



Delivering information
management solutions with
high-quality, lower-cost
global delivery

>
accenture

Information Management Services

Accenture is a leader in providing sourcing strategies around the world for companies competing in an environment characterized by multiple centers of economic power and activity. Our ability to help companies navigate the multi-polar world with highly qualified resources across the globe is particularly evident in the area of information management.

• Consulting • Technology • Outsourcing

Accenture has long known that the ability to access, share and use timely information is critical for organizations looking to achieve high performance. According to Accenture's 2007 CIO Survey, organizations are investing more than ever in information management to achieve competitive differentiation. Many of these organizations are turning to Accenture Information Management Services for help.

Accenture Information Management Services is a network of 13,000 professionals around the globe committed to delivering innovative solutions in business intelligence; data management and architecture; and portals and content management. Together, these disciplines cover all components of an effective information management strategy. They help executives not only manage their organizations effectively, but also seize new opportunities for growth and high performance.

The value of the Accenture Global Delivery Network

The Accenture Global Delivery Network plays a critical role in helping Accenture's clients achieve high performance. Comprising more than 40 delivery centers in 30 cities around the world, the Accenture Global Delivery Network is a core enabler of Accenture's industrialized approach to solution delivery. The network is home to more than 71,000 Accenture employees, who provide high-quality and cost-competitive systems integration, technology, and outsourcing solutions and services for organizations around the world. Clients that tap the Accenture Global Delivery Network benefit from:

- A dedicated team of highly qualified professionals, hand-picked to best meet our clients' needs.
- 24x7 access to industry-leading capabilities.
- Repeatable processes, reusable assets, and standard methodologies, tools and architectures that enhance productivity, improve reliability, speed delivery and reduce risk.
- Reduced cost of delivery.

- **Capability Maturity Model** certification, which helps ensure high-quality software development processes.

Delivery Center capabilities targeting information management

Increasingly, Accenture Information Management Services is taking advantage of the Accenture Global Delivery Network to bolster our client's information management capabilities. Nearly 4,000 practitioners within the Accenture Global Delivery Network are dedicated solely to delivering information management solutions.

Information management clients can also take advantage of Accenture centers of excellence that offer solutions and services tailored for clients within specific industry sectors. For example, several of our delivery centers focus on delivering solutions for clients in the consumer goods sector. One of these centers, in Milan, Italy, specializes in business intelligence. Another, in Paris, France, has deep expertise in data migration. Similar centers of excellence have been established to cater to clients within the health and life sciences, energy, utilities, chemicals and natural resources industries.

Regardless of our clients' information management needs, the Accenture Global Delivery Network and our industry-specific centers of excellence help clients achieve high performance by offering specialized skills and services in three main areas:

- **Business Intelligence and Analytics.** Accenture delivery centers provide application development, systems integration and outsourcing services for clients looking to distinguish themselves with leading-edge business intelligence and analytics solutions. Our professionals design, build and maintain business intelligence solutions based on the technologies of our alliance partners such as Business Objects, Cognos, Informatica, Oracle, and SAS. In addition, we offer master data management services, as well as customer-centric data integration solutions, which help our clients ensure they have the data they need to generate insights for high

performance. The Accenture Center of Excellence for Data Center Services and the Accenture Center of Excellence for Reporting and Analytics round out our end-to-end data center management and analytics services to further help our clients generate knowledge and value for their organizations.

- **Data Management and Architecture.** We can help clients create a master copy of core data while paying special attention to data quality, availability, security, governance and stewardship. Our resources have been trained in industry-leading tools, technologies and data domains. Our alliance relationships with vendors such as Informatica and Teradata allow us to help our clients integrate systems and data quickly and effectively, regardless of technical challenges or business environments. And our data management solutions help clients manage data across its life cycle so that it is always available, accurate, complete and secure. Specific solutions include data quality services, master data management and maintenance services, and data enrichment services.
- **Portals and Content Management.** For companies looking to drive value from their structured and semi-structured data, we provide resources and cost-saving assets. Today, more than 2,800 resources with skills in BEA WebLogic, EMC Documentum, IBM WebSphere products, Oracle ECM, SAP Enterprise Portals and Vignette technologies deliver cutting-edge solutions in the areas of portal design and information delivery, document management and imaging, Web content management, enterprise search and taxonomy and Web analytics. Our delivery center team is also involved in the creation of new assets and industry-specific solutions to drive even greater value.

Whatever a client's information management needs, Accenture Information Management Services can use the Accenture Global Delivery Network to apply the best skills, assets, experience and knowledge at lower cost to provide differentiated information management services.



Figure 1. Accenture Delivery Center Network

Helping manage and distribute Web content for high performance

A team from the Accenture Delivery Center in Bangalore, India, helped a leading mobile communications company gain greater control over its Web content, improve customer experiences and achieve high performance. The delivery center team worked closely with Accenture Information Management Services resources at the client site to migrate the company's 52 existing websites to a new platform based on the Vignette content management system and BEA WebLogic portal. The new websites have led to a 2 percent increase in market share, or revenue improvements in excess of US\$50 million.

Spotlight on Manila

The Accenture Delivery Center in Manila, the Philippines, was formed in 1985, making it the first and longest-standing of Accenture's 44 delivery centers. Today, eight facilities across Manila employ 11,600 employees, of which more than half are dedicated to providing technology solutions for more than 80 Accenture clients. The Manila delivery center has received the top technology certifications, including Capability Maturity Model Integration (CMMI) Level 5.

Information management represents one of the many core capabilities in the delivery center in Manila. Resources are available to help clients meet all their information management goals. In the areas of business intelligence and data management and architecture, delivery center personnel are particularly well versed in delivering solutions based on Business Objects, Cognos, Informatica and Microstrategy software. In the area of portal and content management, delivery center resources have deep

skills in a variety of technologies including BEA WebLogic, EMC Documentum, Microsoft SharePoint, Microsoft Content Manager, SAP NetWeaver and Vignette.

In addition to delivering a range of information management solutions to clients around the world, the delivery center in Manila is playing a key role in enhancing Accenture's standardized delivery methodologies and building assets that focus on testing information management artifacts. Currently, the majority of the Accenture Information Management Services projects being carried out in the delivery center in Manila focus on application development. In the future, the center will be building stronger capabilities in the areas of managed service and outsourcing.

About Accenture Information Management Services

Accenture Information Management Services is a global cross-industry organization focused on bringing clients solutions to better manage their business, interact with customers and make strategic, financial and operational decisions. Working across Accenture's service lines and industry groups, this network of 13,000 professionals* specializes in information management services including business intelligence, portals and content management and data management and architecture. For more information about Accenture Information Management Services, visit www.accenture.com/informationmanagement.

*as of August 1, 2007.

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 approximately 170,000 people in 49 countries, the company generated net revenues of US\$19.70 billion for the fiscal year ended Aug. 31, 2007. Its home page is www.accenture.com.



High performance. Delivered.

To learn more about how Accenture Information Management Services and the Accenture Global Delivery Network can help you achieve high performance by managing your information more effectively, contact:

Steve Gallagher

Senior Director, Delivery Centers

stephen.gallagher@accenture.com

Copyright © 2007 Accenture
All rights reserved.

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

