



High performance. Delivered.

Accenture Delivery Suite
for Outsourcing

Accenture Performance Management

Part of the Accenture Delivery Suite for Outsourcing, Accenture Performance Management provides greater visibility and management insight into Accenture-provided services.

When it comes to outsourcing, most organizations have questions about how control will be exercised and how they will gain visibility of what is happening when someone else is running their operations.

We understand that both control and transparency are keys to a successful outsourcing partnership. Executives must also be able to predict, measure and manage the right outcomes from their outsourcing engagements based on the metrics that support their business case. This means showing how operational performance drives business performance.

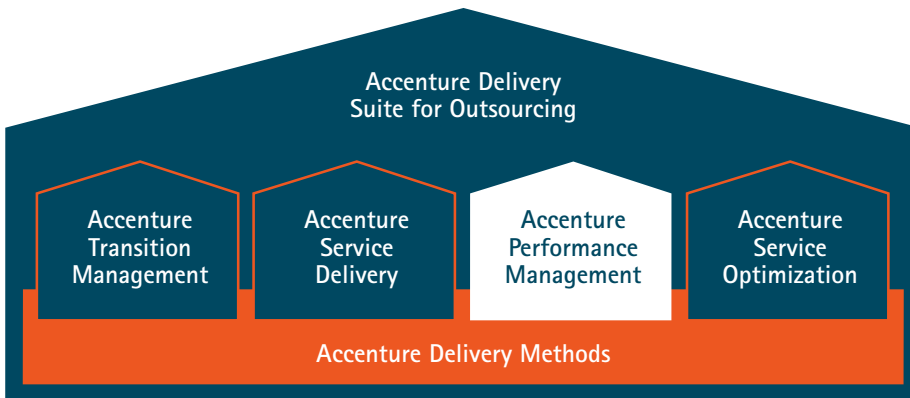
Achieving high performance requires seamless delivery capabilities that emphasize scale, standardization, discipline and measurability across geographically-dispersed client sites, delivery locations and teams. The Accenture Delivery Suite for Outsourcing is our innovative approach to outsourcing delivery that enables us to drive high performance and value for outsourcing clients. This standardized yet flexible framework of integrated methods, tools and metrics represents our best thinking, knowledge and experiences from more than 15 years in outsourcing and more than 600 outsourcing clients.

What is Accenture Performance Management?

Accenture Performance Management enables executive and operational stakeholders at both the client and Accenture to define, track and manage success of the outsourcing arrangement by providing greater visibility and insight into the services we provide. Our capability comprises measurement and reporting assets that collect and synthesize information against service levels by leveraging a standard architecture and metrics. Accenture provides real-time, automated views of service-level performance, trend analysis and reporting on delivery from multiple viewpoints—users, managers and executives—in order to ensure that your operations function smoothly.

Not only does Accenture Performance Management increase the visibility and control of the services that we provide on your behalf, it also helps to monitor and measure our own performance, since we use similar levels of rigor and diligence to manage our business. The assets behind Accenture Performance Management include:

- **Accenture Client Service Reporting** comprises client-facing metrics and web-based tools that monitor and report on Accenture's service performance as specified in the outsourcing agreement. We provide clients with visibility into our service-level delivery for key performance indicators such as accuracy, throughput, on-time delivery, problem resolution time and delivery quality.



Accenture Performance Management provides greater visibility of and access to operational and business performance results. You get much more than data and information... you get knowledge and control over your Accenture-provided services.

- **Accenture Performance Management Reporting** comprises internal reporting mechanisms we use to manage our outsourcing portfolio, based on Balanced Scorecards and standard metrics. Our metrics are linked to service-level agreements and other client-facing metrics that define success for your critical information technology (IT) systems and business processes.
- **Accenture Operational Reporting** consists of metrics and tools to help the delivery teams make tactical decisions that improve performance. IT and business process owners use this asset to manage and analyze their daily operations through key metrics related to service-level agreements.

Organizations know that successful outsourcing requires anywhere, anytime visibility into the performance of their outsourced operations. Underpinning Accenture Performance Management are the Accenture Delivery Methods which help us map operational performance to the needs of your business. Our methods drive consistency and standardization into our delivery practices.

Benefits of Accenture Performance Management

Accenture Performance Management offers a single source for information on Accenture services and performance. Our capability helps clients to:

- **Raise stakeholder awareness and accountability:** Through standardized, automated and web-based reporting capabilities, client executives, employees and even customers can easily see and understand service performance. At one client, Accenture Performance Management eliminated the need for manual reporting right from the onset of the outsourcing engagement.
- **Improve Decision Making:** Accenture Performance Management enhances an organization's ability to communicate about performance internally using executive summaries, published service-level agreements and real-time digital dashboards. For one Accenture client, improved performance reporting resulted in a 65 percent decrease in work backlog—the result of eliminating numerous low-value, time-consuming activities.
- **Match operational tactics to business strategy and objectives:** Accenture Performance Management provides the ability to easily measure operational metrics and leading indicators of business outcomes. This ensures that service-level metrics meet business goals and that all resources are aligned around your desired objectives.

- **Reduce risk and increase control and compliance:** Business function heads and executives want consistent, predictable outcomes. Aligned with industry standard frameworks, our tools and methods automate tasks, activities and roles in order to reduce human error, increase traceability and detect and reduce risk.

At Accenture we know it's not about capturing metrics, it's about delivering value. We apply a consistent approach to service measurement and analysis in order to provide the knowledge you need to make the right business decisions at the right time.

High performance through outsourcing

As one of the integrated capabilities in the Accenture Delivery Suite for Outsourcing, Accenture Performance Management helps clients achieve high performance through outsourcing. To learn more about Accenture's outsourcing delivery approach, please go to www.accenture.com/adso.

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