

Outsourcing

Dow Chemical: Application Outsourcing

Interactive Credential Transcript



High performance. Delivered.

Dow Chemical achieves high performance through Application Outsourcing

Dow Chemical is a leading science and technology company with more than 42,000 employees and annual sales of more than \$49 billion. Dow serves customers in 175 countries in a wide range of markets, including health and medicine, personal and home care, building and construction, food and transportation.

- Consulting • Technology • Outsourcing

View the animated client success story

In 1996, Dow and Accenture formed an alliance, a first-of-its-kind outsourcing model with joint responsibility for success and governance between both parties. The alliance provides global IT development and support for 1,400 Dow applications through the global Accenture Delivery Center Network, including Manila.

At a Glance

Client name: Dow Chemical

On the web: www.dow.com

Project: Application Outsourcing

Executive Summary: Faced with skills gaps, rising IT costs, and decreasing user satisfaction, Dow required a sourcing model that had the flexibility to change based on project demands.

Business Challenge

Dow teamed with Accenture to create a strategic alliance; a completely innovative co-sourcing arrangement in which Accenture would provide centralized systems development, application and support services.

How Accenture Helped

After establishing a trusted partnership based on joint governance and management, shared goals and objectives, and rewards tied to actual value provided, Accenture and Dow developed three strategic Project & Support Centers specially designed for high productivity to serve as "delivery centers" to handle IT development and support for Dow's 1,400 applications.

High Performance Delivered

Through the alliance, Dow has achieved an incredible 60 percent increase in overall productivity, completed 2,000 successful projects and made significant contributions to Dow's \$100 million in IT savings in 2003 alone. Time-to-market has improved by 20 percent and time-to-zero cash flow has sped up by 50 percent. Plus, quality and user satisfaction are way up and business value swelled to \$2.5 billion through 2005.

[Read the full story](#) [PDF, 124KB]

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