



High performance. Delivered.

Transforming IT infrastructure for high performance

A high performing IT infrastructure, offering flexibility, cost efficiency and operational effectiveness, can serve as the foundation for a high performance business. However, many IT infrastructures have evolved in a piecemeal fashion and tend to be complex, poorly integrated, inflexible and costly to maintain. In addition, IT infrastructure is often the first target for cost reduction when budgets are under pressure. Rather than introduce new technologies that could accelerate performance, many companies are forced to maintain their existing infrastructure through a series of 'quick fixes'.

The benefits of infrastructure transformation

A number of important benefits can arise from rationalizing, standardizing and consolidating IT infrastructures:

- Cost-effectiveness is maximized by reducing the investment in, and operating costs of redundant, complex systems while introducing agility to scale and increasing flexibility.
- Cost avoidance can be combined with improved performance of both existing equipment and capacity provisioning to take advantage of "on-demand" computing power.
- Increased speed to market and agility to respond to changing business needs.
- Ability to take advantage of the benefits provided by "utility computing" as it becomes the dominant approach. IT services will be procured from a variety of sources as required, resulting in improved overall performance and reduced costs.

Accenture believes that the benefits will be greatest for companies that have already begun developing a long-term infrastructure transformation plan to reduce their costs, enhance security, support business strategy, and self-fund improvements that will drive additional value and competitive advantage.

• Consulting • Technology • Outsourcing

The challenges

A key challenge for IT managers is to achieve the proper balance between activities that reduce costs and those that require new investment. Other barriers include the problem of maintaining normal IT support while the transformation is under way, the need to gain 'buy-in' from the workforce, and the sheer difficulty of implementation.

For these reasons, companies should consider turning to skilled infrastructure services partners for support.

Accenture's approach to infrastructure services

- Accenture starts by providing a comprehensive roadmap enabling companies to carry out their IT infrastructure transformation via multiple parallel workstreams.
- A business case is produced based on an inventory of infrastructure components and ROI analyses, resulting in early consolidation and cost savings.
- A technical architecture identifies the tools, environment, processes and capacity requirements, and provides a 'blueprint' showing which applications need to stay and which can be re-platformed or decommissioned.
- These activities set the stage for transformation, which normally involves consolidating the infrastructure, virtualizing server platforms, and streamlining network operations and applications.
- Throughout the process, program management is critical in driving and monitoring the transition.

Accenture delivers its IT infrastructure transformation and program management capabilities through three models:

1. The client executes the transformation and manages vendor relations. Accenture provides deep expertise to help develop the initial business case, and program management skills to keep the process on track.
2. Accenture manages the entire transformation in cooperation with third-party vendors, leaving the client free to focus on other strategic priorities.
3. The client assesses the infrastructure environment and passes the business case to Accenture. Accenture then implements the transformation and either passes the new infrastructure back to the client, or manages it on an outsourced basis.

Regardless of the approach, Accenture provides deep skills and capabilities in infrastructure design, consolidation, operations and managed services, enabling us to:

- Standardize services and integrate infrastructure solutions across an enterprise.
- Consolidate data center resources by exploiting open standards and convergence trends, and standardize storage platforms across an organization.
- Assess and optimize the application portfolio to maximize efficiency and reduce costs.
- Leverage our expertise and relationships and to slash hardware costs.
- Assess current infrastructure for network traffic impact and maximize consolidation initiatives by "right-sizing" the client's network.
- Optimize and consolidate the support organization to align with the new infrastructure.
- Facilitate the transition to a centralized management environment.

Client example

Accenture partnered with an automotive company to determine the potential savings of a consolidated IT environment. Within six months, Accenture was able to validate savings of \$25 million (or 27 percent of costs). In addition, Accenture identified further potential savings of \$20 million if the company transitioned to a managed environment.

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About Accenture

Accenture is a global management consulting, technology services and outsourcing company. Committed to delivering innovation, Accenture collaborates with its clients to help them become high-performance businesses and governments. With deep industry and business process expertise, broad global resources and a proven track record, Accenture can mobilize the right people, skills, and technologies to help clients improve their performance. With more than 83,000 people in 47 countries, the company generated net revenues of US\$11.8 billion for the fiscal year ended August 31, 2003. Its home page is www.accenture.com.