

WHAT DIFFERENTIATES KPMG TO HELP OUR CUSTOMERS SUCCEED

enabled by Salesforce



salesforce

Salesforce Global Partner

We understand our client's business challenges, and the unique aspect of their industry to be able to co-create leading practice solutions. Our specialists have led and delivered some of the largest engagements in the Salesforce ecosystem.



In today's digital world, every business must embrace the use of technology to compete, and keep up with ever advancing customer expectations. But how do leading organisations achieve this at scale, with agility, securely, ethically and profitably?

At KPMG we use Salesforce technology to enable business change. Whatever your ambitions are – acquiring market share, improving service levels, launching new products and services – we work with you to help achieve them. Bringing together specialists in industry, strategy, people and process, Salesforce technology and data, cyber and regulation, we co-create your future state and work with you along the way to see the transformation come to life.



Our well-established Salesforce methodology integrates adoption activities throughout each phase of the project to minimise disruption and maximise the effectiveness of the workforce transition to new ways of working. We provide a robust and deliberate adoption plan that drives active use of CRM, improving data quality, resulting in accurate insights and enabling realization of CRM ROI.



Our delivery approach leverages KPMG's Powered Enterprise, a suite of leading target operating models enabled by cloud solutions such as Salesforce. This approach, when combined with our deep understanding of industry, delivers speed to value and certainty of business transformation outcomes.

Our key services

Salesforce Implementation

Full E2E implementation of a Salesforce solution from strategy through to deployment and business readiness.

Digital Lending Transformation

Full E2E implementation of a Salesforce & nCino solution to deliver a digital bank lending operation. A truly business-led digital transformation, from designing the new lending and financial crime operating model through to technology platform deployment and business readiness. Delivering a better customer experience, a streamlined and secure deal flow, and faster time to “yes”.

Business Value Case

Development of the case for change, focused on specific value drivers and business goals, in order to guide the Salesforce implementation.

Salesforce Diagnostic

Review of an existing implementation across a number of dimensions, typically aimed at increasing focus on value to the business, adoption techniques, reducing technical debt & increasing build quality, and improving delivery methodology.

Cyber Security Hardening

Review and remediation of cyber security issues surrounding a Salesforce implementation, including technical and operational response issues.

Risk, Compliance, & Controls

Review and remediation of process and system issues surrounding a Salesforce implementation that create risk exposure in a regulated industry.

Adoption & Change Management

Review & remediation of issues surrounding adoption of the Salesforce implementation, typically closely related to methodology issues.

M&A, Divestiture, Spinoff

Implementation and run of employee engagement & communications through the M&A journey, as well as technology consolidation or new “tech stack” build.

Industry & ecosystem coverage



Bank operating system



Industry apps



Integration

KPMG's alliance with Salesforce, a market leader in integrated customer relationship management (CRM) platforms, helps clients align all operations across the enterprise and enable an integrated customer journey.

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