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*High performance. Delivered.*

Technology

Accenture Infrastructure  
Outsourcing Services

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## Accenture Infrastructure Outsourcing Services enable organizations to create a more cost-effective and responsive IT infrastructure—one that not only promotes service stability and reliability, but also enables rapid response to changing market and business conditions.

The ongoing Accenture High Performance Business research initiative has revealed that top companies invest their time, talent and capital to develop those competencies that will set them apart from their competitors. For them, outsourcing activities that are not core to their mission is an appealing option.

IT infrastructure management is typically not considered a distinctive or differentiating capability. Accenture research has repeatedly shown, however, that it is a critical enabler of business success. High-performance businesses understand that a cost-efficient, highly flexible and scalable infrastructure model allows them to respond to market changes, improve operational efficiencies, elevate performance and jump-start new growth.

It's easy to understand why there has been a surge in IT infrastructure outsourcing. Today's highly competitive business environment, coupled with a volatile economic climate, demands that organizations do more with less. A recent CIO Magazine survey confirmed this trend by finding that increased productivity and decreased operating costs were the top two goals on CIOs' agendas in 2010. Outsourcing satisfies this dual objective. In addition to reducing costs, IT infrastructure outsourcing provides a management model whereby organizations can move away from complex and inefficient IT environments and, instead, build IT capabilities that are more scalable, agile, reliable and responsive to business needs. CIOs are also grappling with additional complexity added by new services (such as Cloud) and the companies who provide them. Many of these service providers are also new to the market.

Accenture is uniquely positioned to help organizations maximize the business value of their IT investments and lay a foundation for high performance with infrastructure outsourcing.

# Delivering innovative infrastructure solutions that enable long-term success

Accenture Infrastructure Outsourcing Services provide ongoing end-to-end management of a number of IT infrastructure functions, as well as capacity services to augment clients' existing IT capabilities. With global sourcing and industrialized delivery capabilities, as well as unmatched industry knowledge and insights, we help organizations create a cost-effective, secure and responsive infrastructure that scales and adapts to their business needs. Specific services include:

## Infrastructure capacity services

Many organizations find it difficult and expensive to recruit, hire and train IT infrastructure professionals to manage all of their infrastructure functions in-house. With our infrastructure capacity services, we deploy highly skilled professionals to either bolster needed capacity or provide specialized capabilities that are lacking within a company's internal IT team.

## Service desk outsourcing

With the rise in the number of applications and devices used by an organization has come greater demand for 24/7 technical support. Accenture service desk outsourcing provides clients with a single point of contact for all technology incidents and requests, improves first-contact issue resolution with proprietary troubleshooting processes and tools, and seamlessly manages all escalated incidents and problems. The service—

which currently provides help desk support to more than 1.6 million end users—minimizes the cost of downtime to the business, reduces risk through multi-site support, and introduces remote and/or self-service capabilities that can reduce help desk costs by 30 to 50 percent.

## Workplace outsourcing

Balancing end-user demands for greater mobility, personalization and flexibility with corporate IT demands for standardization, cost containment and control access is a constant juggling act. Accenture workplace outsourcing services reduce workplace complexity by providing end-to-end management of distributed computing environments—from desktops, laptops and mobile devices to file and print services. In addition to enabling a more secure, stable work environment, these services improve user productivity with faster software rollout. They can also reduce the total cost of IT ownership by up to 40 percent through more consistent policies and processes.



## Data center outsourcing

For organizations looking to derive maximum value from their data center investments, Accenture data center outsourcing services provide a secure and stable environment for application development and production hosting, systems and storage services, database management, and ongoing application technical support. Standardization, automation, process rigor, and proactive management yield high-quality data center services that deliver or out-perform business requirements. With these services, we can reduce infrastructure complexity, improve utilization, mitigate the risks associated with staff turnover, and reduce data center operating costs by 15 to 25 percent.

## Network outsourcing

Network technologies have emerged as an important element of an optimized IT infrastructure. This positioning makes sense, considering the network is at the very heart of how people communicate, how they run the applications that drive the business forward and, ultimately, how they enable their organizations to operate with greater efficiency and agility. Accenture network outsourcing services—which include data and voice network management, optimization and converged services—help clients establish a more secure and robust network infrastructure, improve scalability, minimize network downtime and reduce network operating costs by 10 to 20 percent.

## Security outsourcing and operations

Business demands for greater mobility and interconnectivity on a global basis present an increased risk for infrastructure security breaches. At the same time, compliance requirements have created a complex array of security controls and reporting protocols. Accenture security outsourcing services provide comprehensive security management, enterprise-wide visibility and greater confidence in infrastructure security. Specific services—currently being delivered to nearly 1,000 clients—include identity management, intrusion and firewall protection, end-user device and messaging security, and policy development.

## IT spend management

Facing unprecedented economic and competitive pressures, many companies are re-examining the value generated from their technology investments. Accenture IT spend management is a structured approach to lowering IT costs across the enterprise through cost savings, cost avoidance and cost recovery strategies. By utilizing industry best practices, proprietary procurement benchmark data and knowledge, and a robust network of commercial supplier relationships, we help clients lower costs of hardware and software, reduce telecommunications expenses by up to 20 percent, and reduce exposure to software license audit penalties by up to 80 percent.

## Cross-functional services

High-performance businesses often distinguish themselves by positioning IT as a strategic asset. They recognize that delivering discrete technology components is no longer the optimal way to generate business value. Instead, leading companies shift their IT focus from delivery to service management. Accenture, through its cross-functional infrastructure services, helps clients take optimal advantage of a business-led, service-oriented approach to IT management. We integrate the delivery and management of various infrastructure services from multiple providers—from help desks to data centers. By doing so, we simplify the infrastructure landscape, provide a single point of accountability, and help

companies manage their IT operations like an integrated, service-oriented business. For example, Accenture Cloud Enterprise Services facilitate this simplification via automation. Through process automation, key functions for provisioning, monitoring and management are scripted and automated, reducing the need for manual interaction and enabling the platform to react on demand to requests.

# High performance delivered

Outsourcing infrastructure services to Accenture can deliver the flexibility and agility needed to support changing business priorities, improve speed to market, enable competitive advantage and support broader business transformations. With Accenture's help, clients gain access to high-quality, reliable and knowledgeable resources that:

- Bolster service and skills at the point of need
- Improve infrastructure predictability and reliability
- Shift fixed costs to variable costs
- Make it possible for clients to support new technologies and scale their operations

- Free IT management teams to focus on more strategic efforts that will boost agility and drive the business forward.

Naturally, cost savings are also an important benefit of Accenture Infrastructure Outsourcing Services. Our global delivery capabilities and industrialized approach to infrastructure management help reduce clients' labor costs by up to 40 percent and non-labor costs by up to 10 percent. Non-discretionary infrastructure budgets can typically be cut by approximately 35 percent. These savings not only reflect a better return on invested capital, but also provide funding for new, more strategic IT investments.

# Case Study

## State of Arizona

Accenture helped the state of Arizona replace its aging voice and data infrastructure with a single, scalable, centralized solution that is used by 36,000 employees across 120 independent state agencies. Today, Accenture is managing the new infrastructure on an outsourced basis. In addition to improving business processes and citizen service, the transformation generated \$4 million in telecom carrier cost savings in the first year of operation. Over time, the state projects an additional \$20 million in cumulative savings.

## Caixa Catalunya

Accenture and Spanish bank, Caixa Catalunya, formed a new infrastructure services company, ITC. Accenture provides the management; the bank continues to own the IT assets. ITC maintains Caixa Catalunya's core banking application, as well as all departmental applications and the technical help desk. ITC also provides full support for Caixa's infrastructure technology.

## Why Accenture?

Accenture is uniquely positioned to help organizations create a cost-effective and reliable IT infrastructure that enables high performance. We offer what other outsourcing providers can't:

**Deep skills and experience.** With more than 19 years of operational experience in infrastructure outsourcing, we have approximately 19,000 professionals performing infrastructure-related work around the world. Our rigorous recruiting and training processes ensure that our people have the customer focus and the technical acumen needed to deliver high performance. Currently, we are providing infrastructure services for more than 345 clients in 49 countries.

**Global reach.** Accenture is a leader in global delivery. We have 20 integrated delivery centers for infrastructure services, as well as strategic locations across Europe, North and South America, and the Asia Pacific region, offering 24/7 service whenever and wherever it is needed.

**Industrialized approach to service delivery.** We apply proven and reusable tools, methods and processes to ensure that our work is carried out consistently around the world and with less risk. In delivering our services, we adhere to processes based on IT Infrastructure Library (ITIL) and Control Objectives for Information and Related Technology (COBIT) standards.

**Vendor independence.** Accenture is the world's largest technology-independent strategy and IT solutions provider. We have strong and long-standing relationships with a number of technology providers who work with us to deliver market-leading infrastructure solutions that best meet our clients' needs. These alliances not only expand and accelerate the value we deliver, but also provide deep knowledge about specific technologies and applications.

**A business focus.** We work closely with our clients to deliver infrastructure services that align with their unique business objectives, boost business agility, and enable an environment of innovation and continuous improvement.

# Next steps

To learn more about how Accenture can help you build the agile, highly responsive infrastructure capabilities that enable high performance, contact:

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## About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with more than 215,000 people serving clients in more than 120 countries. 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. The company generated net revenues of US\$21.6 billion for the fiscal year ended Aug. 31, 2010. Its home page is [www.accenture.com](http://www.accenture.com).