Enhance the client experience using Microsoft Power Platform

Microsoft Power Platform

Solving complex business problems, modernizing operations, empowering employees, and enhancing the client experience are key imperatives for business leaders today.

Low-code technology automates basic processes and allows employees with varied levels of experience to quickly develop scalable business applications. Helping to accelerate your digital journey, low-code allows you to:

- Deploy new digital solutions
- Modernize legacy systems and applications
- Unify siloed digital experiments
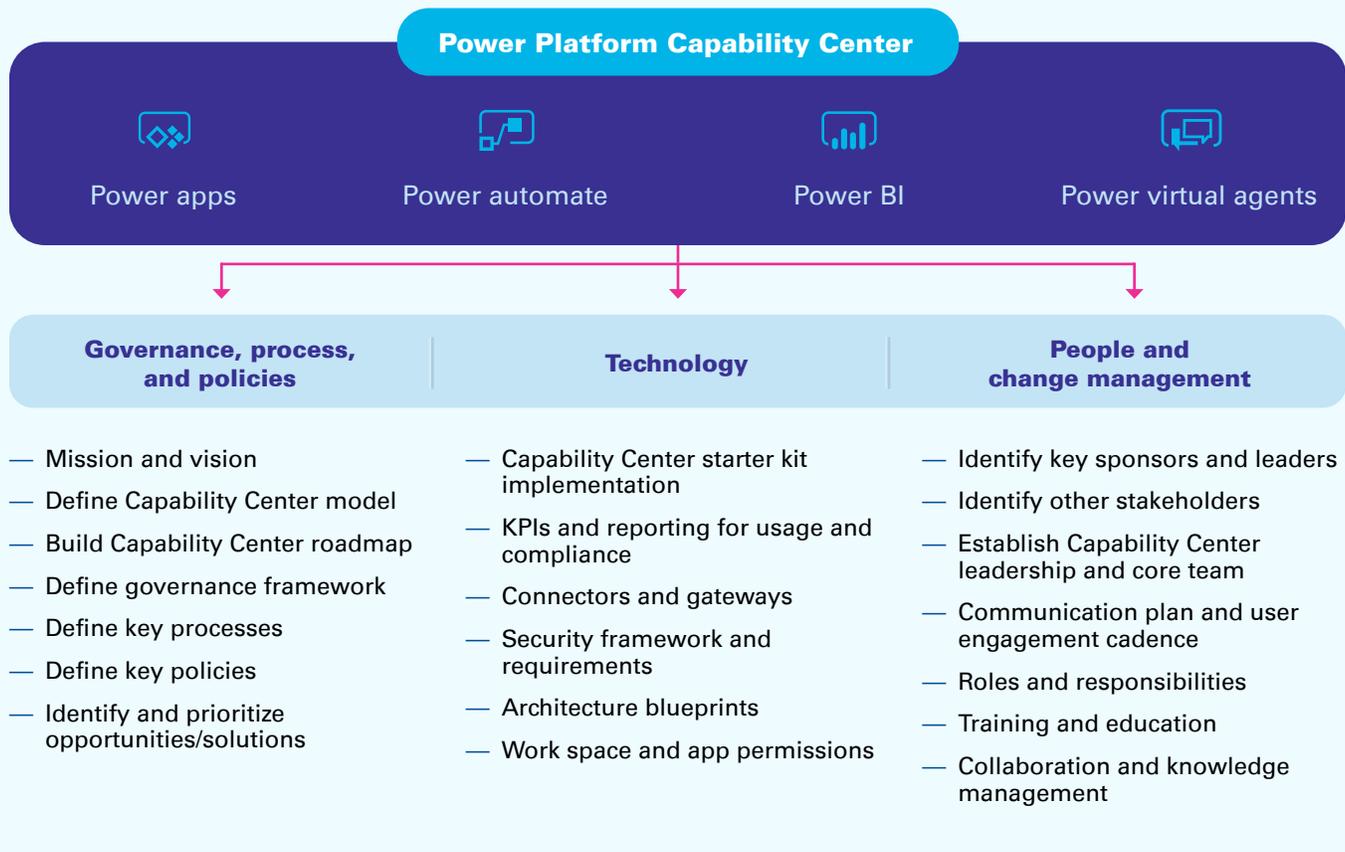- Automate and orchestrate existing processes or design new processes

KPMG LLP (KPMG) sees low-code as the future of application development and automation. Leveraging Microsoft's Power Platform, we help clients build automated business solutions. You can quickly build professional-grade apps, create automated workflows, connect to diverse data sources, and embed dashboards into your apps when you use Microsoft Power Apps with other Microsoft Power Platform solutions.

Capability Center implementation

As we help clients adopt and govern their Power Platform solutions, KPMG can implement a Capability Center to equip enterprises to:

— Cultivate new mindsets, technology skill sets and culture—and embed them across the business

— Enable the business to imagine, design, and deliver applications and technology solutions

— Connect IT teams equipped with new digital skill sets and business users to dramatically scale initiatives

— Accelerate new business opportunities and strengthen core business models by monetizing leading technology trends.

Power Platform Capability Center

| Power apps | Power automate | Power BI | Power virtual agents |

Governance, process, and policies
— Mission and vision
— Define Capability Center model
— Build Capability Center roadmap
— Define governance framework
— Define key processes
— Define key policies
— Identify and prioritize opportunities/solutions

Technology
— Capability Center starter kit implementation
— KPIs and reporting for usage and compliance
— Connectors and gateways
— Security framework and requirements
— Architecture blueprints
— Work space and app permissions

People and change management
— Identify key sponsors and leaders
— Identify other stakeholders
— Establish Capability Center leadership and core team
— Communication plan and user engagement cadence
— Roles and responsibilities
— Training and education
— Collaboration and knowledge management

KPMG combines deep industry and business process experience with extensive technology consulting experience. This differentiated approach allows us to design technology solutions and respond to industry challenges with speed, agility, and scale.

Supporting your journey

There are numerous ways we can assist you with your Power Platform journey.

Pilot program
- Power Apps workshops
- Use case evaluation
- POC build, test, and deploy
- Readiness assessment
- Leading practices, and guidance

App development
- Mobile-first app development
- Requirements and wireframes
- Custom UI/UX
- Canvas and model-driven apps
- Portal apps for external users

Data policy and security
- User and role management
- Data connectors classification
- Data loss policies
- Security and controls
- App analytics and Monitoring

Capability Center
- Design, build, and deployment
- Policies methods, tools, and standards
- Power Apps Capability Center starter toolkit
- Governance of connectors/integrations

Workflow automation
- Power Automate flows for apps
- UI flows and business process flows
- Business rules, alerts, and notifications
- RPA using Win-Automation (desktop)
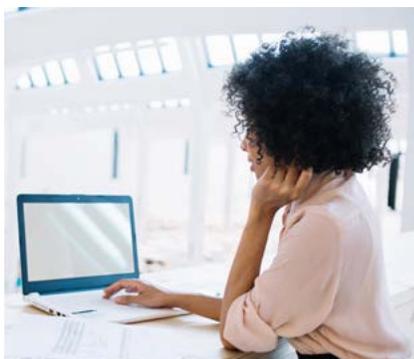
Enablement/support
- Change management
- Training and enablement
- Technical support
- Professional services support

Use cases

The following use cases have been developed using Microsoft Power Platform with processes across the various functional domains like operations, finance, and risk.

Use case	Summary	Industry	Function/buyer
Bad debt collection management	A collections app that prioritizes which customers to call and identifies best payment plans	All	Back office/ contact center
Document review processing	A contract data validation and remediation workflow interface	All	Front/back office
Intercompany invoicing	A canvas app that allows users to manage invoices throughout the different stages	All	Finance/back office
Automated energy operations	An app that assesses relevant variables (e.g., temperature, pressure, flow rate) and uses industry standards for calculations	ENRC	Front office
Return to the workplace	A wellness app for users to manage their COVID-19 requests	All	Human resources
Timekeeping management	A portal app to track time, authorizing external users	All	Human resources
Trade blotter management	A canvas app that captures and manages new trades	ENRC, Aviation	Middle office
Trade promotion management	A canvas app that automates the reconciliation of promotion data received from multiple sources	Consumer goods, Retail	Back office/ finance
Hydrocarbon mass balance optimization (dashboard and calculation)	A canvas app that takes smart meter data for refineries and reconciles actual versus expected mass	ENRC	Back office/ finance
Revenue forecasting modeling	A user interface to run revenue forecasting models and create and save new scenarios to run on said models	All	Finance/back office
Scenario analysis (dashboard and management)	An enhanced PowerBI dashboard to enable scenario analysis and an embedded power apps to make changes to underlying data	All	Back office/ finance

Wherever you are on the low-code journey, the KPMG and Microsoft alliance can help your organization move into this new reality with vision and confidence.

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