✕

Getting started

Welcome to the KPMG Connected Enterprise self-study module

What will you learn?

Pre-course learnings

Navigation

Getting started

You will learn how to:

- Use the results of a client's Business Development Diagnostic to understand which L1 capabilities the client should focus on.

- Use the Business Blueprint to understand which L2 capabilities the client should focus on.

- View the Technology Blueprint to enhance your understanding of the client's technology.

- Take the findings to the client and discuss next steps.

Welcome to the KPMG Connected Enterprise self-study module

What will you learn?

Pre-course learnings

Navigation

Welcome

Let's begin our self-study

Hi Jessica,

I have some exciting news! ███████ has been engaged by our consumer goods client, Nimerua, to deliver a Connected Enterprise program and we need your help with delivery.

We have already worked with the client during a workshop to conduct a Business Development Diagnostic. Now we need to present our findings and recommendations to the client.

First, let's learn more about Nimerua and the activities we've completed so far with them.
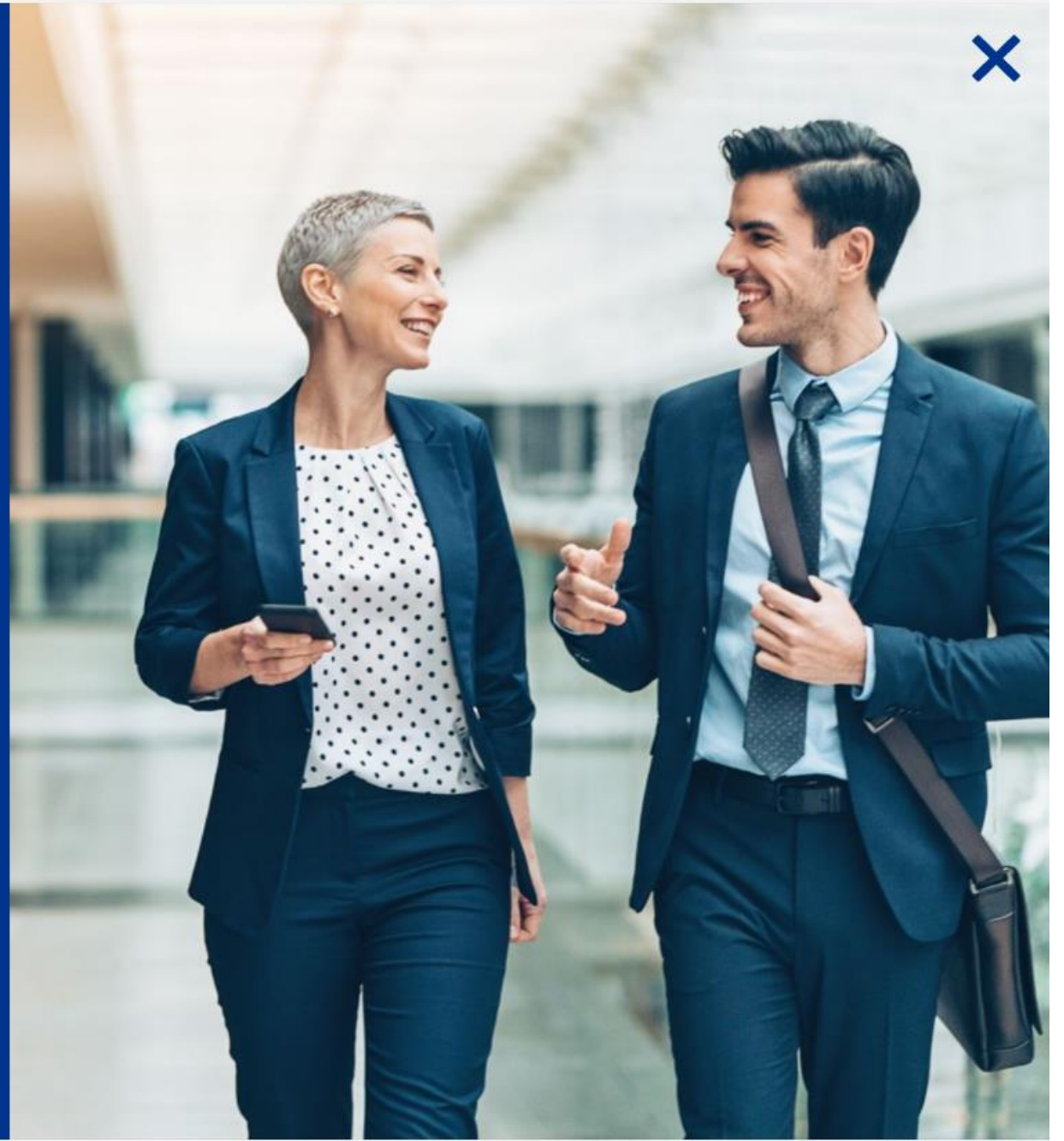
Learn about Nimerua

Leadership

A new CEO, Emilia Gotas has stabilized the business in both Europe and Latin America.

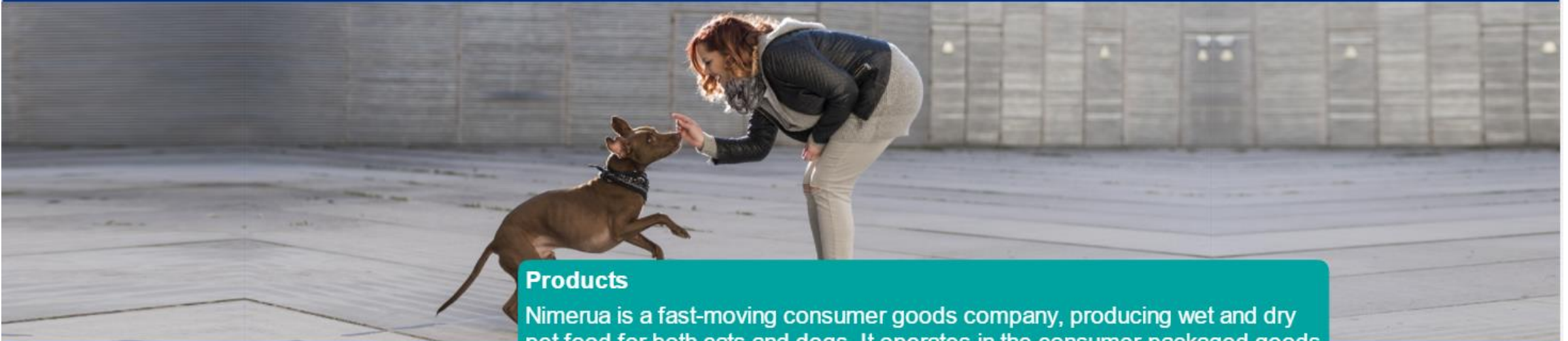We've met with Emilia and her team. You'll hear from her next.

History   Products   Growth   Leadership

Learn about Nimerua

✕

Products

Nimerua is a fast-moving consumer goods company, producing wet and dry pet food for both cats and dogs. It operates in the consumer-packaged goods business area.

It pioneered unusual ingredients including pheasant, partridge and wild turkey, and its two key brands - Nimerua Cat and Nimerua Dog - have ensured that its name is synonymous with great pet food.

⚫ History

⚫ Products

⚫ Growth

⚫ Leadership

Click the Next arrow to continue. ❯

Selecting a tool

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Tip: Once

Welcome to Source

Enabling growth, trust and consistency

KPMG Source

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00:04 / 02:12

Workshop results

The high level results from the Business Development Diagnostic are shown here.

Click the results on the right to view where Nimerua scored in terms of maturity for each of the Connected Enterprise L1 and L2 Capabilities.

Tip: Click the image to enlarge it. Click anywhere to close the enlarged image.

Business Development Diagnostic Results (CPG)

Nimerua

L1 Capabilities	L2 Capabilities				
Insight-driven strategies & actions (3)	D&A Strategy (3)	Data (3)	Analytics (4)	Technology Stack (2)	Governance & Performance Mgmt. (4)
Innovative products & services (4)	Strategic Planning & Investment (4)	Brand Positioning & Strategic Alignment (2)	Customer Segmentation & Targeting (4)	Product Development (2)	Product, Pricing & Promotion Strategy (2)
Experience centricity by design (3)	Experience Strategy (2)	Channel Orchestration & Treatment (3)	Experience Delivery (3)	Customer Value & Relationship Mgmt (3)	Gov. & Measurement (3)
Seamless interactions & commerce (3)	Experience Design (3)	Prod. & Content Management (2)	Platform Integration (2)	Security, Privacy & Fraud Prevention (4)	Advanced Commerce Analytics (3)
Responsive supply chain & operations (2)	Sourcing & Distribution Network Model (2)	Inventory Mgmt & Distributed Order Mgmt (2)	Logistics Execution (1)	Customer Fulfilment (Cost-Service Trade-Off) (2)	Returns & Reverse Logistics (2)
Aligned & empowered workforce (3)	Organization Design (3)	Talent Strategy (3)	Leadership (4)	Change (3)	Service Integration (2)
Digitally-enabled tech. architecture (3)	IT Organization Design (3)	Enterprise Architecture (3)	Security & Risk (4)	BPM & Automation (2)	Service Integration (2)
Integrated partner & alliance ecosystem (2)	Shared Services Model (2)	Partner Strategy & Design (3)	Partner Onboarding & Integration (2)	Service Delivery & Optimization (2)	Culture Change (2)

Rating Scale: (1) Very Poor, (2) Poor, (3) Average, (4) Good, (5) Excellent

Business Development Diagnostic results

Let's focus on the lowest scoring L1 capabilities first.
In the image below, **click the lowest scoring L1 capabilities**.

L1 Capabilities

L2 Capabilities

Nimerua

L1 Capability	Score	D&A Strategy	Data	Analytics	Technology Stack	Governance & Performance Mgmt.
Insight-driven strategies & actions	3	3	3	4	2	4

L1 Capability	Score	Strategic Planning & Investment	Brand Positioning & Strategic Alignment	Customer Segmentation & Targeting	Product Development	Product, Pricing & Promotion Strategy
Innovative products & services	4	4	2	4	2	2

L1 Capability	Score	Experience Strategy	Channel Orchestration & Treatment	Experience Delivery	Customer Value & Relationship Mgmt.	Gov. & Measurement
Experience centricity by design	3					

L1 Capability	Score
Seamless interactions & commerce	3

Not quite

This is not one of the lowest scoring capabilities.
Try clicking one of these two areas instead.

L1 Capability	Score
Responsive supply chain & operations	2

L1 Capability	Score
Aligned & empowered workforce	3

L1 Capability	Score	Organization Design	Enterprise Architecture	Security & Risk	BPM & Automation	Service Integration
Digitally-enabled tech. architecture	3	3	3	4	2	2

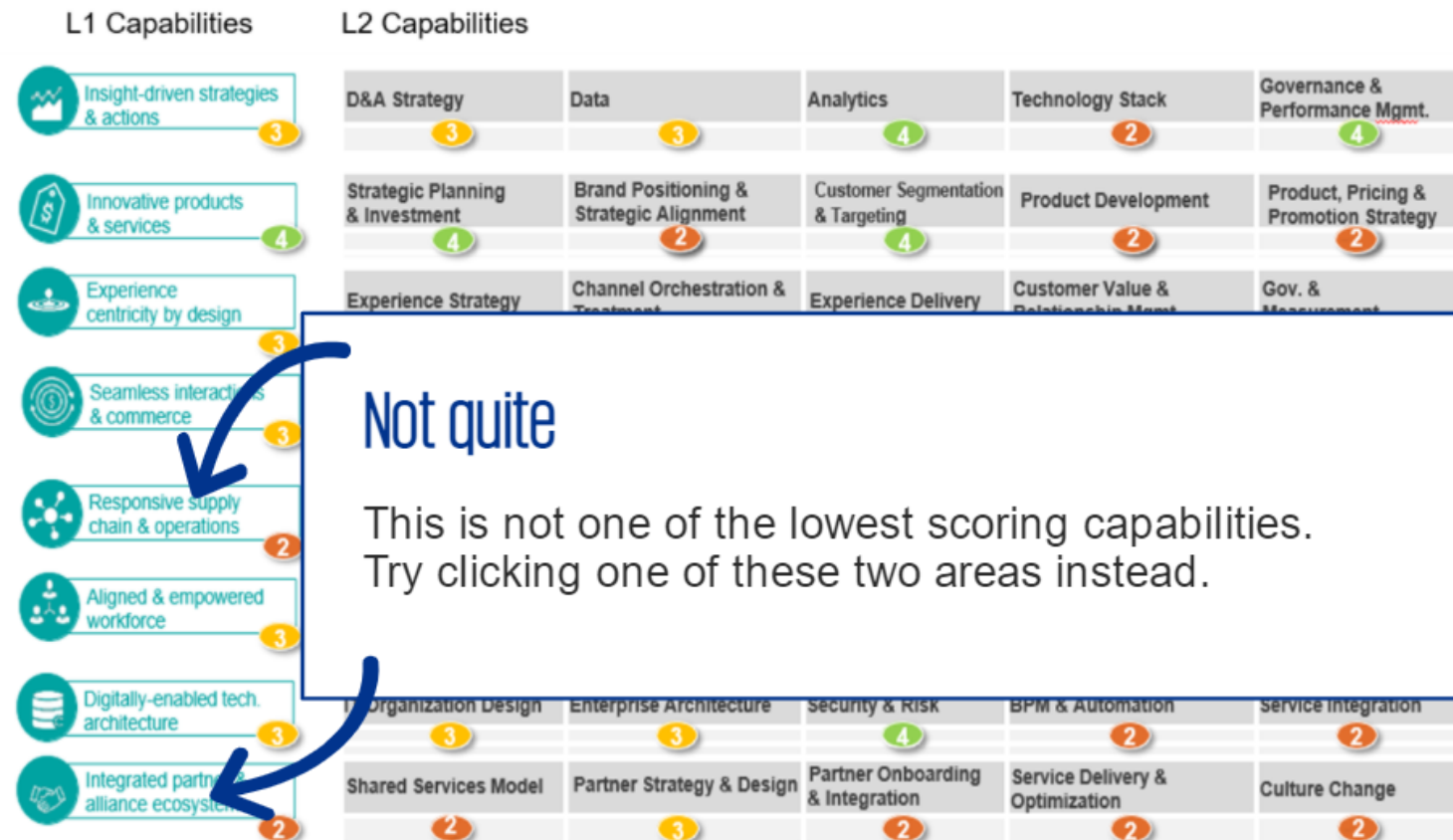| L1 Capability	Score	Shared Services Model	Partner Strategy & Design	Partner Onboarding & Integration	Service Delivery & Optimization	Culture Change
Integrated partner & alliance ecosystem	2	2	3	2	2	2

Rating Scale: (1) Very Poor, (2) Poor, (3) Average, (4) Good, (5) Excellent

Business Development Diagnostic results

Let's focus on the lowest scoring L1 capabilities first.
In the image belo

Responsive supply chain & operations

Responsive supply
chain & operations

That's right, this is one of the lowest scoring capabilities.Given what you know about Nimerua, is it worth discussing this capability more with the client?

Remember: You can access Nimerua's information from the **Resources** menu.

Continue

architecture   ③

	I. Organization Design	Enterprise Architecture	Security & Risk	BP M & Automation	Service Integration
	③	③	④	②	②
Integrated partner & alliance ecosystem	Shared Services Model	Partner Strategy & Design	Partner Onboarding & Integration	Service Delivery & Optimization	Culture Change
②	②	③	②	②	②

Rating Scale: (1) Very Poor, (2) Poor, (3) Average, (4) Good, (5) Excellent

Nimerua

Preparing for the client conversation

Thinking back to the Business Development Diagnostic workshop with Emilia and team, you know that Nimerua wants to revitalize its innovative brand extensions and create new products.

With this in mind, which of the Core Business Practices should you focus on? **Click the chosen Business Practice on the right.**

Core **Business Practices**

Sales Closure & Management

Order to Delivery TOM 🔗

Product & Services Management

Prod.& Svc. Innovation TOM 🔗

Prod.& Svc. Lfcycl. Mgt. TOM 🔗

Supply Chain Management

Supply Cycle Management

Manufacturing Management

Inventory Lifecycle Mgmt.

Distribution & Logistics Mgt.

Preparing for the client conversation

Thinking back to ⌐
workshop with En
wants to revitalize
create new produ

With this in mind,
should you focus
Practice on the n

Correct

Yes! We want to focus on the **Product & Services Management** area since it includes **Product and Service Innovation**.

This best aligns with the areas that Emilia wants to address at Nimerua.

Continue

Distribution & Logistics Mgt.

Determining your next step

Once you have explored the solutions that exist around Product and Service Innovation, what would you do next?

- Select another L1 capability, one that performed relatively well.

- Explore other L2 capabilities within these low-performing L1 capabilities. (Responsive operations and supply chain and Integrated partner and alliance ecosystem).

- Go back to the client to discuss the solutions we have around Product and Service Innovation.

- Involve other ▮▮▮▮▮ colleagues who are experts in Product and Services Innovation.

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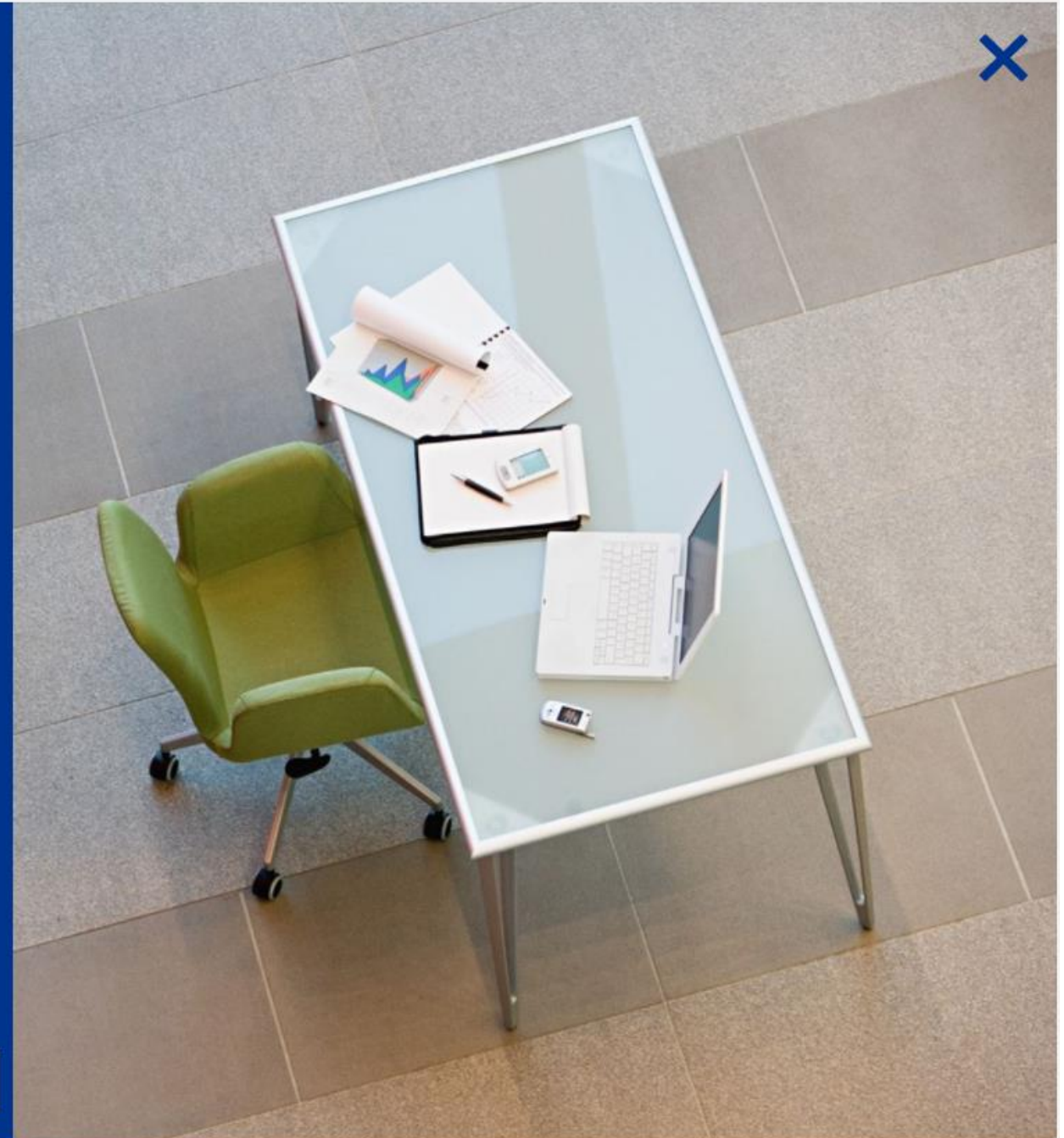
Applying the Technology Blueprint

The Technology Blueprint provides:

- An outline of the technologies and digital capabilities typically used by a business in the given sector.
- A single picture covering front, middle and back office technology.
- The different groups interacting with the technology, e.g. customers, employees, partners.
- Where the different technologies typically interlink to communicate.

In which of the following ways might you use the Technology Blueprint? Please select all that apply.

- [ ] A map on which the client can point out where the main areas of concern are, allowing you to understand which ███████ technology specialists you may need to bring in to the conversation.

- [ ] A point of comparison when discussing what technology the client has or doesn't have, so you can spot opportunities for enhancement.

- [ ] To enhance your understanding about the sort of technologies that lie behind a given capability or practice, such as Product and Service Innovation.

Submit

Meeting conversations

You have gathered the insights together ready to present them to Emilia and team. This includes:

- The findings from the Business Development Diagnostic

- The relevant solutions and TOMs revealed by the digital Business Blueprint

What else might you discuss with the client in this meeting or subsequent meetings? (select all that apply)

☐ The typical delivery approach for the first stages of the Connected Enterprise Method (e.g. Frame and Discover) and how this might be tailored to suit the client's budget.

☐ The capability priorities the client thinks should be addressed through the program having heard the above insights.

☐ The value drivers for the transformation program, which would inform the business case.

Submit

Meeting conversations

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apply)

Correct

Yes! All these items are important to gain clarity on to help you scope the program.

The Connected Enterprise Method is a tried and tested approach that can be tailored to fit a wide range of client scenarios. More information about the Connected Enterprise Method can be found [here](#) on Source.

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☑ The value drivers for the transformation program, which would inform the business case.

Submit

After client meeting

Great job! You presented your insights to Emilia and team and they were impressed.

Emilia gave you good guidance on how they would like you to proceed. You feel ready to draw up a proposal to confirm the approach and scope. You're excited about the prospect of getting started wtih this transformation.

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Congratulations

You have completed this ▮▮▮▮ Connected Enterprise self-study module.

▮▮▮▮ Connected Enterprise tools, such as the Business Development Diagnostic, the Business Blueprint and the Technology Blueprint, allow you to solve problems holistically, by seeing the enterprise-wide impact of weak capabilities.

You're ready to take these best practices and concepts demonstrated in this module and apply them to your own clients.

Provide feedback

Print certificate

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Resources

Click a resource topic to learn more.

Nimerua

Learn about
the client

The client's
response

Connected
Enterprise
demos

Go to the Connected
Enterprise Collaboration
Zone on Source

Connected Enterprise
demos

Click a video below to view the demo.

- Find and apply the maturity diagnostic

- Navigate to the Business Blueprint

- Apply L1 Capability filters

- Apply L2 Capability filters

- Explore solutions in the Business Blueprint