



Re-energize the customer experience

KPMG Connected Enterprise's Single Pane of Glass For Energy, Natural Resources and Chemicals

» Energy companies today face greater competition than ever before. To be successful, they must gain greater visibility and control over their operations so that they can raise customer experience levels. KPMG Connected Enterprise unites fragmented systems to provide one elevated view of the customer through a single pane of glass.

» KPMG Connected Enterprise's Single Pane of Glass gives you new ways to establish and manage vital relationships—with customers, suppliers, and partners.

» It can be difficult to create long-term relationships with downstream customers—they often have a network of sites with different servicing needs. And an approach with separate systems for browsing, buying, and finding services produces a negative customer experience. KPMG Single Pane of Glass eliminates those problems.

» The existing cost of running multiple IT systems hampers investment in the innovative technologies needed to create a single, integrated digital environment. Yet, without an integrated approach, energy companies will continue to pay the high cost of customer support operations.

» Fortunately, the KPMG solution doesn't require expensive tech infrastructure. Instead, it delivers a better customer experience across digital channels by taking key data and outputs from your current systems and unifying it in a simple-to-use interface.

» KPMG Connected Enterprise drives value across your organization, creating a seamless digital experience for all. Lift the value of your customer relationships through a Single Pane of Glass.



Key considerations

- Where will capability excellence have the greatest scalable impact?
- How can you create strategic value through differentiated customer experiences, products, and services?
- How do you deliver operational efficiencies with financial value?
- How will you minimize risk while building a technology ecosystem that produces actionable and timely data?



How KPMG can help

- Recognize the opportunity and model out the value.
- Exploit in-house strengths and tech investments to deliver a single, seamless, and differentiated experience for users.
- Empower employees to make informed decisions based on consistent data.
- Leverage IT to increase the functionality of core systems without the need to replace them.
- Develop a long-term roadmap aligned to achievable, measurable, and tangible outcomes.

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.

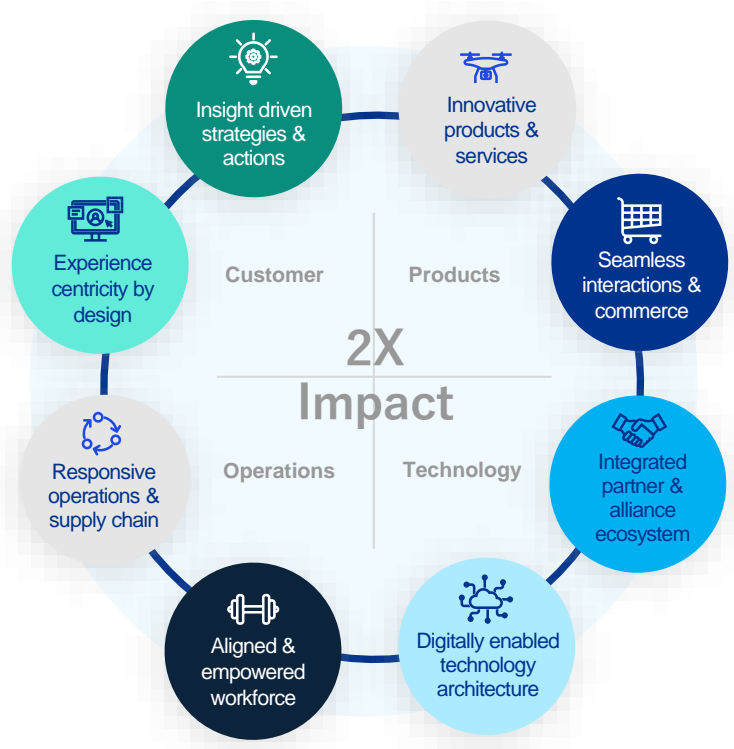
Make the connection

- 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's Single Pane of Glass

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

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



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