



# KPMG AI Workforce

Helps organizations capture the value of their Generative AI technology investments

## Many organizations have yet to master how they transform their workforce with Gen AI to realize the capacity promise

Unlocking the value of Gen AI requires a new approach defined by identifying and **augmenting previously hard to automate tasks**. Without an **intentional approach** and **clear success criteria**, it is difficult for organizations to effectively transform and augment their workforce.

**It helps to answer the following questions:** **KPMG AI Workforce is a human-centered three-step approach designed to help realize the value from Gen AI investments:**

How does my organization recoup my Gen AI investment?

What roles or functions in my organization should I prioritize to maximize my Gen AI investment?

How to I help my employees overcome their fear and hesitation of using Gen AI in their day-to day work?

How do we empower the workforce to use the Gen AI technologies available to them in the organization?

How do we better incorporate Gen AI learning and upskilling across our business

### 1 Identify opportunity

Identify the departments, roles, tasks, activities and skills impacted by Gen AI across your organization. Prioritize and align with technology solutions based on value and ROI.

### 2 Augment the workforce

Design new roles and experiences, worker upskilling, and help drive adoption with KPMG's change program for impacted roles.

### 3 Reshape the workforce

Shift roles and operating model to deliver organizational value through re-visioned organization, roles, culture, and operating model.

## 1 Identify opportunity

**We start by estimating the capacity savings Gen AI can unlock for your organization prioritized by function and by role.**

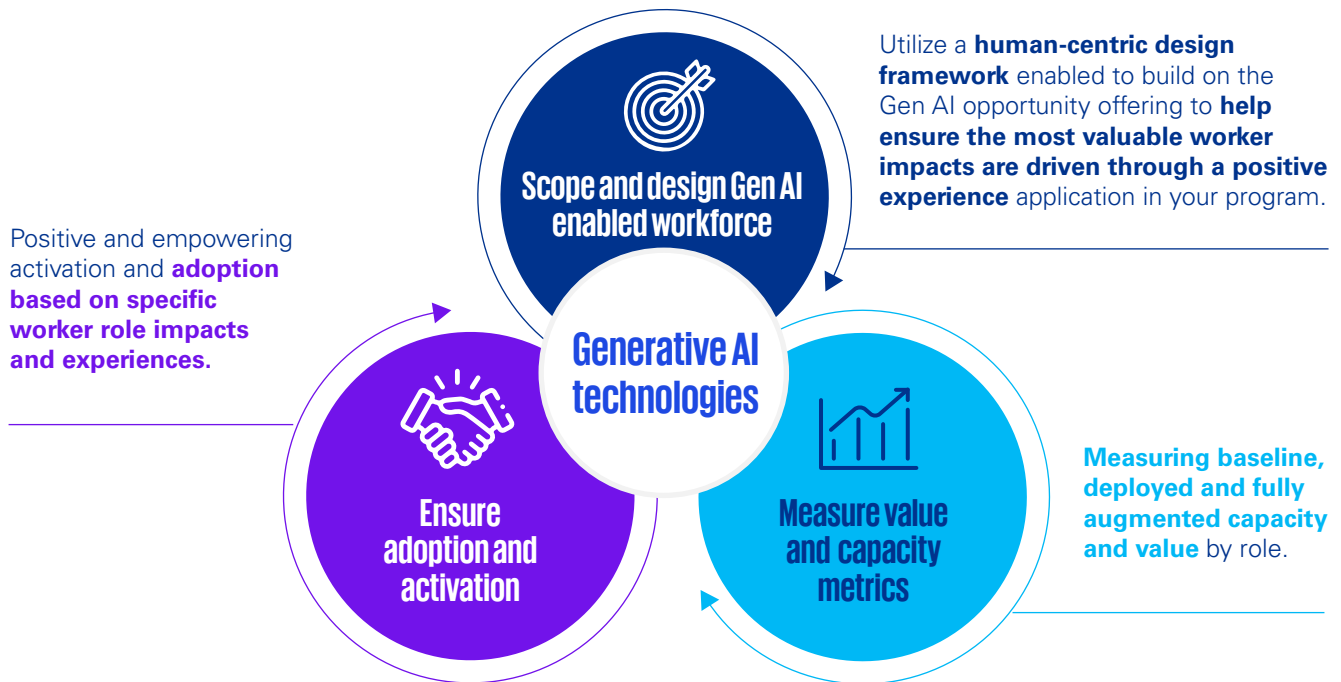
Here are a couple sample deconstructed roles as a sample of how Gen AI can increase your capacity across your organization



Source: Sample data based on KPMG estimates

■ Generative AI opportunity ■ Human

We can support your organization as they adopt and activate new ways of working with Gen AI technology.



## Summary of potential benefits of AI Workforce

**The value of your Gen AI investment is only captured when you transform your workforce to meet the your business objectives.** Like other recent technology disruptors, organizations cannot simply implement a technology and immediately attain high levels of productivity and profitability. Implementation needs to be intentional and planned, with a clear focus on the humans at the center through activation and upskilling. We can help you achieve this with KPMG AI Workforce.

**Help accelerate productivity and growth** by increasing capacity of knowledge workers to innovate new products and services

**Help drive profitability** by making data-driven decisions to allocate resources effectively when reshaping the workforce

**Enhance quality and experiences** by improving job satisfaction and enhancing customer experience

## Learn more

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