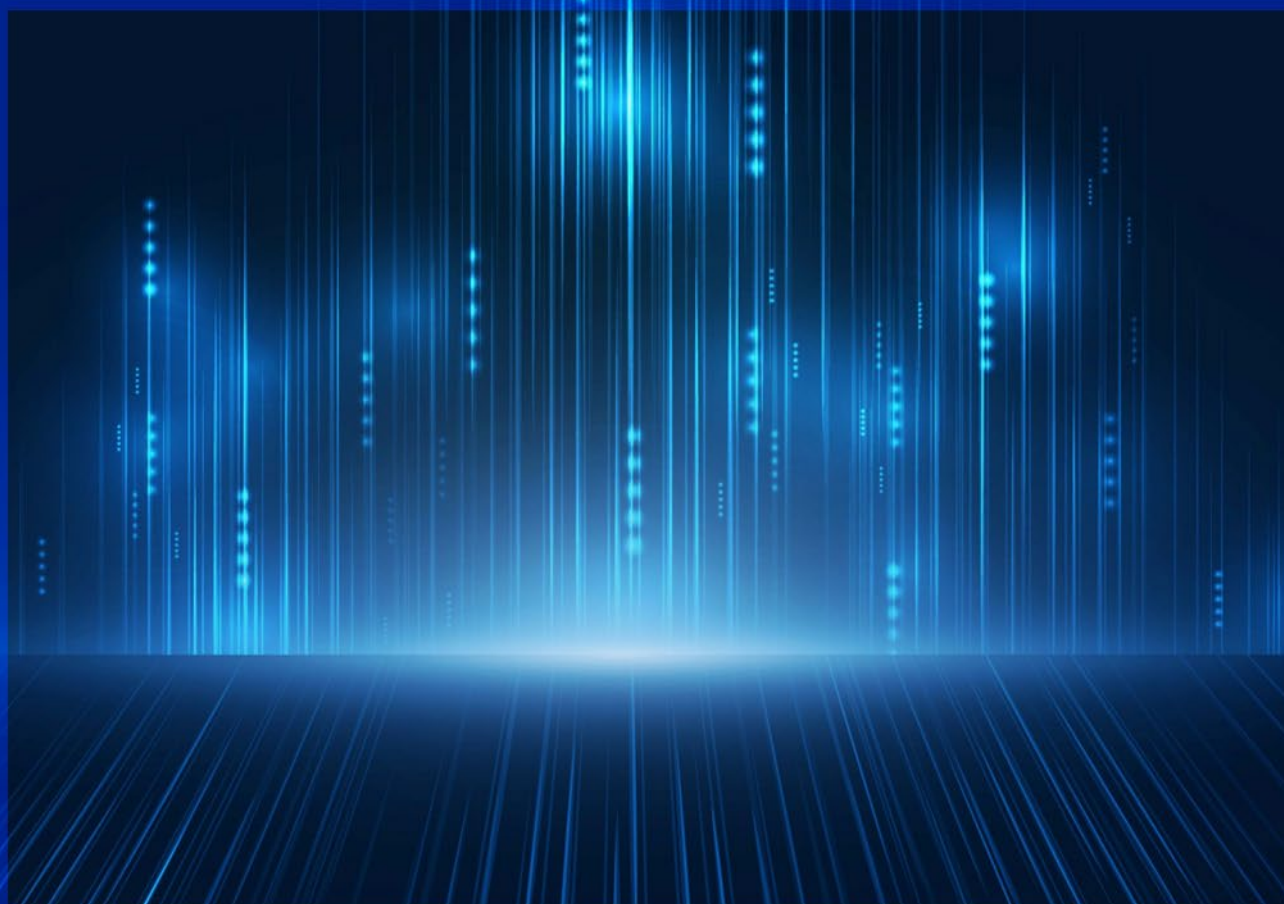




KPMG Connected Enterprise

A KPMG Service
for G-Cloud 15



KPMG's global expertise and world-class partnerships deliver value

Alliances and Partnerships

32,000+

KPMG professionals with Digital Strategy and Transformation experience globally

7,000+

Engagements annually

600+

Pre-built solutions

2,800+

Digital Lighthouse employees

45

Countries with local Lighthouses established, or in development

39

Ignition Centers to drive digital innovation



Microsoft



ORACLE

servicenow



ATLASSIAN

Medallia



SentinelOne®

Simply



SAP Ariba

ARIS

appian



celonis



workday



Figma

orgvue

KPMG Connected Enterprise



Service Description:

Connected Enterprise is KPMG's customer centric, agile approach to digital transformation, tailored by sector.

It provides an integrated suite of preconfigured, sector-specific enablers to design, build and operate a customer-centric, agile, digitally-enabled business.

Rebuild your organisation around your customers to create a seamless, agile, digitally-enabled organisation capable of transforming experiences and reaching new levels of performance and value.



What are the benefits of KPMG Connected Enterprise Service?

KPMG Connected Enterprise helps you address a lack of customer centricity, siloed activities, disaggregated data and legacy technology systems that are no longer fit for purpose.

This will help your organisation to

- Reduce costs
- Reduce service delivery time
- Increase productive customer interactions
- Improve efficiency
- Improve customer satisfaction
- Improve processes
- Improve planning and forecasting accuracy



Our service features

KPMG Connected Enterprise supports organisations through transformation to deliver greater customer, employee and stakeholder experiences which are as fast and seamless as possible. Preconfigured sector specific, enablers include:

- Value streams
- Customer journeys
- Capabilities
- Blueprints
- Solutions
- Platforms

Working through your enterprise, operations, and technology development, KPMG professionals can guide you on where and how to begin your transformation journey, and provide the support you need along the way. Everybody can benefit from the circle of value creation — from your organisation to your customers, to the wider ecosystem of partners, stakeholders, markets and communities.

Our Approach

We meet you where you are on your digital transformation journey

Today's customers are better informed and more demanding than ever before. Therefore, sustainable growth in a digital world depends on recognising the power of the customer and aiming to ensure your organisation is truly connected and customer-centric.

This means having your processes aligned and connected across all functions, and your people and partners all working together to meet customers — effectively and profitably — on their terms.

KPMG Connected Enterprise is KPMG's customer-centric, agile approach to digital transformation, tailored by sector. It transforms the way that you transform — helping you to focus your enterprise, operations and technology development on meeting customer, employee and stakeholder expectations, creating business value, and driving sustainable growth.

If your goals involve striving to improve experiences, introduce innovative new products and services, drive operational cost efficiency, align workforces and modernizing your technology, the KPMG Connected Enterprise solution suite is here to help.

KPMG Connected Enterprise is built on findings that determine there are eight key capabilities of a truly connected, customer-centric enterprise. These are:

1. Insights — Insight-driven strategies and actions
2. Innovation — Innovative products and services
3. Experience — Experience-centricity by design
4. Customer Engagement — Seamless interactions and commerce
5. Operations — Responsive operations and supply chain
6. People — Aligned and empowered workforce
7. Technology — Digitally-enabled technology architecture
8. Ecosystem — Integrated partner and alliance ecosystem

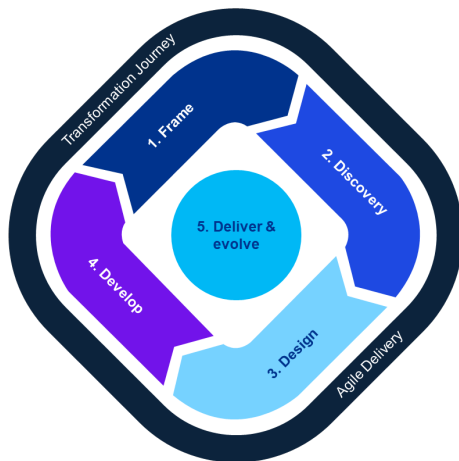
Organisations that make a moderate or significant investment in all eight capabilities are 2.1 times more likely to deliver an experience that exceeds expectations.*

*Source: A study conducted by Forrester consulting on behalf of KPMG, March 2022

Insight-driven strategies and actions	Innovative products and services	Experience-centricity by design
Seamless interactions and commerce	2x Impact*	Responsive operations and supply chain
Aligned and empowered workforce	Digitally-enabled technology architecture	Integrated partner and alliance ecosystem

Our Approach

KPMG brings a highly innovative, iterative and customer-centric approach to digital transformation



KPMG has developed a set of solutions to help deliver the capabilities of the Connected Enterprise.

Operating Model assets within the KPMG Target Operating Model (TOM) enable accelerated delivery of a business capability. Specific assets of the KPMG TOM are referenced, along with any specific changes required.

Pre-developed and configurable technology-related capabilities support solution delivery. E.g. modelling methodology, pattern, custom code/ script, configured software file, trained model and parameters, vendor selection guide.



Frame

Frame the transformation with clarity on what is to be done, why, how and by whom



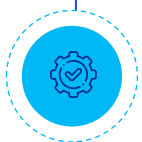
Discover

Discover and understand the current situation across the Value Streams and gain inspiration for the target state.



Design

Design the target experience, required capabilities, operating model and the enablers to help get there faster.



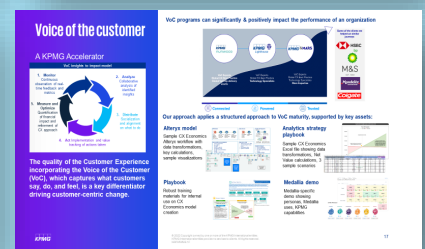
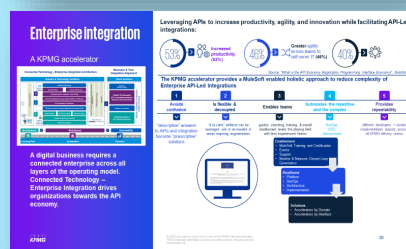
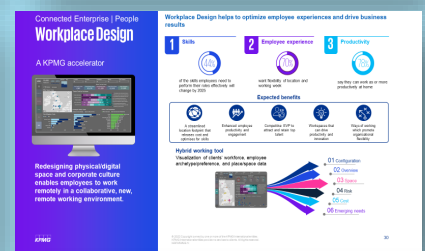
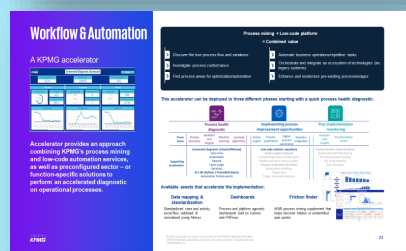
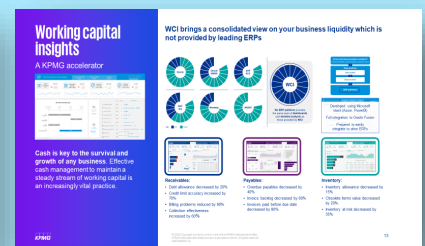
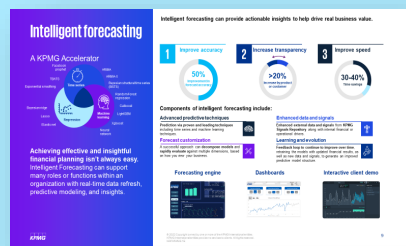
Develop

Organise and build improvement iterations to the overall organisation and its constituent Value Streams.



Deliver & Evolve

Rapidly deliver value through iterative releases of improved customer and employee experiences, operational efficiencies and enabling technology.



Why KPMG

Client Stories

Half the civil service

We are at the heart of a once in a generation technology enabled customer centric transformation that will impact over half the civil service (250k+ staff). We are working with DWP, MoJ, HO and Defra alongside CO to shape and implement a new TOM and integrating department transformation activity, unlocking finance and HR efficiencies at the front line to enable better citizen services. On GMPP and liaising with the IPA and NAO.

Healthcare regulator

Using our Connected Enterprise method and our customer experience strategy expertise we supported a regulator to create a smarter digital experience for over 45,000 providers and the public. Through an agile delivery approach and joined teams we helped them redesign their services, plan the adoption, design and implement the process and the technology to increase their business agility and deliver their ambition of becoming an insight – led organisation. This is helping them deliver a better experience to their people, providers and the wider public.

Global investment bank

We supported the bank in a large scale business and technology transformation to deliver strategic improvements to its global regulatory reporting capabilities. We set up and ran the programme PMO, quickly mobilising an efficient team. We also provided delivery and quality assurance, ensuring program goals were achieved and benefits realised, and any programme risks were mitigated.

Awards and Recognition

appian 2022 Transformation Partner



servicenow 2022 Global Transformation Partner of the Year

IBM IBM Gold Business Partner

Google Cloud Premier Partner

Microsoft 2022 Microsoft Dynamics 365 Finance Partner of the Year

THOMSON REUTERS Diamond Tier Certified Implementation Partner (CIP)

sas 2021 Regional Partner of the Year for EMEA

Why KPMG (Cont.)

What analysts say

Sector-specific expertise



KPMG invested significantly to build a 'Connected Enterprise' framework for each major industry sector, envisioning a digitally connected enterprise of the future. The framework combines business functions such as finance, supply chain and HR to develop a strong foundation for enterprises."

HFS Top 10 Report: Industry 4.0 Service Providers, June 2022

Connecting to the customer



While more grounded in technology assets, KPMG has created a compelling digital transformation framework anchored in business transformation that threads digital capabilities from the back office all the way to the customer."

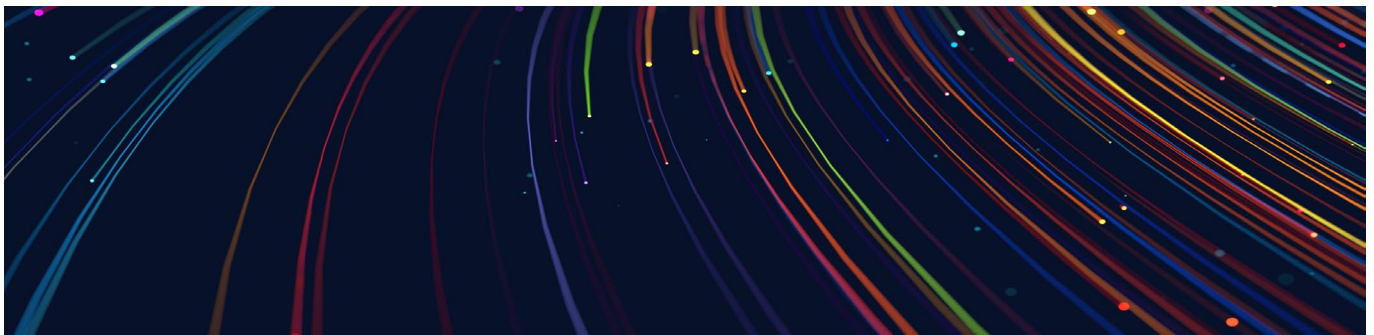
ALM Intelligence, ALM Pacesetter: Digital Transformation & Digital Services 2022-2023 report (c) 2022; used with license permissions

Accelerating culture change



The firm accelerates clients' culture change efforts through hands-on behavioural coaching for executives, and it uses multiple methods to influence employee behaviour... KPMG continues the culture transformation with its strong library of assets to align the ecosystem, including pre-built target operating models."

The Forrester Wave™: Customer Experience Strategy Consulting Practices, Q4 2022





kpmg.com/uk

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