MS Sentinel and quickly adopt industry leading processes for security monitoring, digital forensics & incident response. Through our accelerators, KPMG can help organizations transform their security operations, incident response and digital forensics capabilities to become cloud-ready during the transformation of its security monitoring capabilities.

Sentinel Configuration

KPMG professionals help plan, architect and deploy MS Sentinel for single and multi-tenant enterprises.

Analytic Rule Library

KPMG leverages pre-configured analytic rules to help speed the adoption of security monitoring. During implementation, rules are tailored to the environment as well as new rules are created to match the most relevant use cases.

Investigation Playbooks

KPMG developed an approach to automated investigations leveraging Azure Logic Apps, allowing your environment to change investigation techniques as the threat landscape changes.

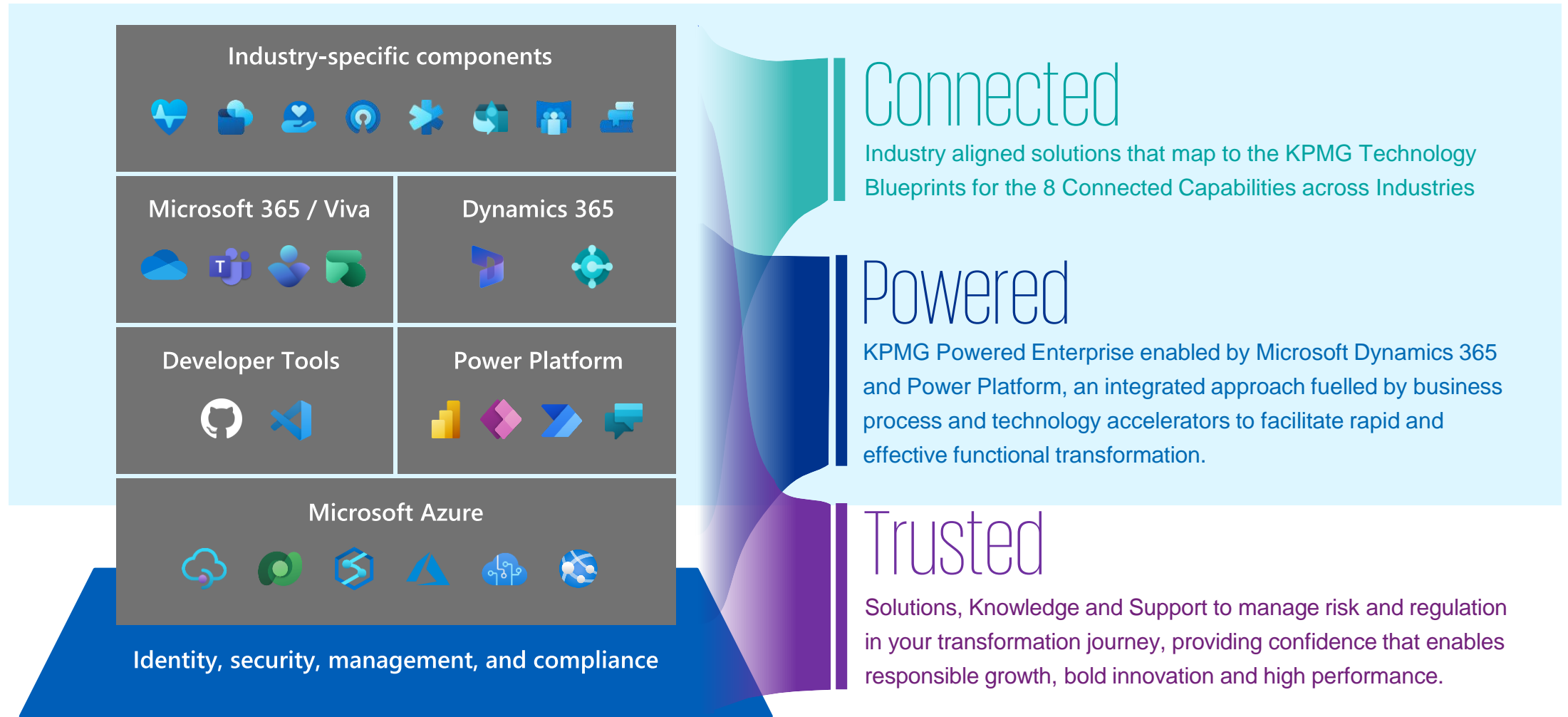
Digital Forensics & Incident Response

KPMG extends MS Sentinel with automation and orchestration to enable triage, processing and reporting of digital forensic artifacts for cloud resources. We enable security detections to trigger orchestration that transforms the time consuming process of isolating and triaging cloud resources into an automated process.

06

Wrap-up

Microsoft Platform and KPMG Connected, Powered, Trusted



How can you get started?

Understanding your organization and mobilizing for success



Strategize

Do you have a digital strategy?



Understand

Do you have an understanding of your current and aspirational digital landscape?



Evaluate

How are you evaluating digital opportunities and determining highest areas of return?



Reskill

Do you have the roles to enable your digital strategy?



Reimagine

What are the incremental services that your organization can provide digitally to support your evolving business?

07

Coffee Break with Digital Exhibition

Sharing your opinion to us



Share your opinions
and get a chance to
win **Lucky Draw**

KPMG





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