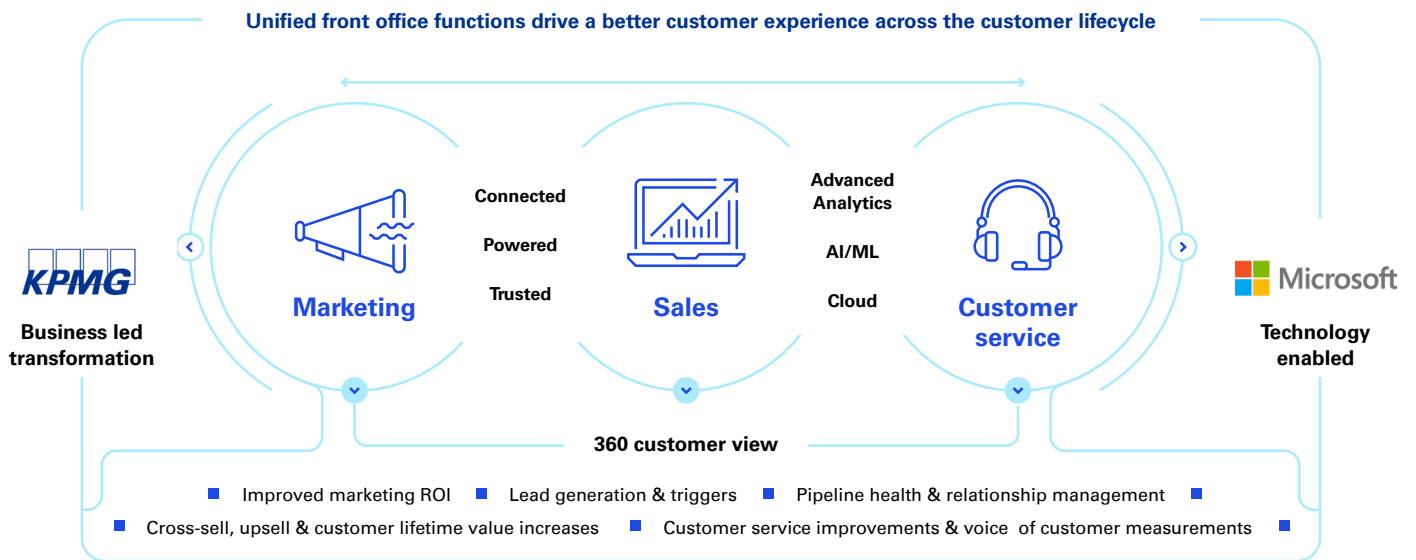




# The future of the front office: Sustaining business growth

Together, KPMG LLP (KPMG) and Microsoft accelerate front office transformation



## Transformation and technology for the future

Rapidly evolving customer expectations



Accelerated rate of change



As organizations seek to grow and adapt to the ever-changing digital world, combat market and competitor pressures, and meet the rising expectations of empowered consumers, it is increasingly imperative to become customer-centric and leverage the right technology in the right way in order to guide strategy, operations, and investment decisions.



Demand for a unified interface



Shift from in-person to virtual interaction

Microsoft Partner



2020 Partner of the Year Winner  
Global SI Digital Transformation Award  
2020 Partner of the Year Finalist  
Advisory Services Award



of organizations have accelerated their digital transformation while focusing on post-pandemic operations




Source: Commissioned study conducted by Forrester Consulting on behalf of KPMG, July 2020

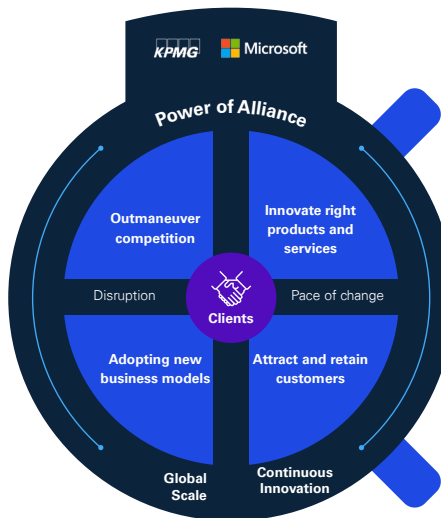


## The power of the alliance

Microsoft Dynamics 365 CRM services and solutions from KPMG integrate our proprietary Powered and Connected Enterprise assets and accelerators with Microsoft Dynamics 365 intelligent applications to enable organizations to:

 Discover and share insights	 Maximize adoption and ROI	 Unify information and interactions
 Provide a flexible and agile operating environment	 Boost sales and business performance	

 Industry experience from KPMG, partnered with Microsoft's Cloud technologies, deliver impactful business transformations backed by Microsoft Dynamics 365 capabilities.	 Our business-led, technology-enabled approach, driven by Powered and Connected Enterprise methodologies, guides organizations in defining and achieving their most critical priorities and enables the solutions delivered to suit the specific needs of their business.	 Our certified Dynamics practitioners and industry specialists have the functional and technical experience to transform your organization's front office marketing, sales, and service capabilities.
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### Joint Innovation

### Business and industry solutions

### Client centricity

### Our experience

- Full implementation services
- Current state diagnostics and roadmap development
- Strategic planning, solution design, and architecture
- Data strategy and management
- Customer analytics and insights
- Technology adoption
- Governance and operating model optimization

### Organizational impact

- Pivot to a digitally enabled front office
- Realign marketing, sales, and service organizations and improve performance
- Embed customer centricity as a core capability
- Improve customer life cycle management
- Optimize service spend and operating margins

## Contact

For more information on how we help transform your front office functions please contact:

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