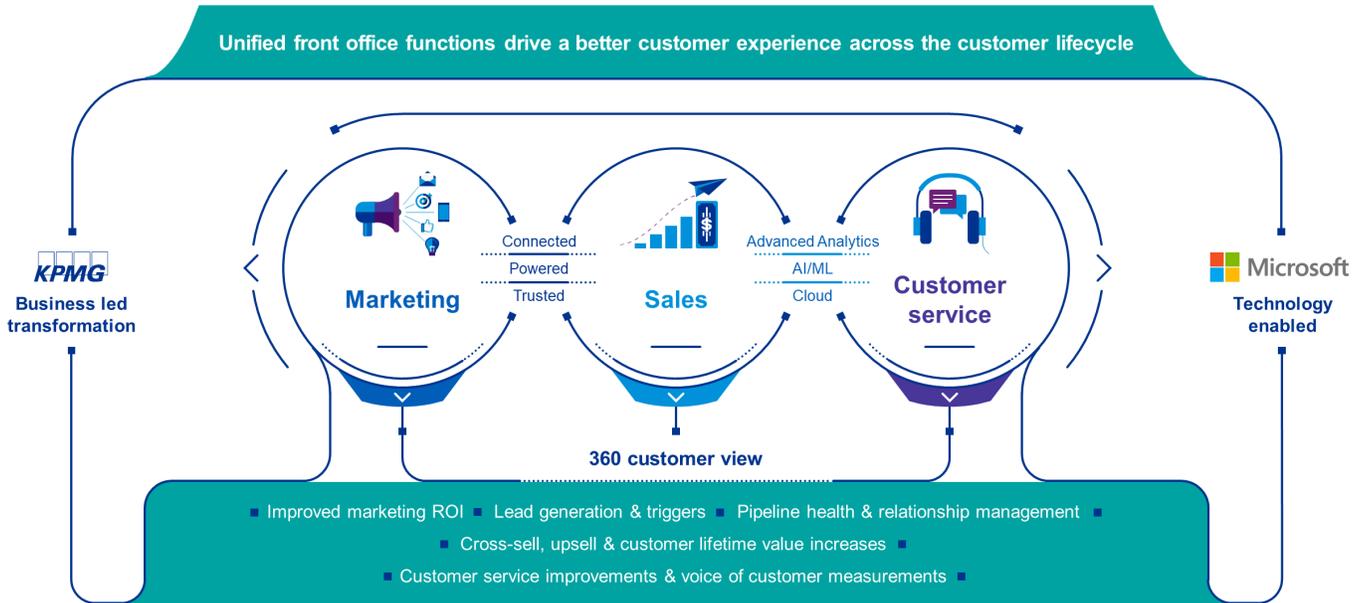


The future of the front office: Sustaining business growth



Together, KPMG and Microsoft accelerate front office transformation



Transformation and technology for the future



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

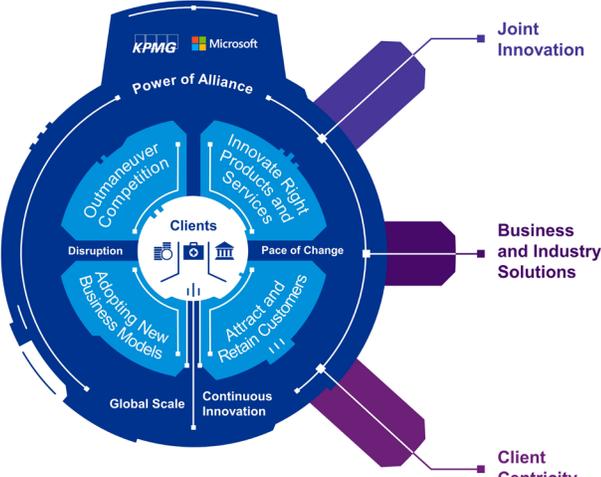
 > Provide a flexible and agile operating environment

 > 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.



| Our experience  | Organizational impact  |
|--|---|
| Full implementation services | Pivot to a digitally enabled front office |
| Current state diagnostics and roadmap development | Realign marketing, sales, and service organizations and improve performance |
| Strategic planning, solution design, and architecture | Embed customer centricity as a core capability |
| Data strategy and management | Improve customer life cycle management |
| Customer analytics and insights | Optimize service spend and operating margins |
| Technology adoption | |
| Governance and operating model optimization | |

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

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