

Asset Management Systems & Digital Twins Support

A KPMG Service for G-Cloud 15



Introduction to KPMG's Asset Management Systems & Digital Twins Support Service

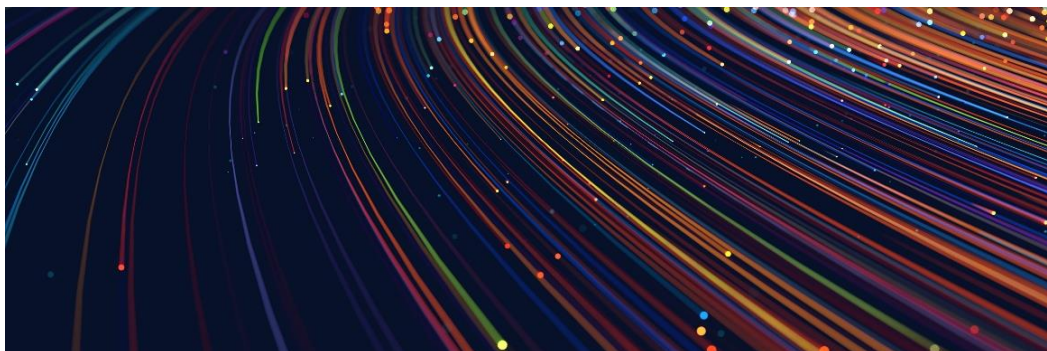


Service Description:

Asset management and Digital Twin Solutions are changing the way we work and interact with our assets and processes by providing actionable insights that drive benefits across operations, maintenance, reliability, safety and energy management.

However realising the benefits of such solutions require successful onboarding, training and support of stakeholders across all levels of the business.

KPMG's Asset Management Systems & Digital Twins Support Service offers ongoing support across solution troubleshooting, incident management, reporting and coordination of service technicians or parts.



What are the benefits of KPMG's Asset Management Systems & Digital Twins Support Service?

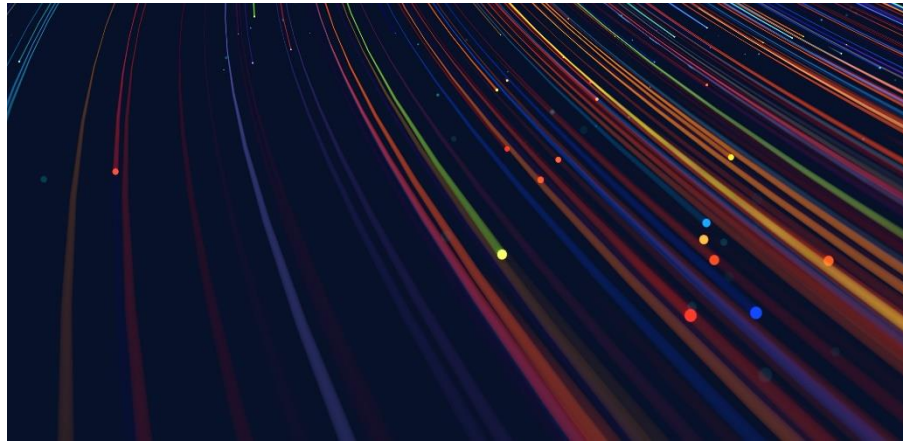
- A global infrastructure network at the forefront of Infrastructure Advisory good practice
- We provide enterprise-ready accelerators aligned with KPMG's best practices and insights to fulfil your organization's unique needs and objectives.
- Experience working with large, complex asset-intensive organisations across multiple sectors such as from retail, airports and railways
- Helping navigate the complex technology and systems landscape
- Building the case for asset management and digital twin system use and integration and securing stakeholder sponsorship
- Managing and delivering implementation and integration to deliver long-term organisational transformation objectives
- Extensive experience in management and delivering change for long term organizational growth



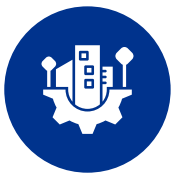
Our service features

- Support organisational adoption through training, change management, workforce upskilling and ongoing support
- Structured, role-based training program delivered through instructor-led sessions and hands-on practical exercises
- Training workflows to help users identify, resolve, and escalate technical issues effectively
- Training content is tailored to organisational processes and user roles, ensuring alignment with existing workflows and systems
- Multi-channel product assistance (email, phone, portal) with clear SLAs and tiered escalation paths
- Provide regular service reviews, usage and outage notifications, and incident reports to keep stakeholders informed
- Manuals and other training material to reinforce learning and support ongoing use

KPMG Approach



Our approach takes a strategic perspective, combining the best of infrastructure advisory with knowledge of the technology landscape and a focus on outcomes to identify solutions that drive sustainable value



Infrastructure

Deep infrastructure expertise across multiple sectors...

- Our global infrastructure network keeps us at the forefront of Infrastructure Advisory good practice
- We work with large, complex asset-intensive organisations across multiple sectors and asset classes
- We understand what it takes to go beyond the ISO standards, and where there is value in doing so

Technology

...plus data, analytics and digital capabilities...

- Helping you navigate the complex technology and systems landscape
- Market leading digital and data analytics approaches
- Partnerships and accelerators for all key systems and vendors

People

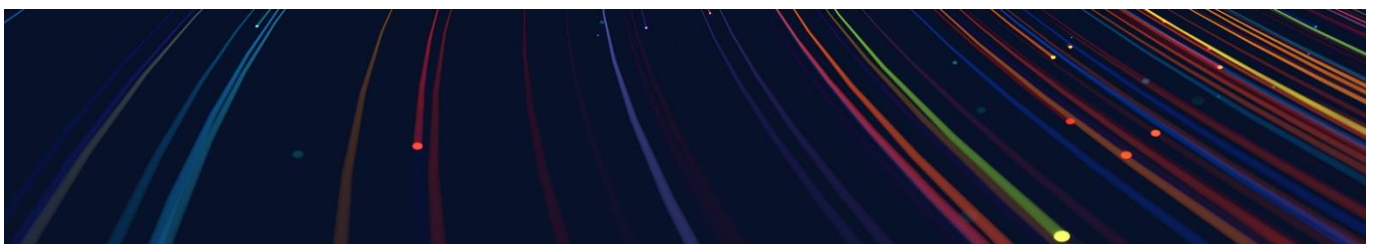
...with a focus on people...

- Delivering sustainable change by focusing on your people and embedding a digitally-driven approach to infrastructure management
- Bringing experience through certified asset management, operations and digital specialists, who have made this happen in highly regulated industries.
- A global presence across 150 countries, with resources and expertise to serve clients around the world.

Value

... to deliver better outcomes and organisational impact

- Building the case for change and securing stakeholder sponsorship
- Improving productivity, organisational effectiveness and efficiency and the channels to 'cash out' and unlock value
- Managing and delivering change to deliver long-term organisational transformation



Why KPMG

Helping organisations build confident, capable users and resilient operations by delivering comprehensive training, proactive support and continual service improvement

Case study

For a rail organisation, **KPMG helped with transition from physical to digital training for 45,000 employees and 55,000 contractors.** We assessed the organisation's technology maturity across people, processes, and systems, then benchmarked against best practice to identify gaps and opportunities. Working with stakeholders, we **defined target maturity levels and developed a robust Training Technology Strategy.** This included a roadmap for **technology improvements, rationalisation of systems, and integration with data-driven programmes.**

Case study

For a **rail operator seeking to better understand maintenance needs** across its network for annual budgeting, we delivered a desktop application and dashboard visuals that leveraged an existing digital twin simulation engine. As part of the deployment, **we also provided supporting documentation, manuals, and training to reinforce learning and ensure sustained use.**

Case study

We partnered with the **Centre for Digital Built Britain** to create a **Digital Twin (DT) Toolkit** to support organisation on their digital journey. The Toolkit comprises of a use case framework, case studies, business case template and roadmap; providing the reader with a basis for defining their use cases, and whether a DT can (and should) help achieve their business drivers. Working alongside a consortium of solution providers and consultants, our role in developing the Toolkit has enabled us to **leverage existing and new relationships to gain a broad and deep understanding of DTs, and shape the industry's digital transformation.**



kpmg.com/uk

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