



# Digitally-enabled technology architecture

KPMG Connected Enterprise

2023

**The connected enterprise has the ability to architect and engineer intelligent digital services, technologies, and platforms to deliver on the customer promise in an agile, cost-effective and scalable manner while maintaining security.**

Disruption is everywhere. It's changing the way customers want to interact with your business and encouraging new challengers into your market. Cloud-based technology can help make you more agile and able to respond far faster to these challenges, while identifying where best to focus your efforts for the most value. With the right tools, you can tap into the enormous potential of the cloud and digital transformation.

With the right blend of processes and technology, you can respond to customer service issues faster, win more business — and keep your clients coming back for more.

## Key considerations

- Is your organization designed to be flexible and agile?
- How can you enhance the integration of various technologies to support high performance?
- How can you automate business and technology processes to respond to customer needs more effectively?
- Is the necessary security in place to protect your data, systems and products?

## How can KPMG professionals help?

Planning and creating an operating model fit for your business, your people and your technology investment.

Pre-configured processes and technologies to get you started faster, which can be adapted to suit your business.

Aiming to reduce the risks and challenges of digital transformation, drawing on extensive experience in technology implementation.

Customer-centric digital architectures that integrate new digital platforms with legacy systems for a better employee experience.

## A collaboration

Getting 13 major financial institutions to collaborate on a revolutionary payments technology implementation may sound daunting, but a KPMG member firm's involvement made this come to life.

A complete disruption to the way consumers and businesses facilitate payments, the new digital infrastructure facilitates near-instant cashless payments, 24-7. It is expected to positively affect all parts of the economy, from consumer transactions to small business, large corporations and governments.

**We know how to exploit technology.**

## What does a connected enterprise look like?

Some of the most successful organizations exhibit eight characteristics that span various aspects of the enterprise. The capabilities of front office, middle office and back office integrate to support the brands, products and services, interactions and workforce.



\*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.

## Contact us



### Ross Macallister

Managing Partner  
Head of Consulting

[rossmacallister@kpmg.com.vn](mailto:rossmacallister@kpmg.com.vn)



### Lam Thi Ngoc Hao

Partner, Consulting  
Head of Business Transformation

[hnlam@kpmg.com.vn](mailto:hnlam@kpmg.com.vn)



### Phuc Nguyen

Partner, Consulting  
Head of Customer & Operations

[phuctnnguyen@kpmg.com.vn](mailto:phuctnnguyen@kpmg.com.vn)



### Will Nguyen

Partner, Consulting  
Head of Technology Consulting

[williamnguyen@kpmg.com.vn](mailto:williamnguyen@kpmg.com.vn)

Some or all of the services described herein may not be permissible for KPMG audit clients and their affiliates or related entities.

The information contained herein is of a general nature and is not intended to address the circumstances of any particular individual or entity. Although we endeavour to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act on such information without appropriate professional advice after a thorough examination of the particular situation.

© 2024 KPMG Limited, KPMG Tax and Advisory Limited, KPMG Law Limited, KPMG Services Company Limited, all Vietnamese one member limited liability companies and member firms of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

The KPMG name and logo are trademarks used under license by the independent member firms of the KPMG global organization.



Scan to visit our website: [kpmg.com.vn](http://kpmg.com.vn)  
Email: [info@kpmg.com.vn](mailto:info@kpmg.com.vn)