

# Digitally enabled technology architecture

## KPMG Connected Enterprise for Banking



**Digital disruption is everywhere—44 percent of organizations expect to fundamentally change their product/service offering or business model over the next 3 years,<sup>1</sup> and this has largely been driven by the need to become more customer-centric.**

As banks have reacted to this, they have often bolted new technology platforms onto legacy systems simply to increase feature functionality, and get to market. However, the organizations that are making the most success from digital have been much more proactive, putting the customer at the heart of their strategy, and driving technological transformation, which improves the customer offering.

The connected bank must therefore prioritize this kind of change, engineering intelligent digital services, technologies and platforms that deliver on the customer promise in an agile, cost-effective and scalable manner while maintaining security. With the right blend of processes and technology, your evolving architecture will be able to support an agile 'delivery factory,' enabling you to respond to customer service issues faster, win more business and build customer loyalty.

### Key considerations for the bank

- Can you deploy Agile development methodologies at scale (e.g., through Agile Release Trains), promoting rapid iterative development centered around the banking needs of customers?
- Do you have DevOps capability to carry the Agile approach into IT operations?
- Do you have the ability to proactively develop and manage APIs and microservices across your bank's technical estate?
- Are you able to move systems into the cloud and support migration in a controlled way so as to mitigate and reduce security risks?
- Is the necessary security in place to protect your data, systems and products from cyberattacks, intrusions, malware and all types of data and privacy breaches?

### How can KPMG firms help?

We have global experience in digital transformation, and can work with you to navigate the required technology step change, defining a clear, robust target technology architecture and delivery roadmap.

We can design, architect and help deliver customer-centric digital solutions, mobilizing our knowledge of the banking sector alongside our alliances with world-leading technology companies.

Embed Agile across your organization, driving a mindset shift from projects to products with shorter delivery cycles, achieving the ability to respond at pace to changing conditions and market demand.

We can integrate preconfigured processes and technologies to get you started faster, which can be adapted to suit your bank and its technology architecture.

## Navigating the course for the future

KPMG in the UK delivered a group technology architecture for a major UK insurer. The client's technology architecture did not fit their purpose to support a digital-first, customer-centric multiproduct strategy.

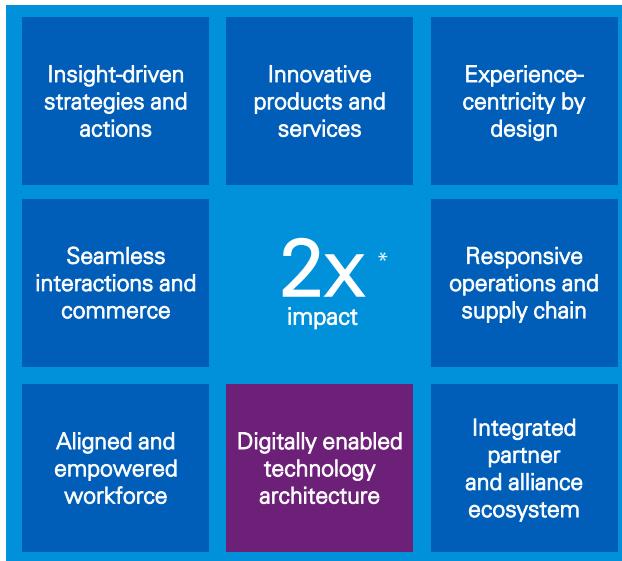
We helped design the technology transformation and provided assurance for the cloud migration and data center move. We mapped out the 'as-is' and 'to-be' architecture using internal and external stakeholder feedback, identified and prioritized simplification opportunities—and implemented a shift to API-based, microservice architectures.

We successfully delivered the program to the required timescales, designing an improved 'to-be' architecture across purchases, claims and renewals.

We work with you to get things done.

### What does a connected bank look like?

The most successful banks exhibit eight characteristics that span all aspects of the enterprise. The capabilities of front office, middle office and back office integrate seamlessly to support the brands, products and services, interactions and workforce, and deliver against ever-changing and heightened expectations.



### Use KPMG to drive your technology transformation:

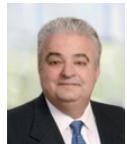
- KPMG firms' **technology architecture teams** include former heads of architecture and strategy functions, lead architects, domain specialists, and hands-on solution architects experienced in leading-edge cloud, digital and security initiatives.
- The teams have proven client experience, are able to leverage internationally recognized agile methods such as SAFe and have an extensive range of assets to help accelerate delivery including our target technology architecture taxonomies.
- KPMG firms works across the **fintech ecosystem** from policy through to partnerships and also have a wealth of **strategic alliances** (including Salesforce, Microsoft, Appian, Google and ServiceNow to name a few). Together we help clients achieve a sustainable competitive advantage and are able to architect wide-ranging domains that cross multiple platforms and technologies.

\*Base: 1,299 professionals involved with customer-centric strategy decisions.

Source: A commissioned study conducted by Forrester Consulting on behalf of KPMG, September 2018.



**Celeste Diana**  
Principal  
KPMG in the US  
T: +1 516-456-1863  
E: [cdiana@kpmg.com](mailto:cdiana@kpmg.com)



**Mark Ricci**  
Principal  
KPMG in the US  
T: +1 704-371-8083  
E: [markricci@kpmg.com](mailto:markricci@kpmg.com)

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