



salesforce

# Meeting employee needs with personalized experiences

Tailored "Milestone Moments" help employees succeed



The most significant career experiences can often be the most challenging. “Milestone Moments” such as onboarding, going on a leave of absence, getting promoted, or retirement are personal experiences that have a lasting impact on someone’s career. This is where a digitally enabled HR function can help you provide tailored responses to each individual employee.

## A transformative KPMG digital solution helps you:

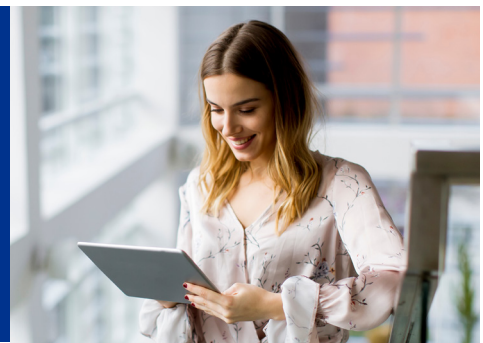


### Attract and retain top talent

Digital experiences can help organizations find and keep the right talent. They enable career agility, provide learning and development opportunities, can uncover hidden skills, and allow employees to access information in the way they want.<sup>1</sup>

### Streamline operations

Now you can integrate front, middle, and back-office functions on a single consistent platform. Our solution can harness the power of Salesforce to connect not just HR, but your entire enterprise.



### Scale across the enterprise

Enable workforce experiences that travel across functions, whether IT, procurement, finance, supply chain, facilities, or security. The KPMG and Salesforce solution can connect journeys anywhere on the business landscape.

1. Source: Bova, Tiffani. “How Employee Engagement Can Get Your Employees To Love Work.” <https://www.salesforce.com/blog/build-employee-experience>. 21 June 2021.

# A digital solution that grows with you

KPMG and Salesforce have created a digital employee experience for today's working world. Designed around the needs of employees, it helps them move successfully through the milestone moments in a career. At the same time, it gives HR the tools to own the entire process, crafting experiences that match or exceed expectations.

With elements such as digital technology, machine learning and artificial intelligence, the platform helps employees become more productive, more efficient, and more engaged with their work.



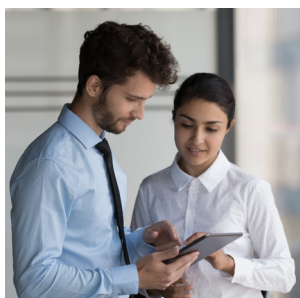
## Design differently

We emphasize the “human” in human resources. Our platform is designed to help employees navigate smoothly through the most meaningful experiences of the work lifecycle.



## Build differently

We deliver cohesive front, middle, and back-office connectivity on a single consistent platform. Customer-friendly interfaces make the process user-friendly for all.



## Operate differently

We help you develop new capabilities and ways of working to create sustainable, connected solutions that can grow alongside your organization.

# How we do it

We build technology-enabled experiences to help you meet the evolving needs of the workforce, and we focus on optimizing the milestone moments that matter most to employees as they walk the course of their careers.

# Meeting the moments

In an employee's career, some moments matter more than others. It's these critical milestone moments – onboarding; moving to a new role; taking a leave of absence; relocating; completing training programs – that companies seek to identify and address. Salesforce enables you to personalize those milestone moments, giving employees a curated experience tailored to their preferences.



## CASE STUDY 1:

### Simon

As a new employee, Simon felt nervous as he began his first day. But by the end of that day, he was already feeling comfortable. Thanks to Salesforce, his hardware and system access had been pre-provisioned, so all his onboarding steps were laid out clearly in front of him. He was able to navigate across all tasks and functions, from HR to IT to Operations, from a single screen. Salesforce also gave him a warm introduction to his new teammates; and gave Simon's manager insights into his progress automatically. Helpful hints and reminders kept Simon on track and in control of his responsibilities. With so much else going on in his life, Simon appreciated the ease and simplicity of his new work environment.

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## CASE STUDY 2:

### Tasha

As a single mother and family breadwinner, Tasha was always seeking to rise within the company. As she assumed more responsibility, the company's Salesforce system enabled her to manage her team with greater ease and discipline. Salesforce gave Tasha a single manager hub for leading the team more efficiently and effectively. In the evening, while her children did their homework, Tasha turned to Salesforce's career coaching resources and manager training to keep making herself better. Salesforce tools also give her insights into her team's workload and capacity, enabling Tasha to plan more accurately. With guidance on manager-level communications, and direct connections to HR business support, she continues to grow in her current role, and to prepare for the next one.

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Source: Salesforce. "Reimagine the employee experience." <https://www.salesforce.com/resources/guides/employee-experience/>

## Deliver exceptional employee experience for every milestone moment

For the first time in history, digital technology enables us to meet and even exceed employee expectations. At KPMG, we've used these remarkable new tools to design a transformative future for a modern workforce, a future focused on growth, agility, innovation, and resilience. Working together with you, we can make it happen.

## Let us help

- Workforce Experience Strategy and Design
- Digital Experience Architecture and Platform Strategy
- Workforce Experience Design and Implementation enabled by Salesforce
- Worker Case, Knowledge, and Portal Design and Implementation

Our specialists will work alongside you to develop your own digital-smart strategy—one that positions you to be agile, relevant, and resilient, and deliver the overall experience your employees and leaders are demanding.



# Contact us

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