



Raise the bar on customer experience

KPMG Connected Enterprise's Single Pane of Glass for Financial Services

- » Now, you can meet the changing expectations of clients and brokers with a single, connected view of your insurance operations.
- » KPMG Connected Enterprise's Single Pane of Glass integrates disjointed technologies and siloed business processes into an actionable user interface. It makes it easy for consumers to buy and manage policies online. Its new self-funded business and technology innovations help you compete against agile startups.
- » By bringing together data from across the business to create a unified view of the customer, insurers have more opportunities to deliver the right offer, at the right price, through the right channels.
- » Running multiple IT systems is not only complex but also costly. It hinders investment in innovative technologies crucial for creating an integrated digital environment. Many insurance companies still shell out billions of dollars annually for legacy platforms and support services, like call centers. A self-funded Connected solution from KPMG answers these challenges, offering a cost-effective way to modernize your operations.
- » Consolidating user experiences into a Single Pane of Glass makes it easy to manage multiple types of policies, track risks across sites, and handle everything from claims to billing and purchasing. It gives you visibility across all digital channels, so you can automate underwriting and personalize offers.
- » KPMG Connected Enterprise drives value throughout and creates a seamless digital experience for all. Let's work together to develop a Single Pane of Glass for your needs.



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.

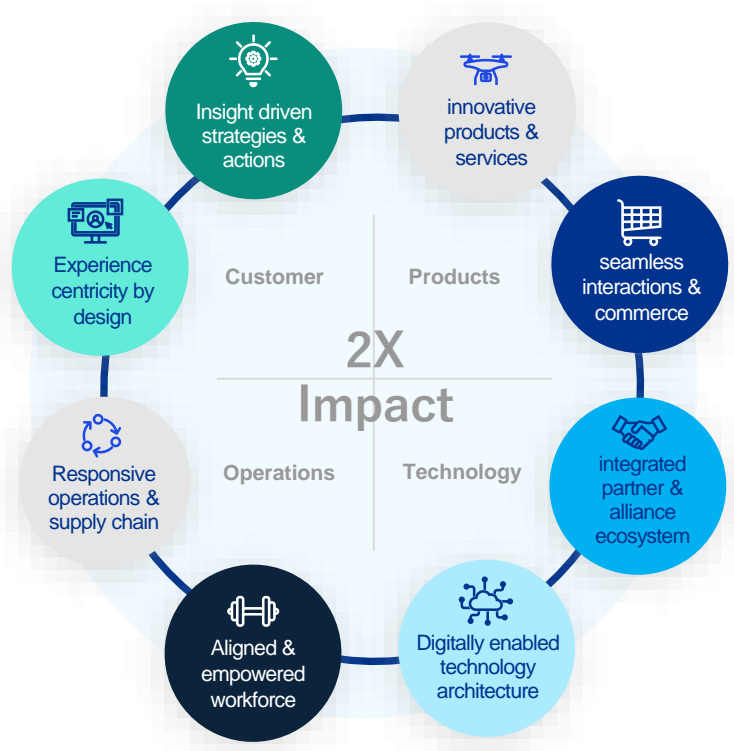
Make the connection

- 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 reframe 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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