KPMG **Microsoft**
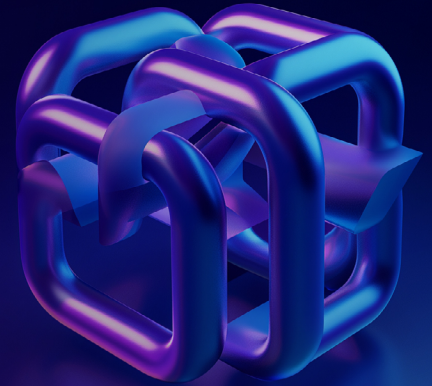
KPMG AI Workforce

Identify. Augment. Reshape

Increase employee engagement, augment tasks and unlock productivity
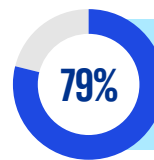
The journey towards an AI-enabled workforce is here.

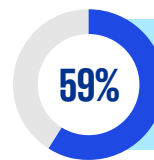### Are you sure of your direction of travel?

Organizations implementing cutting-edge gen AI tools such as Microsoft 365 Copilot, are improving employee experiences, augmenting hard-to-automate tasks and unlocking productivity.

However, many organizations are struggling to help their workforce adapt to the digital and AI-driven landscape. Implementing advanced gen AI tools without considering workforce needs can lead to resistance, low adoption rates, and wasted resources. To maximize their return on investment, organizations should place the human at center of the implementation, prioritize AI adoption and upskilling with a people-first mindset for a successful implementation and value realization. This is crucial because many organizations have yet to fully realize the value of AI tools, often due to a lack of vision and strategy impacting ROI.
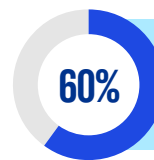
KPMG is helping organizations to embrace a people-first mindset for their gen AI journey with KPMG AI Workforce. This enables organizations to identify areas of the workforce with the most augmentation potential. By deconstructing the tasks of each role and identifying areas that can be optimized for AI enablement or automation, organizations can develop a roadmap and business case for their investment. This strategic approach empowers organizations to effectively optimize their workforce and drive successful AI integration.

79% of leaders **agree AI adoption is critical** to remain competitive.

59% **worry about quantifying the productivity gain** of AI.

60% say their company **lacks vision and plan to implement it.**

Source: Microsoft Work Index Trend Report, 2024

KPMG AI Workforce can help organizations capture value from the full Microsoft Copilot suite.

Take your first steps with confidence.

We support and guide our clients to successfully adopt Microsoft technologies including Copilots across their ecosystem.

Our functional, industry and business expertise, combined with our decades-long strategic alliance with Microsoft, helps organizations realize value, deliver maximum business impact from all technology investments, and deconstruct and reconstruct jobs.

Through our well-established methodology to build an AI-enabled workforce, we help organizations to identify and prioritize their investment areas, create a compelling business case for AI adoption, and successfully integrate Microsoft 365 Copilot. We leverage your existing Microsoft ecosystem and workforce data, ensuring we do not compromise on productivity and workflow, while helping to optimize the user experience.

The journey to an AI-enabled workforce.

Identify

Workforce Opportunity Assessment

Business case development

Road map creation

Augment

Design role experiences

Deploy gen AI technologies

Activate the workforce with adoption and upskilling

Track and monitor adoption rates and capacity achievements

Reshape

Rethink your workforce strategy

Build an agile, AI enabled workforce

Deliver against your strategic ambitions

Unlock the value of your Microsoft Copilots – optimize your workforce – improve employee experiences.

"Pulling apart jobs and putting them back together with an eye toward the future can encourage **innovation**, **heighten morale**, and **create greater efficiencies**.

Danny Seto,
Advisory Managing Director, KPMG LLP

So, why work with us:

01 Microsoft 365 Copilot is transforming how organizations operate.

02 As with any technology deployment, the expected return on investment comes faster with help.

03 KPMG can help deliver new business value so you can gain competitive advantage and win in your market.

04 We know how to find the value.

KPMG and Microsoft – Strategic Global Alliance.

As workplace models and technological advancements continue to evolve, KPMG AI Workforce can help businesses successfully navigate the complexities of AI and the future.

Contact us to learn how:

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