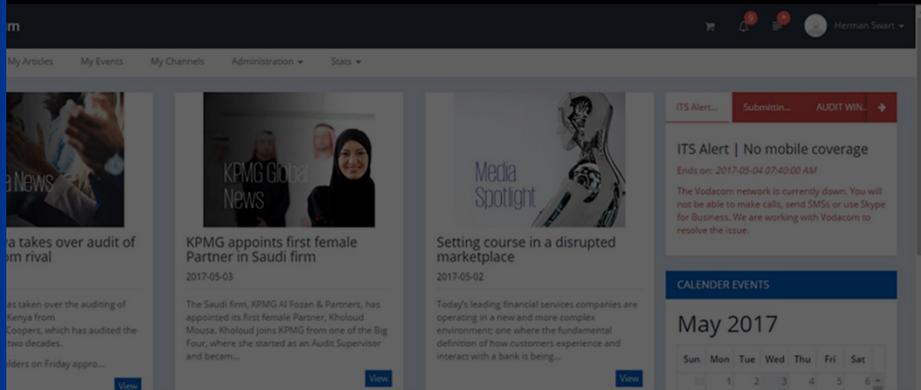


Intercom



Secure, simple, customisable – the internal communications app for staff on the go!

Life continues to get noisier. Work, training and news compete with junk mail, not to mention the roar that is social media. Intercom not only brings you quality and relevant news from around the KPMG world, it will also help to bridge the communications gap between our BU Heads and staff as news is available instantly on your mobile phone or on the browser of your choice.

This browser-based, mobile notification and news application simplifies the sending of one-way news, calendar events, important dates and instant alerts to KPMG staff from a central point and in a short, reader-friendly format.

Stay up to date with Alerts

Alerts appear as push notifications that pop up on your mobile device and get the message across in 200 characters or less.

Alerts are great for communicating directly with users as they won't be forgotten in an inbox, click-through rates are much higher than email and they remind the user to use the app, whether it is open or not.

News Feed

The latest KPMG news stories sourced from various news sources locally and globally and published in real time. Users see a short summary of articles on the News Feed page and can click through for the full article which, in turn, can link to an external source for even more detail.

Corporate Calendar

Intercom offers users a simple, easy to manage way to stay updated on upcoming events. Users can accept events and have these added to their Microsoft® Outlook® Calendar.

Only what you want

Giving employees choice of content empowers them. It fuels engagement and promotes buy-in. Apart from the mandatory channels, Intercom enables selected champions to set up channels to which they can broadcast. The filter allows the user to see content from mandatory channels as well as those channels to which they have subscribed.

Archive

Users can archive news items for later retrieval. The archive is accessible from their user interface on KPMG Fulcrum and will remain in place until deleted.

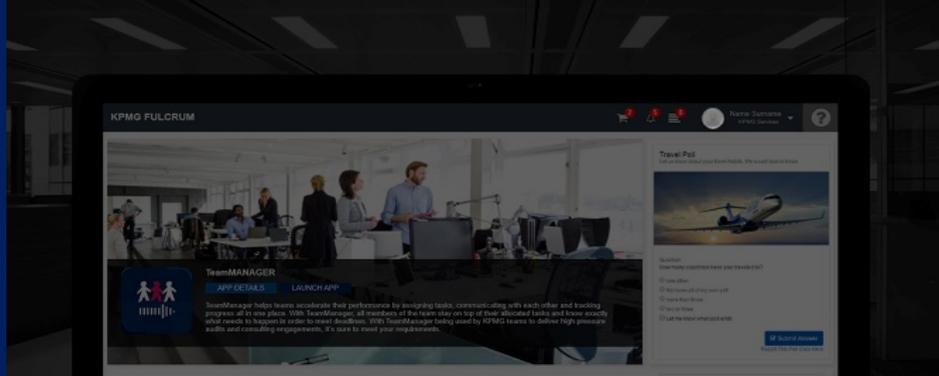
Track and Trace

Administrators can access a range of statistics to monitor the popularity of channels, the number of "Reads" and "Archives" and other important key statistics. The effectiveness of alerts and newscasts can therefore be easily measured.

KPMG Secure

All instances of the mobile app are authenticated against the KPMG Fulcrum user database. When a staff member leaves, they will no longer have access to any content on Intercom.





Intercom leverages the security, workflow, messaging and auditing core of KPMG Fulcrum to provide a secure and measurable communication mechanism for member Firms

KPMG Fulcrum is a web-based enterprise app store that provides the ecosystem needed to rapidly deploy and host world-class digital solutions for our clients.

Our fully responsive architecture guarantees optimal performance and a superior user experience on any browser and on any device, including computers, tablets and smartphones.

Always on – always maintained

KPMG Fulcrum lives in the Cloud. This means that you can access your content from anywhere in the world at any time. It also means that we provide the back-end maintenance and support – no need for you to install any software or servers into your data centre.

Security and Trust

All information is stored with confidence in a trusted environment. Our robust security means that your information is kept secure at all times.

Encryption ensures that information remains secure - while in transit and at rest ensuring that nobody can intercept or decipher your files.

Our security manifest is available for review on our website.

Detailed auditing and tracking

Everything performed on the platform by you and your staff is logged in our detailed audit trail.

Privacy guaranteed

Our platform is designed to comply with privacy legislation in all the areas we serve. We take privacy very seriously and are constantly adding new methods to protect yours.

Our privacy policy is available on our website.

Integrated user management

All employees are recorded on the system according to basic profile information. It is therefore very easy to address communications or deliverables to individuals or a group of staff (by geography, office, department or level) at the click of a button.

Intercom makes excellent use of this ability allowing you to pinpoint news items to only those staff members you need.

A place for your own apps

By leveraging the power of digital, we deliver innovative solutions to clients in need of an intuitive, engaging and affordable approach to digital. If you can't find the app you need, we'll build the app you want - tailored to your specific business needs.

With KPMG Fulcrum, not only do you get a superior digital experience on a highly secure and trusted platform but you are also able to access KPMG Intellectual Property, content, methods and experts right in the browser of your choice. This content is accessible through a variety of Webapps designed and supported by our world-class team of digital experts who work tirelessly to offer superior value, design processes and construction methods to our clients.

kpmg.fulcrum-digital.co.za