



# Customer & Operations Financial Services



## What we do

We work with the world's leading financial institutions to understand their current business processes, organizational frameworks, and technology and data infrastructures, in order to provide guidance and support as they look to execute strategic programs.



## How we deliver

Using our deep understanding of the financial services industry, as well as leading trends in technology, we help clients to:

- Identify key performance metrics in order to make informed, data-driven decisions
- Design modern target operating models and implement key changes to achieve their goals
- Leverage technology-based solutions including cloud, machine learning, and artificial intelligence as part of their transformation efforts



## Where we've made an impact

In order to assist a global financial services client in streamlining its customer email response time, our team developed a solution to expedite responses to customer inquiries. Collaborating with KPMG data scientists and engineers from a leading technology and cloud provider, we designed and developed machine learning topic models that leveraged automation to quickly generate and respond to customer inquiries. Our efforts were able to significantly improve customer response time and create a foundation for machine learning expansion to other areas.



## Who we hire

Candidates pursuing a bachelor's or master's degree in management information systems, data science, engineering, finance, economics, marketing, or business



## Ways we work

We work in the fast-paced financial services industry and in a team setting with significant opportunities to travel on-site to client locations.



**Our goal is to help our clients grow, connect with customers, manage costs, and comply with regulations by leveraging the powerful forces of data, digitization, and disruption.**

