



GO TIME VIDEO SCRIPT: A TOP COMMUNICATIONS CLIENT

VIDEO TRANSCRIPT

Samia Tarraf: Hi everyone, I'm Samia Tarraf and I lead Accenture's North America Oracle Cloud business and this is GO Time. GO Time is NOW and we are sharing short stories of partnerships with our clients that begin with truly listening and providing agile solutions. Today we get to hear from Santhana Natarajan who guided one of our top communications clients to a very critical Go-Live. Welcome, Santhana.

Santhana Natarajan: Thank you Samia. I am glad to share this success story of teamwork and partnership, and how Accenture delivered high performance in unprecedented circumstances. One of our top global Communications clients scheduled an upgrade of a critical Middleware component. Additionally they planned to migrate a logistics database to a new supported infrastructure. These are all mission-critical applications, so we typically get a short window of time for Go-Lives. There is no cushion for errors. COVID-19 took the world by storm just a week before our planned go-live. Standard operating procedures for major deployments require everyone in person, in the client conference room, with the offshore team gathered in their office. This was a highly orchestrated endeavor, even pre-COVID-19 situation.

Samia Tarraf: Santhana, there is a lot going on all at once and critical was the timing factor. What was the first thing you did to get the solution right?

Santhana Natarajan: Well, our suggestion was to delay this launch by a couple of weeks, we heard from the client: "We understand the risk, but we need to go NOW!"

At the same time, the governments around the world, were shutting down offices and but not every team member could work remotely. So, we did three main things.... in ONE week. We enabled our entire team to work from home by securing laptops. In some cases, we even shipped the desktops to their home.

We brought in our Accenture Enkitech Group, an elite Oracle expert on call to support this go-live. And lastly...We leveraged the existing client team and rehearsed this a few times so that it can go smooth. We made it happen. It went live successfully.

Samia Tarraf: Santhana, that is unbelievable. Just the practical aspects of that are heroic and I love that story. But the expertise that we had across all of our Accenture business from our technology all the way up to our management of it sounds like it made the difference. How did our client respond?

Santhana Natarajan They've responded very positively. After a successful upgrade of this Middleware component the client migrated the logistics database to a new supported platform and deployed other critical fixes. This success proved to the client that our team is highly efficient even in a remote setting. This was a tremendous shift and this became our new norm of future deployment. The client met their commitment providing an essential service to their 50-million consumer base and we were able to solve this challenge, for now, and prepare this plan for what's next.

Samia Tarraf: Thank you Santhana. That's such a great story on the importance of listening and providing practical solutions which is now more than ever so important. And these are the fundamentals regardless of what situation we are in, but it sounds like it was mission-critical on this one, so congratulations.

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