



Human Capital Advisory - Learning as a Service

Strategic and managed solutions that deliver connected learning experiences in the flow of work

Learners expect consumer-grade experiences that are immediate, engaging, and impactful. Learning organizations are challenged with capability, capacity, and their inability to demonstrate value in an era where upskilling and engagement are more critical than ever.

Our approach

KPMG leverages empathy, artificial intelligence, automation, and process efficiencies at scale, while realizing a potential cost reduction of 30–40 percent through our Learning as a Service (LaaS) offerings.

Our digital approach to learning unifies the learner experience through our adaptive platform to bring together highly impactful and innovative content from multiple sources that are based upon cognitive science and data analytics and increase learner engagement and performance outcomes.



Experience

drives lifelong learning cultures, leading with empathy for the learner and business leaders while sourcing the optimal set of technologies, partners, and services designed to connect learning throughout the organization.



Impact

is demonstrated through deeper insights derived from continuously refined employee data. Powered by advanced analytics, in partnership with business leaders, the learning organization becomes essential to business growth.



Content

accelerates speed to competency, mastery, and career growth, with learning experiences that are immediate, intelligent, connected, personalized, and engaging.



72 percent of HR execs rated building talent through upskilling and reskilling as the most important factor to consider while shaping their organization’s future workforce composition over the next 12–24 months—only 33 percent see it easy to implement.

– KPMG 2020 HR New Reality pulse survey¹

¹ Future of HR survey, 2020, KPMG International

Leaders are struggling to keep up with the pace of change and deliver results to their business in legacy environments that are not agile.



Leaders are unable to quantify the impact of the investment they are making in learning technologies and resources.

KPMG offers qualitative and quantitative analysis of real-time learning impact to drive better business decision-making and continuously evolve and improve the learner experience while delivering clear returns on investment.

Our platform works with your current technology ecosystem to unify and upgrade the learner experience, its underlying performance metrics, and overall impact to bring you clear metrics on learning ROI.



Leaders want to create a culture of continuous learning which is imperative in the struggle for top talent.

The future of learning is taking place in the flow of work through connections that enable meaningful learning experiences on the job. Our approach to learning effectively links learning design, content, and service delivery enabled by technology to create a learner-centric experience that makes learning an integral part of the worker's daily experience and is embedded into projects, conversations, and collaboration.

Using the Microsoft Teams app, we can embed learning into various aspects of the workday to create a culture that prioritizes continuous learning and growth.



Leaders need to "know their learners" to anticipate the skills required to drive business performance.

KPMG brings the predictive capabilities needed to help your learning organization become essential to business growth. We will help correlate broad sets of employee performance data into a single source for use in learning demand planning. With testing and monitoring correlations over time, leaders can make even better performance-related decisions.



"Only 10 percent of organizations have managed to create them [learning cultures], with just 20 percent of employees demonstrating effective learning behaviors at work."

– Harvard Business Review²



In a survey of 113 learning leaders, 71% said that more than 40% of their workforce has needed new skills due to changes to work brought on by COVID-19.

– Gartner³

² Four Ways to Create a Learning Culture on Your Team, 2018, Harvard Business Review

³ Smarter with Gartner, Future of Work Tops HR Priorities for 2020-21, July 6, 2020

Key service offerings

Learning administration

Learning experience design

Content curation and development

Faculty management

Supplier management

Event management and billing

Marketing support

Reporting and analytics

Continuous improvement



54 percent

of HR execs globally plan to make their biggest investment in new or updated learning and development platforms.

– KPMG 2020 HR New Reality pulse survey²





We're here to help

KPMG Learning as a Service offers extensive learning strategy optimization approaches and managed solutions that range from target operating model transformation, to managed services providing help desk support and custom content and facilitation, that relieves leaders of operational burdens and associated costs. This allows leaders to save time and money by focusing on management data that will enable them to deliver against their business goals.

Our team of learning specialists source the optimal set of benchmarks, technologies, partners, and services to create clear learning pathways. We will deliver innovative and flexible solutions that are underpinned by our robust analytics service to determine the most effective routes and methods to meet your transformation needs.

KPMG Learning and Microsoft

Wherever you are on your learning transformation journey and whatever your priority business initiatives, KPMG learning services, and solutions, along with Microsoft technologies, can help you get to where you need to be. The KPMG Learning managed solution offering integrates with Microsoft Azure, Office 365, Microsoft Teams, and Microsoft BI to help organizations deliver advanced learning.

Why KPMG?

Recognized by HFS as a leader in HR transformation and employee experience services, KPMG has market depth and continued growth for managed employee learning services. According to HFS, the integration of the KPMG Learning platform with Microsoft Azure has the potential to build upon leadership in learning solutions and learning technology transformation to enable iterative and progressive development of the workforce, such as via KPMG's Learning in the Flow of Work.⁴ Furthermore, HFS rated KPMG No.1 for Microsoft service delivery in 2020.

As a leader driving the people agenda, KPMG helps organizations navigate the evolving experience and position the HR organization as a source of innovation and driving business outcomes. Let's discuss how we can help you with the needs of your organization's future workforce.

To learn more, contact us-advkpmglearning@kpmg.com

⁴ Employee Experience Services, HR Transformation and Strategy, 2020, HFS

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