



Aligned and empowered workforce

KPMG Connected Enterprise for Consumer & Retail

The connected enterprise has an agile organizational structure ready for anything, where teams embrace change and support the company in recruiting and attracting the right people at the right time. It's especially valuable in consumer and retail (C&R) environments.

With the connected experiences and capabilities, you can attract and retain the kinds of people and skills you need for your business both now and in the future. You can bolster your teams with adaptable, innovative employees who will consistently move your company forward.

Becoming an experience-centric business will impact all aspects of your organization, from defining your vision to mapping the customer journey, and deciding on changes to your business operating model. Empowering employees means building capability frameworks and designing talent lifecycle, in addition to running the hiring process.

Key considerations

- How do we foster an innovative, forward-looking culture?
- How can we model and incentivize flexibility?
- What skills and training do our employees need?
- How can we attract and retain the right digital and entrepreneurial talent?



How KPMG can help

- Building a coherent, pragmatic, customer-focused people strategy
- Achieving buy-in from key stakeholders and employees for the business transformation, and helping you to communicate the benefits
- Aligning processes such as recruitment and talent management to reflect your customer-centric goals



What does a Connected Enterprise look like?

The most successful organizations exhibit eight characteristics that span all aspects of the enterprise. The capabilities of front office, middle office and back office integrate efficiently to support the brands, products and services, interactions, and workforce.

Make the connection

- Generate business value at every stage of your transformation journey
- Build an insights-driven, digital and customer centric business
- Empower and enable your people to align the organization for agility and performance
- Engineer secure architectures to enable agile, high-speed innovation



KPMG Connected Enterprise for Consumer & Retail (C&R) ?

Connected C&R is an approach, supported by a suite of customizable technology designed expressly for C&R businesses. It connects all areas of your organization, and it connects you with your customers across all digital channels. By capturing more accurate and impactful consumer information, you can develop insights to inform your decision-making. KPMG Connected Enterprise moves you from siloed to efficient and turns intelligence into action plans. See what it can do for you.

Contact us



Matt Kramer
National Sector Leader,
Consumer & Retail
KPMG LLP
T: 614-241-4666
E: mattkramer@kpmg.com



Duleep Rodrigo
National Advisory Leader,
Consumer & Retail
KPMG LLP
T: 213-817-3150
E: drodrigo@kpmg.com



Sam Ganga
National Consulting Leader,
Consumer & Retail
KPMG LLP
T: 312-665-1736
E: sganga@kpmg.com



Sunder Ramakrishnan
Principal, Advisory Strategy
KPMG LLP
T: 212-739-6328
E: hsramakrishnan@kpmg.com

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