



KPMG's AI Workforce

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KPMG AI Workforce: Unlock AI value through your people

Artificial Intelligence (AI) is reshaping the workplace. By automating repetitive tasks and enhancing decision-making processes, AI is able to boost overall productivity.

This shift allows employees to focus on high-value strategic and creative work, with routine 'business as usual' (BAU) activities managed by AI Agents in the background. This transformation calls for a future-ready workforce in an increasingly AI-driven world.

KPMG AI Workforce integrates the latest KPMG thinking in AI, People and Change. We support clients in identifying AI opportunity, augmenting the workforce, and reshaping it to realise value - helping you maintain your competitive advantage.

Organisations must orchestrate and optimise collaboration between humans and AI agents, as this synergy is crucial for unlocking transformative value within your workforce.

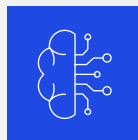
KPMG's AI Workforce empowers clients to take charge of their job architecture and leverage it effectively, elevating their ability to make well-informed investment choices. This approach helps them identify opportunities to achieve most effective blend of human and AI agent capabilities in the workforce.

A catalyst for unlocking the genuine transformative capabilities of Generative AI, enabling you to effectively address today's most pressing workforce challenges



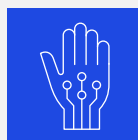
Gen AI impact assessment at the role level:

We evaluate how and where Generative AI technologies are influencing and enhancing various job roles and their associated processes. This provides a clear picture of AI's current and potential impact.



Skills – Powered strategic workforce planning:

We deconstructing job data into granular skills and tasks, we enable the alignment of your workforce's capabilities with future business needs. This ensures you have the right talent to achieve strategic objectives.



Job and organisation design:

We assist in redesigning job roles and organisational structures to optimise performance, foster innovation, and adapt effectively to evolving business environments.



Agent design and engineering:

We identify strategic opportunities for AI integration within your operations. Then, we support the design and engineering of AI agents to effectively augment human capabilities and streamline workflows.

The AI Workforce methodology

KPMG's AI Workforce methodology helps enterprises operationalise Generative AI at scale. It achieves this by aligning strategy, people, and processes to deliver measurable value.

The approach is built on three core pillars – **Envision, Activate, and Realise** – That guide organisations through a practical, people-first transformation journey.

01 Envision

Identify AI opportunities and potential value by assessing the functions, roles, tasks, activities and skills impacted by AI.

02 Activate

Redesign roles and structures to adopt AI, ensuring sustainability with its rapid evolution. This is achieved by prioritising human-centric change and adoption activities.

03 Realise

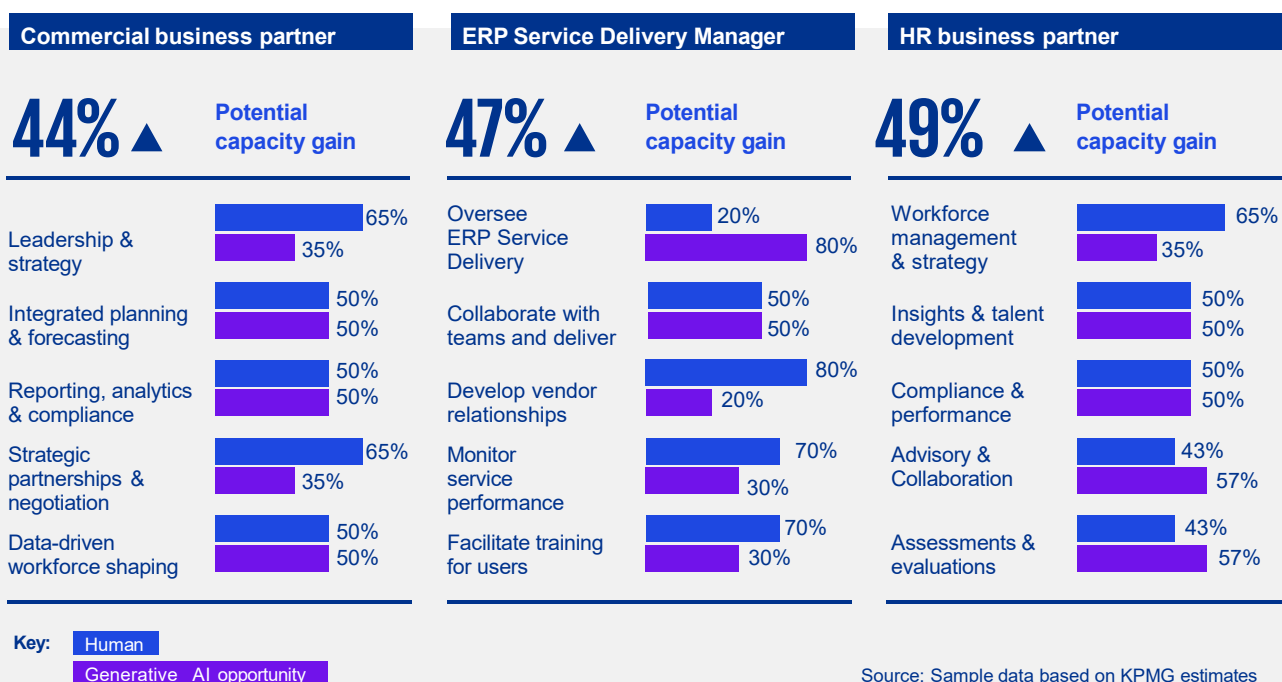
Continuously reshape and optimise your Human-AI Workforce through AI-driven insights, talent strategy, and organisational models.



Typical generative-AI capacity uplift

We start by estimating the capacity savings Gen AI can unlock for your organisation prioritised by function and by role.

Here are sample deconstructed roles to show how Gen AI can increase your capacity across your organisation:



Source: Sample data based on KPMG estimates

Workforce data opportunity assessment tool

The KPMG AI Workforce assessment tool maps roles, skills, tasks and impact. It breaks work into tasks, aligns them to Gen AI use cases, and models ROI.

With embedded guardrails and system connectors, it enables confident, data-driven decisions and fast, scalable automation.

What it is

A proprietary engine that leverages AI agents, seamlessly integrated into a process flow, to deliver customised and accurate outputs designed to fulfil your specific needs.

How it works

- Infers information directly from your documents.
- Creates customised job descriptions as a starting point.
- Identify the key skills and applicable tasks.
- Estimates automation use cases and capacity savings.

How it creates value

Evidence-based prioritisation: Replaces intuition; leaders see precisely where Gen AI will deliver the highest ROI.

Quick wins unlocked: Low effort, high impact tasks are identified for immediate productivity gains.

Defensible business case: Transparent assumptions withstand CFO, Risk, and regulator scrutiny.



Representative example output

Outputs from the tool

- 1 AI Opportunity assessment against roles and across organisation
- 2 Skills & key accountabilities across role
- 3 Tasks profile and impact assessment
- 4 Agent use case, design and high-level engineering

KPMG AI Workforce transforms the potential of Generative AI into a reality that is governable, human-centred, and delivers tangible business value – From initial pilot projects to full enterprise-wide implementation. Leveraging its proprietary analytics engine and a steadfast people-first methodology, KPMG AI Workforce converts Generative AI opportunities into measurable, risk-managed value at an enterprise scale.



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