



Trust in a better experience

KPMG Connected Enterprise for Government



Raise public satisfaction with a connected view of government operations to empower seamless self-serve services.

Every organization knows that delivering great service builds trust. But it's difficult to provide exceptional experiences when diverse agencies employ separate systems and processes, unable to share information. And the high cost of maintaining dated IT systems, coupled with concerns over future funding, can stall investments in better technologies.

Now, KPMG can help unify your fragmented systems to provide a consolidated view of operations through a single pane of glass. Our connected approach enables you to build trust by offering new self-serve platforms that lift the citizen experience.



Lift the citizen experience

By leveraging KPMG Connected Enterprise, you'll give customers the more seamless experience they desire while providing your employees with better insights to help them perform at a higher level. You'll gain and keep citizen trust in the services you offer by enabling each user to define their own way of working.



Go digital-first to build citizens' trust

Moving to digital-first services encourages citizens to use online self-serve services rather than traditional, resource-heavy touchpoints. Call centers and similar touchpoints that help citizens with queries and requests add to operational costs and frustrate users accustomed to fast and easy automated services elsewhere.



Inform policy-making with single view of government data

Give officials the insights they need to make better decisions and improve policies in a transparent and unified view, delivered through a single pane of glass. A Connected Enterprise enables a higher standard of performance. Lift your user experience, empower efficiencies and enhance future readiness with KPMG Connected Enterprise.



Key considerations

- How can you deliver a better citizen experience despite uncertain conditions?
- How can you spend less on system maintenance while enhancing efficiency?
- How can you quantify the financial value of transforming the citizen experience?
- How can you simplify your systems to reduce dependence on costly technical expertise?



How KPMG can help

- Create an easier, smoother, differentiated experience for users.
- Improve efficiencies and reduce costs.
- Empower employees to make informed decisions through insight-driven strategies and actions.
- Streamline operations by unifying diverse technologies and business systems.

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.

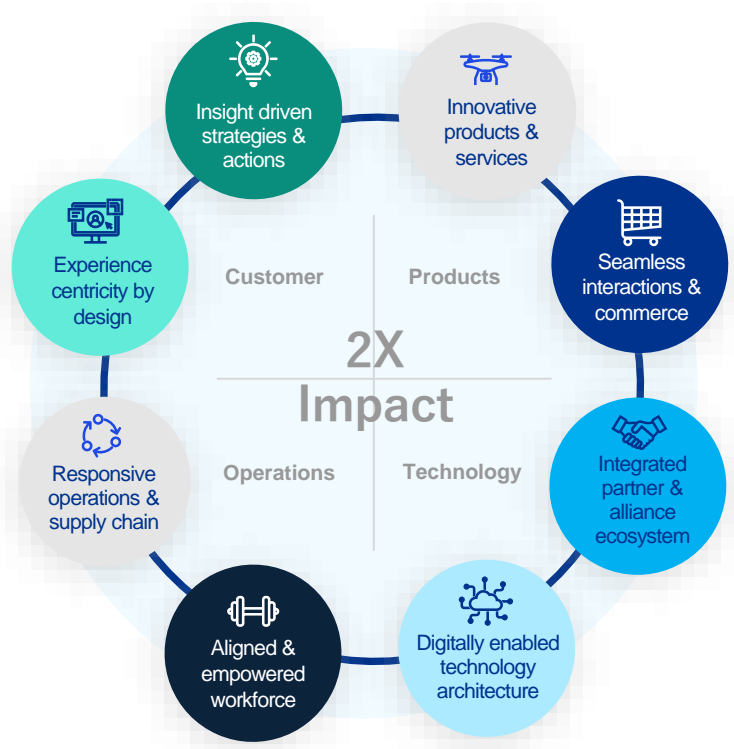
Make the connection

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

Connected Enterprise – Single Pane of Glass

Take the KPMG Connected Enterprise approach to reframing the digital customer experience: a transformation of your fragmented data and technology ecosystems into a single pane of glass that empowers seamless customer interactions.

Connect your organization. Connect with your customers across digital channels. Connect accurate and impactful consumer insights to decision-making. Connected Enterprise moves you from siloed to more integrated and turns intelligence into action plans. See what it can do for you.



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Contact us



Vince Vienneau

Specialist MD, C&O Health & Government
KPMG LLP
T: 617-988-1000
E: vovienneau@kpmg.com



Rick Rose

Principal, C&O Commercial Lead
KPMG LLP
T: 267-256-2759
E: emrose@kpmg.com



Jeanne Johnson

Principal, C&O Financial Services Lead
KPMG LLP
T: 704-335-5341
E: jeannejohnson@kpmg.com

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