Technology Consulting

Accenture Workplace Transformation Services

High performance. Delivered.
Accenture Workplace Transformation Services help organizations create flexible, efficient and highly responsive workplace environments that can not only boost workforce productivity and collaboration, but also rein in IT costs and risks.

The ongoing Accenture High Performance Business research program routinely examines the technology and market issues that are shaping IT investment decisions for the workplace. This research confirms that CIOs have a number of tools and trends at their disposal today to drive higher levels of workforce performance and lower IT costs. Advanced collaboration technologies, mobile solutions, universal connectivity, cloud sourcing and the convergence of voice, data, video and telephony can be part of any CIO’s arsenal to create a highly efficient workplace environment that enables employees to work at any time, from any place, via virtually any device.

Individually—and certainly in combination—these advances can help organizations supplant their traditionally complex environments with agile, scalable, and much more productive workplace IT infrastructures. Understandably, many CIOs don’t know where to begin. In many cases, they are simply overwhelmed at the prospect of revamping a workplace infrastructure that has served them well for years. Managing system and software upgrades can be time-consuming, disruptive, difficult and expensive.

Making sense of a vast vendor landscape adds to the confusion, as does the difficulty in articulating a business case for change. With so much at stake, how can CIOs be sure the new workplace will adequately support their organization’s overarching business objectives? And, with the pace of change occurring in the field of workplace technologies, how can they be sure that the investments they make today will offer long-lasting value?

Accenture is well positioned to help organizations maximize the value of their computing technologies and services and, at the same time, establish an environment that unleashes new levels of workforce efficiency, agility and productivity.

Delivering workplace solutions that enable high performance

Accenture Workplace Transformation Services help clients rationalize, enhance and transform their IT work environment with solutions that take advantage of the latest collaboration and workplace technologies, as well as innovative sourcing strategies to keep costs low and productivity high. Specific services focus on:

**Workplace Modernization** is delivered via **Workplace Upgrade & Migration Services and Virtual Desktop Implementation Services**. These services are comprehensive solutions focused on delivering the latest workplace capabilities, with improved speed to market, and lower cost of ownership. Our solutions provide options to optimize capital and operational expenses to match customer needs, and remove barriers to adoption. We address legacy complexity to help clients move to a next generation platform. We also help clients move beyond platform choices, such as physical vs. virtual desktops, and instead focus on the optimal balance of cost and user experience.

 Accenture’s experience consists of large traditional workplace upgrades and migrations that help clients address the end of Windows XP extended support, and large virtual desktop implementations that help our clients embrace new work styles and devices. Benefits include improvement in efficiency and up to 50 percent increase in speed of highly complex desktop application deployments, reduced license and operational costs, up to 35 percent reduction in support staff, local desk side support visits reduced up to 50 percent and service desk calls reduced by 30 percent.

User Centric Collaboration is delivered via the **Unified Communications & Collaboration Services**. These services provide on-premise and cloud-based communications and collaboration solutions and services, enabling people to interact anytime, anywhere, and from any device. We help clients select, implement, integrate, and scale communications and collaboration technologies. Our “Process Driven Collaboration” integrates these solutions with our clients’ business processes and applications to change the way they interact with themselves, their customers, and their partners, and produce the true ROI of collaboration initiatives. Business benefits include improved and more secure communications with employees, customers, and business partners, 5 to 25 percent higher user productivity, up to 20 percent reduction in operating and capital expenditures, 20-plus percent improved service levels, and 20-plus percent reduced business cycles.
High performance delivered

Our Workplace Transformation offering helps clients adopt leading workplace technologies that can enhance employee productivity and enable them to securely perform work on any device anywhere. We help our clients standardize desktops, upgrade and migrate to newer operating systems and software, adopt new collaboration technologies, implement automated, remote and self-service support options, and support “bring your own device” options.

The Workplace Transformation offering also helps clients improve efficiency and speed of highly complex desktop application deployments by as much as 50 percent. It enhances employee productivity through expanded/newly enabled collaborative capabilities, and reduces support staff by up to 35 percent, local desk side support visits up to 50 percent and service desk calls by up to 30 percent.

Why Accenture?

Accenture is well positioned to help organizations create a cost-effective, flexible and highly productive workplace IT environment that enables high performance. We offer what other providers can’t:

- **Deep skills and experience.** We have helped more than 1,000 organizations in 52 countries identify, design and implement workplace solutions that help them achieve their desired business outcomes. Today, we have more than 16,000 infrastructure professionals in total globally. We help clients deliver multi-language, multi-site deployments.

- **Fast outcomes.** In just six to nine months, we can help clients reduce the cost and complexity of their workplace infrastructures—with minimal disruption to the business.

- **Scalable sourcing models.** We apply diverse sourcing models—from renting capacity via cloud computing to outsourcing entire elements of the infrastructure—to scale the workplace, keep up with business demand, speed execution and reduce costs.

- **Phased (and industrialized) approach to service delivery.** We apply field tested and reusable tools, methods and processes so that our work is carried out consistently around the world and with less risk. With our phased approach, we standardize technology, tools and processes, enhance and automate both technology and IT processes, and link IT operations to business objectives.

- **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 such as HP, Dell, Cisco, and Microsoft, who work with us to deliver market-leading infrastructure solutions for our clients’ needs.

Case Study: Large US Retailer

Through a comprehensive workplace outsourcing agreement, Accenture assumed responsibility for all of a large US retailer’s IT operations, including workplace services, data center operations, telecommunications, and application development, deployment and support. Accenture is also providing PC repair services via PC remote control, a customer connection portal and automation toolset. As part of the arrangement, Accenture helped the client implement a new and simplified operating platform, which reduced the retailer’s total cost of IT ownership.
Next steps

To learn more about how Accenture can help you establish a simplified, agile and cost-effective workplace infrastructure—one that easily scales to support future growth and high performance—contact:

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About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with approximately 259,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across major 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$27.9 billion for the fiscal year ended Aug. 31, 2012. Its home page is www.accenture.com.