



# KPMG Consumer & Retail

Unlocking value for retail organisations

Enabled by KPMG x Workday



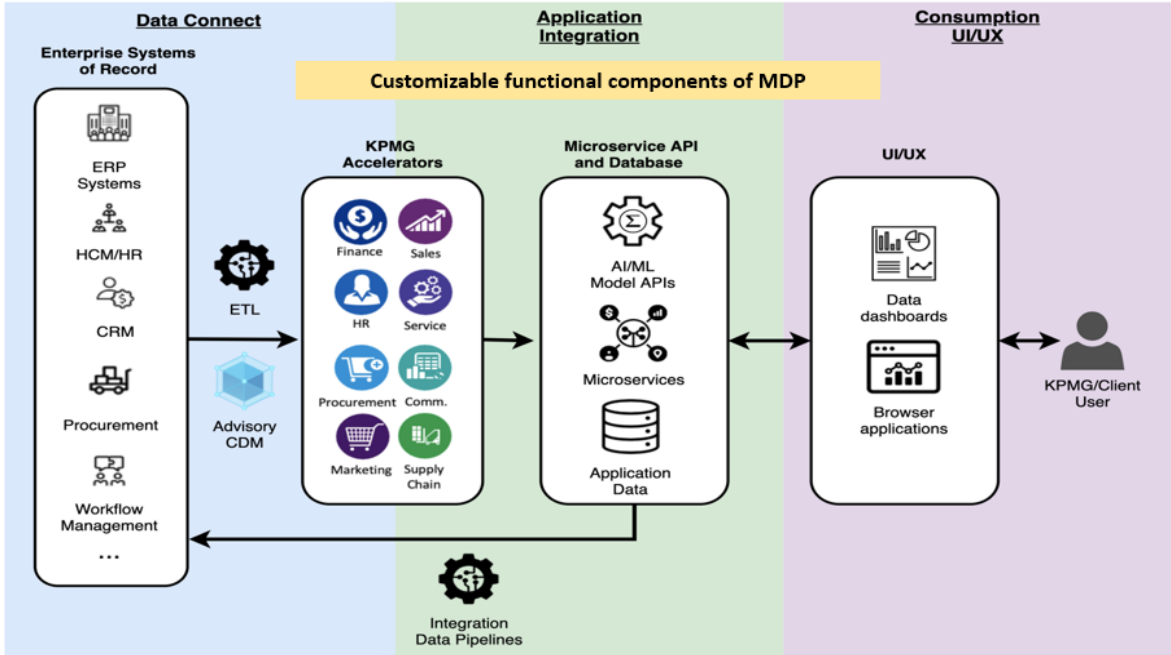
As retail transformation agendas unfold, retail leaders are also focused on augmenting current assets to deliver value quickly. “Velocity to value” is best achieved by leveraging existing data from back-office systems to deliver insights.

Focusing on people and process efficiency, and establishing “Systems of Record” using Workday’s suite is a critical foundation for the business and delivers implicit value. Using Systems of Record across enterprise processes and domains to form “Systems of Insight” creates higher order value for retail organisations. Using KPMG’s Connected Enterprise and Workday’s Composable Architecture Framework, your organisation can improve business and operational performance.

So, what does it take to raise your business performance to another level and how can you measure success?

Workday-enabled transformation				Workday + operating model transformation		
<b>95%</b> automated bank reconciliation process	<b>25%</b> reduction in planning/budgeting cycle time	<b>90%</b> on-time completion of performance reviews. Up from 50%	<b>86%</b> reduction in the number of unique general ledger accounts	<b>\$4m</b> increase in revenue through revenue cycle improvements	<b>\$17m</b> reduction in supply chain thru guided spend and increased rebates	<b>30-60%</b> automation of processes
<b>47%</b> reduction in the cost of general accounting	<b>35-45%</b> reduction of time from identification of the need of a new employee to hire	<b>\$2m</b> reduction in payroll compliance risk	<b>100%</b> Automation of asset registration	<b>29-85%</b> storeroom cycle count accuracy	<b>1 to 3%</b> improvement to net income from supply savings	<b>10-15%</b> reduction in contract leakage
<b>65%</b> reduction in time to report	<b>30%</b> reduction in business & operations analysis, reporting costs	<b>48%</b> of all transactions moved to self-service	<b>55%</b> reduction in the number of supplier invoices	<b>80%</b> of approvals moved to mobile applications	<b>80%</b> first contact resolution of employee inquiries	<b>82 to 92%</b> PO spend with contracted suppliers
<b>15-20%</b> increase in “on PO” purchasing	<b>80%</b> reduction in the number of reports	<b>100%</b> automation of project capitalisation	<b>100%</b> improvement in supplier invoice cycle time	<b>50%</b> reduction in PTO in errors and incorrect payout	<b>40%</b> reduction in human error by eliminating manual processes	<b>80%</b> reduction in manual spreadsheets for budgeting

# KPMG's Modern Data Platform (MDP) components



## Composable ERP | What it helps you do

### Proactive mode (10%)

"I want to have a plan ready for every customer scenario and prepare my team to successfully meet store targets."

#### Core Needs

- Building knowledge of key promotions before hitting the sales floor and communicating and positioning them to store team
- Preparation for store visits
- Review store metrics

#### Pain Points

- Stores running skeleton crews
- Lack of time for resource training and self-study
- Some promotions that display not available in my region/geography
- Staff stepping away from customers on sales floor to access resources

 <b>Setting</b>	Full time, may be split between multiple retail store locations
 <b>Performance Target</b>	Quality of each store's individual sales performance & customer in-store experience

### Reactive mode (90%)

"I need to swiftly identify and offer my customers as much value as possible and help my team to accurately and efficiently respond to customer needs."

#### Core Needs

- Recommending and verifying promotion eligibility in real time
- Confirming details and resolving escalations
- Maintaining a positive environment among the team throughout the day

#### Pain Points

- Limited availability of secondary tablets and colleagues
- Promotion details inconsistent across resources
- Complex, multi-login process and timeout
- Staff burnout and energy throughout day

#### Device Usage

