



>
accenture

High performance. Delivered.

Accenture Delivery Center in Bratislava, Slovakia

Located in the burgeoning Central European region, the Accenture Delivery Center in Bratislava, Slovakia is close to most major European business centers and in an adjacent time zone to facilitate direct communication with clients during normal business hours. The Delivery Center in Bratislava provides systems integration, application outsourcing, business process outsourcing and technology consulting services to all major industries with a particular focus on communications, high tech, financial services, products and resources. The center's more than 900 highly educated and technically skilled professionals provide services in more than 15 languages, reflecting the diversity of our clients' needs in Europe. Combined, these capabilities support

clients en route to high performance, whether the aim is to decrease costs, implement and maintain solutions, or supplement talent bases with well-trained and flexible resources.

The Delivery Center in Bratislava is part of the Accenture Global Delivery Network, a synchronized group of approximately 80,000 skilled resources, operating from more than 50 delivery centers in more than 40 countries. As an integral part of this network, the Delivery Center in Bratislava works closely with the Delivery Centers in Prague and Brno, Czech Republic and with other Delivery Centers in Eastern and Central Europe to provide clients with sophisticated business services at scale.

- Consulting • Technology • Outsourcing

Slovakia: Central location offers diverse services in multiple languages



Slovakia, as part of the European Union, is politically stable with a modern market economy and tax environment that attracts a multitude of business activity. In recent years, industry privatization and increasing foreign investment have solidified Slovakia as one of the fastest-growing European Union economies.

Bratislava, the capital of Slovakia, is the country's largest city with a population of 430,000. The city is the headquarters of many of Slovakia's major businesses and financial institutions as well as the home of numerous cultural organizations and universities, including Slovakia's two largest: Comenius University and the Slovak University of Technology. The Bratislava region is also economically prosperous, accounting for approximately 26 percent of the Slovak gross domestic product (GDP) in 2007.

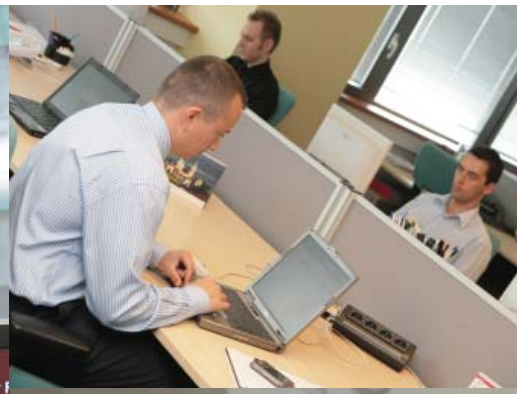
The Delivery Center in Bratislava—established in 2002 and occupying more than 8,500 feet of modern office

space with a state-of-the-art technical and security infrastructure—provides technology consulting, systems integration, application management and application development services for a broad range of solutions, including customer relationship management, billing systems, enterprise resource planning, data warehouse and enterprise application integration. On the business process side, the Delivery Center in Bratislava proffers procurement, human resources, finance and accounting outsourcing services.

In all cases, delivery center professionals are fully trained on the Accenture Delivery Suite for Outsourcing—an Accenture framework of methods, tools, architectures and metrics refined by more than 30 years of direct client experience. The Accenture Delivery Suite for Outsourcing provides a consistent, repeatable and rigorously enforced approach to delivery to help clients reduce risk and achieve competitiveness in cost per transaction.

To date, the Delivery Center in Bratislava has served more than 50 leading international companies, predominantly from Europe. For instance, the Delivery Center in Bratislava helped one of the world's largest energy companies to transform its retail business operations by implementing a global retail technology framework across nearly 7,000 sites in more than 14 countries. By relying on a centralized global support operation housed in the Delivery Center in Bratislava, the energy company will be able to more easily control, test and deploy software versions and achieve substantial efficiency savings through a standard global approach to support.

In another client example, business process outsourcing professionals at the Delivery Center in Bratislava are teaming with the Accenture Delivery Centers in Bangalore, India, and Dalian, China to support global corporate purchasing and accounts payable operations for one of the world's



largest investment banks. The seven-year arrangement, which transitioned the requisitioning, tactical sourcing, purchase order processing, invoice processing and payment to the trio of delivery centers, is helping the bank to achieve considerable sourcing savings on its multibillion dollar vendor spend. In 2007 alone, the program delivered sourcing savings of 15 percent; in the same period, the three Accenture Delivery Centers orchestrated 116 eAuctions to yield 45 percent savings on addressed spend.

In addition to tangible benefits like these, clients of the Delivery Center in Bratislava cite the quality of delivery center professionals, the capability to provide process excellence combined with cost-efficiency, and the ability to facilitate ongoing operations as key reasons to select the Delivery Center in Bratislava as a catalyst to high performance.

Location

Bratislava

Established

2002

Languages supported

Czech, Dutch, English, Finnish, French, German, Greek, Hungarian, Italian, Polish, Portuguese, Romanian, Slovak, Spanish, Swedish

Capabilities

Application Outsourcing
Business Process Outsourcing
Systems Integration
Technology Consulting

Technical capabilities

Java/J2EE
Microsoft technologies
Oracle
SAP
Siebel
Informatica
SAS
Business Objects
Webmethods
Tibco

Business Process Outsourcing

Accenture Finance and Accounting BPO Services
Accenture Procurement BPO Services
Accenture HR BPO Services

Certifications

CMMI® Level 3
SAS 70
ISO® 27001

Accenture Global Delivery Network



Copyright © 2009 Accenture
All rights reserved.

Accenture, its logo, and
High Performance Delivered
are trademarks of Accenture.

CMMLI® is a registered trademark
of Carnegie Mellon University.

ISO® is a registered trademark of
the International Organization for
Standardization.

This document makes reference to
trademarks that may be owned by
others. The use of such trademarks
herein is not an assertion of ownership
of such trademarks by Accenture and
is not intended to represent or imply
the existence of an association
between Accenture and the lawful
owners of such trademarks.

About Accenture

Accenture is a global management consulting, technology services and outsourcing company. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. With approximately 177,000 people serving clients in more than 120 countries, the company generated net revenues of US\$23.39 billion for the fiscal year ended Aug. 31, 2008. Its home page is www.accenture.com.

For more information about how you can collaborate with Accenture to achieve high performance and leverage the benefits of the Accenture Global Delivery Network, please visit www.accenture.com/gdnmicrosite.