KPMG FULCRUM

A fresh and pioneering approach to service delivery for clients who enjoy greater access to KPMG's people, services and knowledge through a new and innovative approach

Introduction

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.

KPMG Fulcrum puts KPMG toolkits and methodologies covering a multitude of disciplines from tax, to regulatory, to IT and Forensics at your fingertips; enabling you to quickly perform self-assessments, assess process maturity and benchmark your capabilities. All this with absolute peace of mind thanks to our approach to protecting your security and your privacy

Content on KPMG Fulcrum 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.

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KPMG Fulcrum
at a glance

Free to use
Access to KPMG Fulcrum is free for every KPMG client organisation

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

Trusted security
Your data and information are stored with confidence in a trusted environment. Our robust security means that your information is kept secure at all times.

Detailed Logging …
and user tracking, combined with digital signatures, mean that you can track and trace all actions performed by you and your employees.

A new way to engage your professional service provider
Access KPMG Intellectual Property, content, methods and experts, right in the browser of your choice, and enjoy a superior digital experience

A webapp for all your needs
Assess your business from a variety of angles using our survey, assessment and maturity modelling webapps. There's also a load of other webapps from various categories. What's more … if you can't find the webapp you need, we'll build one for you and host it right on KPMG Fulcrum.

What is KPMG Fulcrum?

KPMG Fulcrum is a cloud-based enterprise app store providing the ecosystem needed to rapidly build, deploy and host digital products and solutions in a highly secure and scalable environment

The Fulcrum application stack provides extensibility in order to lay the foundation for rapid application deployment onto the platform. Core services, integration components and technical components expose functionality that is not only useful out-the-box but which can also be leveraged by additional webapps that get added to the platform.
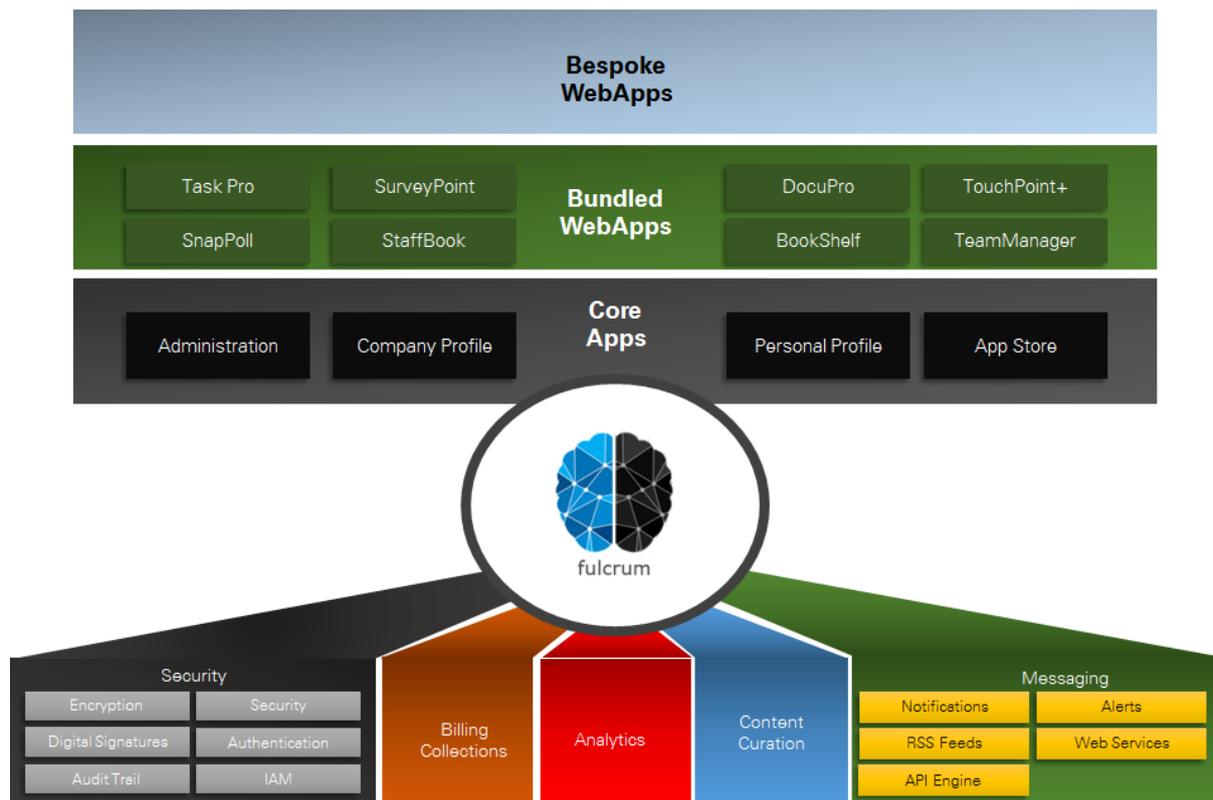
Security at its core

We take security very seriously, complying with KPMG's global security standards. All information is stored with confidence in a trusted environment. Our robust security means that your information is kept secure at all times.

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.

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

Authentication / Authorisation
Users are able to self-provision accounts only on approved client domains. Password and user account management is strictly enforced according to KPMG Global Security Standards.

Enrolment and subscription
Access to all parts of KPMG Fulcrum is role-based and easily manageable by client administrators from the secure client control panel.

KPMG Fulcrum is designed to provide multi-factor authentication at the user level, where clients require this to be enforced.

Service Continuity, Reliability
Databases are replicated on a real-time basis with fail-over controls in place in the event that a primary data link becomes unavailable. Daily backups are performed as an additional control.

Log and Data Retention
Logging of all critical transactions and user activity.

Client data is hosted, archived and destroyed in accordance with data retention policies and privacy regulations.

Clients have access to their own data and can request to export this at any time for storage on their own infrastructure.

Where requested, we can integrate with your user management system (where ADFS has been deployed) or we can receive regular extracts from your system to ensure that all employees are accounted for. This integration provides powerful functionality that enables many of the webapps you use where employee interaction, tracking or broadcasting is required.

Messaging, Alerts and Tasks

The integrated messaging and workflow engine ensures that all users receive alerts and messages from the various webapps in one, convenient location. In this way, we're sure that you'll always be aware of tasks that need to be completed or any approvals that need your attention.

Tasks

Every webapp on KPMG Fulcrum generates tasks for users to complete. It can become difficult to keep up with all these tasks if they are not displayed in one, central place. TaskPro receives task requests form the various webapps and displays them in the main header bar – available across all webapps. This way, users are made aware of any tasks due.

Alerts and Messaging

Together with TaskPro, users also receive alerts – in the alerts panel and (where required) via email. Users always know when they are expected to perform an action on KPMG Fulcrum, whether they're logged in or not.

Content

Many of the webapps available on KPMG Fulcrum leverage KPMG Intellectual Property ("IP"). This content is provided by Subject Matter Experts from around the KPMG world and is constantly updated to reflect contemporary trends, changing legislation and best practice.

Some of our webapps also allow you to create questionnaires and toolkits of your own so that you can digitise your own internal review processes[1]. By leveraging the power of these webapps, you will be able to produce your own surveys and questionnaires in minutes – without the need to install expensive software and infrastructure, or to hire developers.

Document Storage and Retrieval

The document management module handles all storage and retrieval of any document uploaded to the platform – whether from the core or from within any particular webapp. Documents are all stored in a central repository that is encrypted. Encryption ensures that information remains secure. All information is encrypted while in transit and at rest ensuring that nobody can intercept or decipher files.

Analytics Engine

The analytics engine sits at the core of KPMG Fulcrum. This powerful component allows KPMG to dynamically create benchmarks and insights form the data entered by our clients. The analytic engine will help you establish how your company is performing against peers and will make suggestions of other webapps you should try – based on the results of any previous assessments you may have completed.

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[1] Subscription or purchase may be required for some webapps

Core Apps

Access to KPMG Fulcrum is free to every KPMG client organisation. This base subscription comes with access to a variety of webapps and all users in your organisation have immediate access to them.

When we first activate KPMG Fulcrum for you, your organisation will have immediate access to a range of webapps that can be used to engage with KPMG in a totally different way – or to jumpstart your own digital journey. The core apps are designed to interface with all other webapps on the platform and provide core services to them.

App Store

The App Store (or app marketplace) sits at the centre of KPMG Fulcrum. This is where all users go to access the webapps they want to use. Webapps provide a specific set of functions which, by definition, do not include the running of the computer itself. By leveraging the power of our fully responsive design approach, webapps on Fulcrum run on any device that has an Internet browser. In some instances, webapps may have a related (or companion) app designed for use on a mobile device. These mobile apps are delivered through the public app stores (iStore, Microsoft Store and Google Play Store) and are authenticated by Fulcrum at first use.

The App Store is used to categorise and present the multitude of webapps that are hosted on KPMG Fulcrum. It makes it easier for users to find the apps they need in an intuitive interface and to access those they use often by enabling them to build a list of favourites. The App Store allows users to browse through different webapp categories, view information about each webapp (such as reviews or ratings) and acquire the webapp (including webapp purchase, if necessary - many apps are offered at no cost but could offer in-app purchases).

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

Users do not download webapps. They are delivered to the user through their web browser – meaning that users can access the power of KPMG Fulcrum from anywhere on any browser-enabled device of their choice.

Client Profile

Every client organisation has the ability to configure specific settings for themselves and their staff.

The client profile module allows you to set up your organisation's profile with elements such as, including:

- Corporate Profile – address, contacts, email, social links, financial information, etc
- Organisation Structure – Geographic locations, departments, service lines, holding companies
- Staff – including key users such as buyers and administrators
- Your KPMG client service team (this effectively provides a contact list of people serving your account for you to access at a click of button)

As a client on KPMG Fulcrum, you'll appoint a client administrator from within your organisation to manage your presence. Your administrator will be able to set a variety of configuration items, such as:

- Security settings
- Pre-configured lists for use in the various webapps
- UI settings such as preferred date format and preferred currency
- Base-level configuration of employee profiles and the information they want to gather

Your administrator will also be able to access log files and transaction history for your whole organisation.

Highly configurable

The administration module allows you to configure KPMG Fulcrum to your specific requirements

KPMG Digital Solutions

Employee profile

The power of digital means that all of your staff are able to leverage the platform to their own benefit. To enable this, each person has a personal profile they can manage directly in the core:

- Personal profile
- Employment profile
- Personal skills, qualifications and accreditations
- Social media links

By enabling your employees to capture the above information, you're setting the baseline for a variety of solutions that can make day-to-day employee management highly efficient. You can also ensure that the information stays up-to-date either by integrating with your current Active Directory or by setting reminders for employees to maintain the information themselves.

The employee profile is an important component in KPMG Fulcrum in that it allows you to work with populations of employees like never before. Having an up-to-date record of your staff means that you can leverage other webapps on the platform simply by selecting employees by level, department or office – and know that you're reaching the right audience.

The information stored gives your employees a quick reference point for maintaining their professional persona - their CV (They can even store important personal documents such as copies of university degrees and passports). You can also use it to develop employee development plans as a feeder to your HR systems or to enable different types of employee self-service such as leave applications, performance reviews, feedback mechanisms … and more.

You also don't need to maintain a separate directory of employee contact details. These are exposed to authorised users directly in KPMG Fulcrum through the StaffBook webapp – enabling all employees to quickly search for and contact each other.

KPMG Digital Solutions

Bundled WebApps

The bundled webapps that come with every subscription provide excellent functionality that can be used to gather better insights across your organisation and interact with your clients

There are many webapps on KPMG Fulcrum that are delivered to KPMG clients based on profile, type and geography. Some of these webapps may therefore not be available in some jurisdictions. However, there are still a variety of webapps that are available out-of-the-box[2] that will get you started right away.

SnapPoll

Quickly create a poll and engage your target audience in real time. SnapPoll can be used to poll staff within your organisation to gather views and opinions or to support an awareness campaign.

EASY TO USE

Create and complete polls quickly and easily in the browser of your choice

EASILY ACCESSIBLE

Your poll is displayed on your landing page on Fulcrum. All staff in your organisation will see it when they log in.

ANSWER TYPES

Decide how you want your respondents to answer your questions. Use a range of pre-built options or customise the answer type as you build your poll.

ANALYSE RESULTS

Poll results can be analysed using the online graphs dashboard

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[2] Some bundled webapps require in-app purchase

SurveyPoint

SurveyPoint lets you create professional internal or external surveys, collect responses, view and analyse results.

EMAIL INVITATIONS

Draft personal welcome email to respondents

ONLINE SURVEYS

Create and send surveys quickly and easily

RESPONDENTS

Decide who you want to invite to take your survey. Invite a select few people or open it to the world!

THEMES

Customised survey theme

ANSWER TYPES

Decide how you want your respondents to answer the questions. Use a range of pre-built options or customise the answer type as you build your survey.

PREVIEW

Preview your survey before publishing to make sure that's it just right

ANONYMOUS ANSWERS

Respondents can provide responses anonymously - for those more sensitive surveys

Get answers quickly

With SurveyPoint you can

✓ Quickly craft surveys and get responses across your organisation and your client base

✓ Track responses and send reminders

✓ Analyse the results right in your browser

TaskPro

Create, view, assign and manage tasks easily online. Keep up to date with tasks that are due each day and easily assign tasks to colleagues.

- View and update tasks that have been assigned to you
- Assign tasks to others
- Manage task start and due dates
- All actions requiring your attention on KPMG Fulcrum are automatically included in TaskPro for you, enabling you to easily manage your KPMG Fulcrum presence
- Never miss a deadline again. Our intuitive dashboard shows you all tasks due today or the next few days. You can also quickly spot those overdue items that may have slipped through the cracks.

StaffBook

Using all the information provided by your employees in their personal profiles, you have an immediate photo and contact directory of all personnel.

DocuPro

DocuPro is a highly secure cloud storage solution that allows users to easily upload, manage and share personal files with colleagues. Users can save files to folders, add new folders and move files among folders just as if they were all local.

- Files are secured using strong encryption - both in transit and at rest
- Log file creates an audit trail of actions performed on documents and provides access to previous versions of documents.
- Access files from anywhere in the world.
- Work with your files and folders in the same way you would on your local machine. Create and manage your folder structures, set security on the files and more.
- Staff can share files with colleagues in their teams or your whole organisation

BookShelf

Use BookShelf to access all of KPMG's published documents and articles. Publications can be freely downloaded by users or purchased, where a product is flagged as being available for purchase only.

TouchPoint+

TouchPoint+ can be used by your Internal Audit, Compliance, Regulatory and Legal functions to quickly build assessments and questionnaires that need to be completed across your group. In fact, any person that needs to send out questionnaires across your group on a regular basis will find it useful in that assessments can be built quickly, submitted to an identified group of respondents and analysed online. The questionnaire can also be reused multiple times without having to be re-created. It's the perfect tool for building a Control Self-Assessment ("CSA") programme!

TeamManager

TeamManager is a light-weight, web-based project and team management solution that helps you organise and assign tasks to team members and then to track progress against these. TeamManager integrates perfectly with TaskPro in that users can see all tasks due to them across all projects form one, central place.

IP-enabled webapps

Using the power of KPMG Fulcrum, we are constantly adding to the growing number of webapps available on KPMG Fulcrum. Many of these webapps are enabled by KPMG IP, methods and algorithms and are available to you in the browser of your choice.

The variety of webapps available is extensive and constantly growing. At present, these webapps cover the following approaches:

Maturity Models

Maturity models have a long standing management and research-oriented record that have helped thousands of small and big-cap businesses to better understand their world and improve over time.

Based on the assumption of predictable improvement and patterns of good practice, maturity models basically represent theories about how organisational capabilities evolve in a stage-by-stage manner along an anticipated, desired, or "logical" maturation path. The use of a maturity model allows an organisation to assess its methods and processes according to management best practice and against a clear set of external benchmarks.

Maturity Modeller enables KPMG Subject Matter Experts ("SME") to quickly build and publish webapps aimed at helping clients assess their current and desired maturity levels in a variety of topics. Maturity Modeller collects and collates results from these webapps and allows the SME to identify trends, tailor KPMG service offerings to client needs and publish benchmark data.

Clients are able to assess the maturity of their processes using any of the published webapps, either individually or in teams, and can benchmark their own maturity against peers.

Questionnaires and Assessments

Any professional services engagement, whether for audit, advisory or tax consulting, has at its core an assessment or questionnaire of some sort. KPMG SMEs use the TouchPoint Workbench to develop hundreds of questionnaires, assessments and audit programmes which are then published to the App Store as webapps.

Clients then access these webapps and are able to conduct self-assessment exercises, either individually or in teams, and have the ability benchmark their results against peers.

TouchPoint webapps help you get the answers you need in a way that is much faster and more convenient than traditional methods. Best of all – there's no limit to the number of respondents to any particular questionnaire.

LearningPoint

KPMG LearningPoint offers a series of unique online learning programmes in a variety of topics covering governance, risk, compliance and regulatory.

Our curriculum, drawing on KPMG's deep experience and prepared by KPMG subject matter experts, comprises prepared learning modules as well as bespoke learning interventions for our client organisations.

As well as providing a range of specialised courses, we work with our client organisations to convert their existing, offline training materials into dynamic eLearning modules. We further work with you to convert your internal policies and procedures into online learning modules and provide the back-end administration to help you track completion of these modules whether for internal or external compliance purposes.

Webapp Universe

Our webapp universe is always growing. Some of our other webapps are summarised below. Check our ROADMAP on our website for more updates.

KPMG GO	KPMG Go Global Opportunities offers accessibility of career opportunities across the globe. GO!Mobility gives the team a smarter way to manage applications, get approval from HR Managers and Partners and a dashboard of applications to ensure smooth secondment, promotion and placement.
KBucks	KBucks is an employee rewards and recognition app that not only allows your employees to claim rewards for activities performed but also allows them to recognise each other and nominate them for rewards. The rewards engine can be tailored to your program and incentives can be easily customised according to your needs.
TechX	TechX drives the innovation cycle across your team. Every staff member is able to submit one or more innovative ideas that they would like to undertake as a project. If people like the idea, they can up-vote it to make it happen. If the idea receives enough backers it can be promoted to project status by your innovation leadership team.
DocuPro	DocuPro gives you the ability to securely store your personal documents right in the KPMG Fulcrum trusted environment and then to share them with other users in your organisation. It's a great place to store copies of your certifications, ID documents and anything else you need to get access to on a regular basis
DPP in Touch	DPP In Touch is used by KPMG staff to raise a query to both Accounting and Assurance in order to resolve any issues. Queries are created online with the notion to reduce manual form / ticket completion and therefore reduce recourse that was needed in the initial query stage. The app also allows accurate and up to date statistics, including total queries submitted, outstanding queries and query or resolution status

TeamManager	TeamManager helps teams accelerate their performance by assigning tasks, communicating with each other and tracking progress all in one place. With TeamManager, all members of the team stay on top of their allocated tasks and know exactly what needs to happen in order to meet deadlines. With TeamManager being used by KPMG teams to deliver high pressure audits and consulting engagements, it's sure to meet your requirements.
TransitionPlanner	TransitionPlanner is used by KPMG to manage and drive the transition effort when KPMG has been appointed as new auditors to a client organisation. TransitionPlanner helps smoothly manage the transition between audit firms while always keeping the client organisation up to date.
KPMG Spiral	KPMG Spiral is an app used to independently valuate and assess financial instruments. The app can process a wide variety of "vanilla" and "exotic" instruments and can be tailored to meet your organisation's unique portfolio all in one centralised place.
KPMG LITT	Skills development is an integral part of any organisation and with our Learnership Inventive Tax Tool ("LITT"), organisations can effectively manage their allowances online. KPMG LITT allows organisations to capture learnership contracts and certifications, calculate rebates for budget purposes and generate IT180 forms to be submitted to SARS in one centralised place.
KPMG Intercom	KPMG Intercom is a web based, mobile notification and news application, designed to simplify the sending of news, calendar events, important dates and instant alerts to a group of people from a central point. It is, in effect, an electronic communicator that pushes scheduled, daily and/or instantaneous messages to the end user. The KPMG Intercom scheduling capability allows for planned communication, delivered to the end users on the pre-selected date and time, making management a breeze. All communication is reviewed and approved, before going out to the end users, ensuring quality and company standard communication.
Upward Feedback	360 Degree Feedback is a process utilised by many companies in which employees receive confidential, anonymous feedback from the people who work around them. This typically includes the employee's manager, peers and direct reports. Upward Feedback takes the pain out of the feedback process by enabling staff to quickly and easily rate their superiors anonymously online. Administrators have access to detailed reports that quickly allow them to identify top performers as well as potential problem areas so that appropriate interventions can be implemented.
SnapPoll+	A webapp that can be used in live events, meetings and conferences to gather opinions through a live, interactive poll using delegate's personal devices. No additional software needed!
DocuPro Collaborator	DocuPro Collaborator makes it possible for you to store, share and collaborate on documents within a closed, authorised group and in a highly secure cloud environment

KPMG Digital Solutions

Your own webapps

The core and base functionality provided by KPMG Fulcrum makes it possible for us to quickly build and deploy new webapps for use by your organisation

By levering the power of KPMG Fulcrum, we deliver innovative solutions to clients in need of an intuitive, engaging and affordable approach to digital. Every day, we provide services of design and development to the limits of technology.

Our primary approach is to expose our products and services through KPMG Fulcrum as it provides the ecosystem needed to rapidly promote, build, deploy and host products and solutions for our clients. This approach offers optimal efficiency, superior value and construction methods that get you to your end goal faster.

If you can't find the webapp you need, we'll build the webapp you want - tailored to your specific business needs.

Contact Us

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