



Issues and Insights

Our latest views on the latest business news

February edition

HOT TOPICS



Which companies provide the best customer experience?

Our 2023 US Customer Experience Excellence Report surveyed more than 10,000 consumers to identify industry leaders and laggards. While many companies failed to meet customer expectations, those with a balanced, “customer-first” approach to solving problems are seeing profitable growth. See who’s on top and how they’re succeeding. [The great balancing act \(kpmg.com\)](#)



Using IT to push the future

Companies are rushing to be more agile and collaborative so they can deliver what customers want. We believe IT can drive the successful integration of technology into strategy, operations, people and customers. Find out how. [The future of IT - KPMG Global](#)

THE ECONOMY



Manufacturing remained weak in December...

December industrial production rose just 0.1%, and November was revised downward to 0%. Get a topline, sector-by-sector overview of December results here. [Manufacturing activity remains weak in December \(kpmg.com\)](#)



...While consumer prices increased

The Consumer Price Index (CPI) rose 0.3% in December and the CPI accelerated to 3.4% from a year ago, versus 3.1% in November. Here are the implications. [Consumer prices moved higher in December \(kpmg.com\)](#)

TAX NEWS



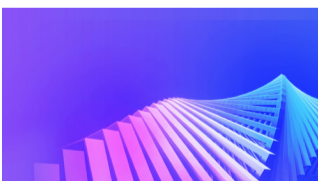
Foreign tax credits for multinationals: Here’s the latest

In this KPMG report, Daren Gottlieb, Kevin Brogan, and Chris Riccardi analyze businesses’ ability to credit qualified domestic minimum top-up taxes, based on new IRS and US Treasury guidance. [KPMG report: Foreign tax credits for multinationals - KPMG United States](#)



Key takeaways from the recent CAMT releases

At the end of 2023, taxpayers received three pieces of “guidance” related to the corporate alternative minimum tax (CAMT). In this report, KPMG summarizes the notable provisions in each of them. [KPMG report: Key takeaways from recent CAMT releases - KPMG United States](#)



Generative artificial intelligence (Gen AI) and tax planning

Gen AI is already reinventing how companies scale, transform their workforce, and accelerate growth. This comprehensive report helps define what Gen AI is, its uses in tax planning, and the benefits and complications of locating Gen AI offshore. [Generative artificial intelligence and Tax Planning \(kpmg.com\)](#)



Four tax policies to watch in 2024

The new year brings a host of tax policy trends that have the potential to affect the way companies do business. These include the Organization for Economic Co-operation and Development’s Pillar Two initiative, green tax credits, the corporate alternative minimum tax (CAMT), and incentives for research and development. Read all about it here. [4 Tax Policies to Watch in 2024 | CFO](#)

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