



Responsive operations and supply chain

KPMG Connected Enterprise for Consumer & Retail

In a connected enterprise, effectively executing on the customer strategy and brand promise means working in an agile, consistent, and operationally efficient manner underpinned by advanced analytics.

Customers have higher expectations than ever before. With new start-ups offering faster experiences and more innovative business models, it's crucial for consumer & retail (C&R) to adapt to the changing industry. With existing back-office systems that may not support an efficient experience, and employees that are used to working with those systems, transforming technology systems while ensuring a smooth cultural shift is crucial.

With the right enterprise decision analytics, operating models, and procurement services, you can transform your organization's processes, providing both an outstanding, efficient experience for the customer and reduced cost for your business.

Key considerations

- Do you enable customers with an omnichannel experience?
- Do your fulfillment and delivery options allow customers to select their optimal mix of speed, service, and price?
- Do you leverage data & analytics across the full value chain to drive enterprise improvement?
- Are your global and local inventories aligned with a flexible, distributed order management system?



How KPMG can help

- Designing, automating, and creating an efficient process for data collection and analysis
- Providing enterprise decision analytics services that help guide organizational efficiency, effectiveness, and risk compliance
- Building digital operating models and value stream analyses which help optimize the improvements required to drive inside-out operational efficiency
- Powering responsive operations, a suite of integrated services, and solutions designed to improve procurement effectiveness and responsiveness



The future of play

A global toy manufacturer sought out innovative demand planning solutions for its signature brands. Simultaneously, the company was interested in future-forward business processes and transformative IT systems to establish the agile and responsive supply chain model it needed to serve over 50 global markets from numerous manufacturing plants and fulfillment models.

KPMG worked with the company to create a nimble, reactive, customer-centric supply chain organization that could respond swiftly to demand changes and trends. Our support has helped them improve planning, inventory, and speed to market, and will empower them to create the future of play in the digital world.

We know how business works.

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



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Connected C&R is an approach, supported by a suite of customizable technology designed expressly for C&R businesses. It connects all areas of your organization, and it connects you with your customers across all digital channels. By capturing more accurate and impactful consumer information, you can develop insights to inform your decision-making. KPMG Connected Enterprise moves you from siloed to efficient and turns intelligence into action plans. See what it can do for you.

Contact us



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