KPMG's Connected Design method ensures outputs of the experience design process are integrated with other parts of your HR Transformation delivery. We use an ‘outside-in’ design approach beginning with understanding the needs and motivations of your people, how they interact with customers and partners to design bespoke EX journeys that are then used as the basis for an engaging technology-enabled experience.

KPMG has a robust methodology to map customer and employee journeys ensuring that the services provided to the patients are supported by the right employee actions and behaviours.

Our Human Centred Design approach puts your people at the heart of the process and Solution Design, and we’ve found that over the long-term a model that is designed around people is far more likely to succeed.