



# Digital People Services

2021

## Re-imagining HR for the modern workforce

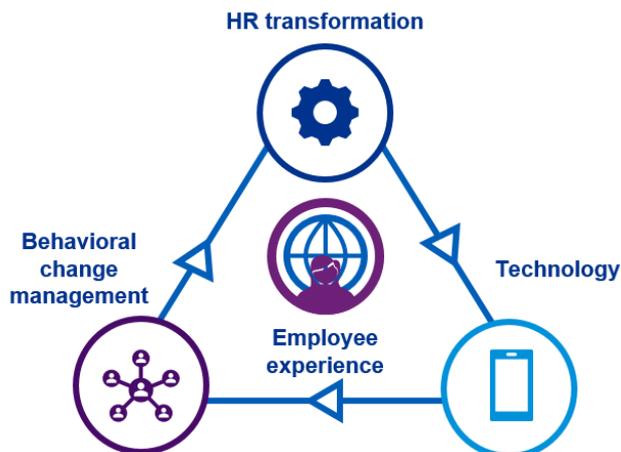
There probably has never been a time when HR has been under greater pressure to support workforce change. But with 60%<sup>(a)</sup> of CHROs believing their function needs to modernize to stay relevant, such a transformation requires more than just implementing new technology.

### Choose to lead transformation

Faced with changes in workforce demographics and expectations, an often under-supplied talent pool, masses of unstructured workforce related data, and the emergence of digital labor, CHROs are faced with important questions:

- How can we help reshape the workforce?
- How can technology and process help deliver a purpose-led culture?
- How do we focus on 'moments that matter' to employees and shape their experience?
- How do we use data and insights to shape people management?
- How do we continually drive efficiencies in HR processes?

**KPMG believes that successful HR transformation is built on three capabilities with employee experience at the heart:**



Note: (a) KPMG Future of HR survey, KPMG International

### Introducing Powered Enterprise | HR

Powered HR is an outcome-driven solution designed to support your organization and change the way people work.

Our know-how will help you to improve the employee experience through a modern engagement layer and self service, to better manage talent through market leading HCM and onboarding and drive efficiencies across every HR process.

KPMG teams understand the human factors involved in business transformation. We can help inspire and empower your people to embrace change, as you align your workforce transformation with industry disruption.

A pre-configured solution, embedded with years of leading practice and enhanced with automation, Powered HR helps you to quickly transform and derive value from your move to your chosen cloud platform.

### It's not what you put into the cloud that matters, but what you get out of it

Powered Enterprise | HR provides:

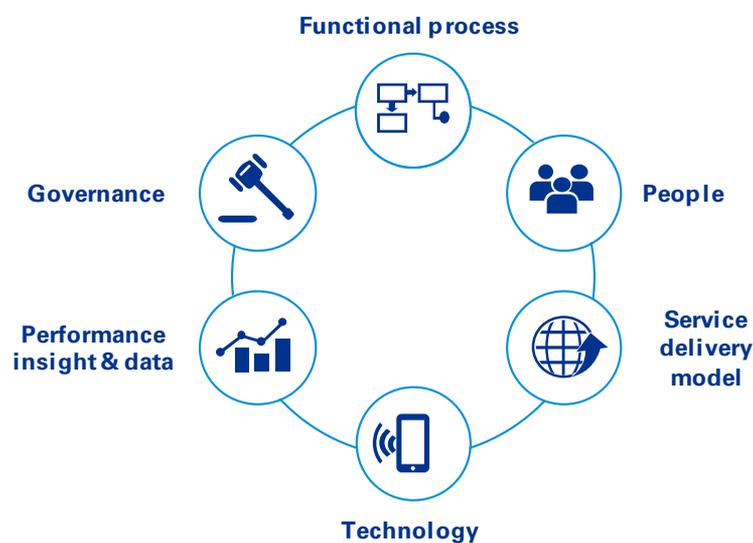
- A jump start to your digital transformation of HR
- Immediate access to leading practices, processes and HR service delivery models
- Technology-enabled efficiencies and insight
- A guided process with an array of HR assets and accelerators
- A transformation of the employee experience that supports a positive customer experience
- Reduced implementation risks and increased speed to value

## What's in the box?

Powered HR provides a combination of leading practices and processes, tested technology solutions and a next-generation delivery framework.

- **KPMG Target Operating Model** shapes how transformation plays through every layer of your organization
- **KPMG Powered Execution Suite** is an integrated platform of next generation tools to help deliver functional transformation
- **KPMG Powered Evolution** provides access to specialized resources to drive continuing evolution

## The KPMG Target Operating Model



## Powered HR – Functional Scope

Talent Acquisition	Payroll
Worker Onboarding	Time Management
Learning	Workforce Insights
Talent Enablement	Workforce Shaping
Total Rewards	Workforce Experience
Workforce Administration	

## Our Digital People Services also facilitate:

- Digital Transformation Organizational Maturity Assessments
- Evaluation of existing HR information systems and tools
- Selection coordination of the most appropriate information systems and tools, to address the full spectrum of HR needs
- Configuration and implementation of digital HR solutions and/or integrated Human Capital Management systems

## With KPMG Powered Enterprise | HR you can:

- **Transform** the way you run your business
- Build **agile functions** that evolve as you grow
- Help your people to **adopt and embrace change**
- **Exploit new technologies** for value and performance
- **Drive future success** with the latest leading practice

Pre-configured leading practice across a growing set of technology platforms (eg. Oracle, Microsoft, Workday, etc)

Tech-agnostic approach across the full spectrum of HR Services transforming specific or multiple HR Functions

**“Powered HR enables us to see the future, relate it to what we have today and move forward with leading practice.”**

- A multinational hospital

# The CHRO agenda for disruption



## Purpose & culture

The future belongs to companies that have identified a clear sense of purpose and identify the levers specific to the culture they are aiming to achieve.



## Insights & analytics

New workforce insights through predictive and prescriptive analytics to inform strategic decisions across the enterprise.



## Workforce shaping

Continuously reconfigure jobs, retrain employees, and redeploy them into new roles required in the new world of work where humans work in the cognitive era.



## Employee experience

HR leaders are tasked to attract, engage, and retain top talent by strengthening the employer brand and maximizing the psychological contract.



## Enabling technology

Heightened demands to deliver an innovative employee experience and growing business demands require continual modernization of technology.



## HR organization of the future

CHROs will take the lead in building the case for change, exploring possibilities, designing the future state, and aligning the organization to deliver it.



## We believe the Future of HR will

- 1 **Be characterised by an 'outside in' operating model** which is driven by business, customer, and employee insights and powered by technology and talent.
- 2 **Deliver rapid reskilling of the workforce** as an organizational critical success factor, focusing on job creation and reconfiguration (i.e., define, dissolve, redefine) instead of job management.
- 3 **Be more evidence-based**, supported by cognitive enablement of workforce insights and analytics.
- 4 **Need fundamentally different skills to what it needs today**, e.g. behavioural insights / economics, digital, analytics and data, design thinking, and AI management
- 5 **Deliver a competitive advantage through the workforce experience** by attracting, engaging, and retaining top talent by strengthening the employer brand and maximizing the psychological contract.

## Analyst Recognitions

- KPMG is recognized as a global leader in Employee Experience Services 2020 for HR Transformation and Strategy by HFS Research
- The Forrester Wave™: KPMG named a Leader in Digital Process Automation Service Providers
- KPMG has been recognized as a Vanguard Leader in HR Operations Consulting by ALM Intelligence
- KPMG has been named a top 2 global provider of Digital Workplace Design Services by HFS Research
- International Data Corporation (IDC) has named KPMG as a global leader in Change Management Consulting capabilities and strategies

**To find out more about our Digital People Services Contact us:**

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