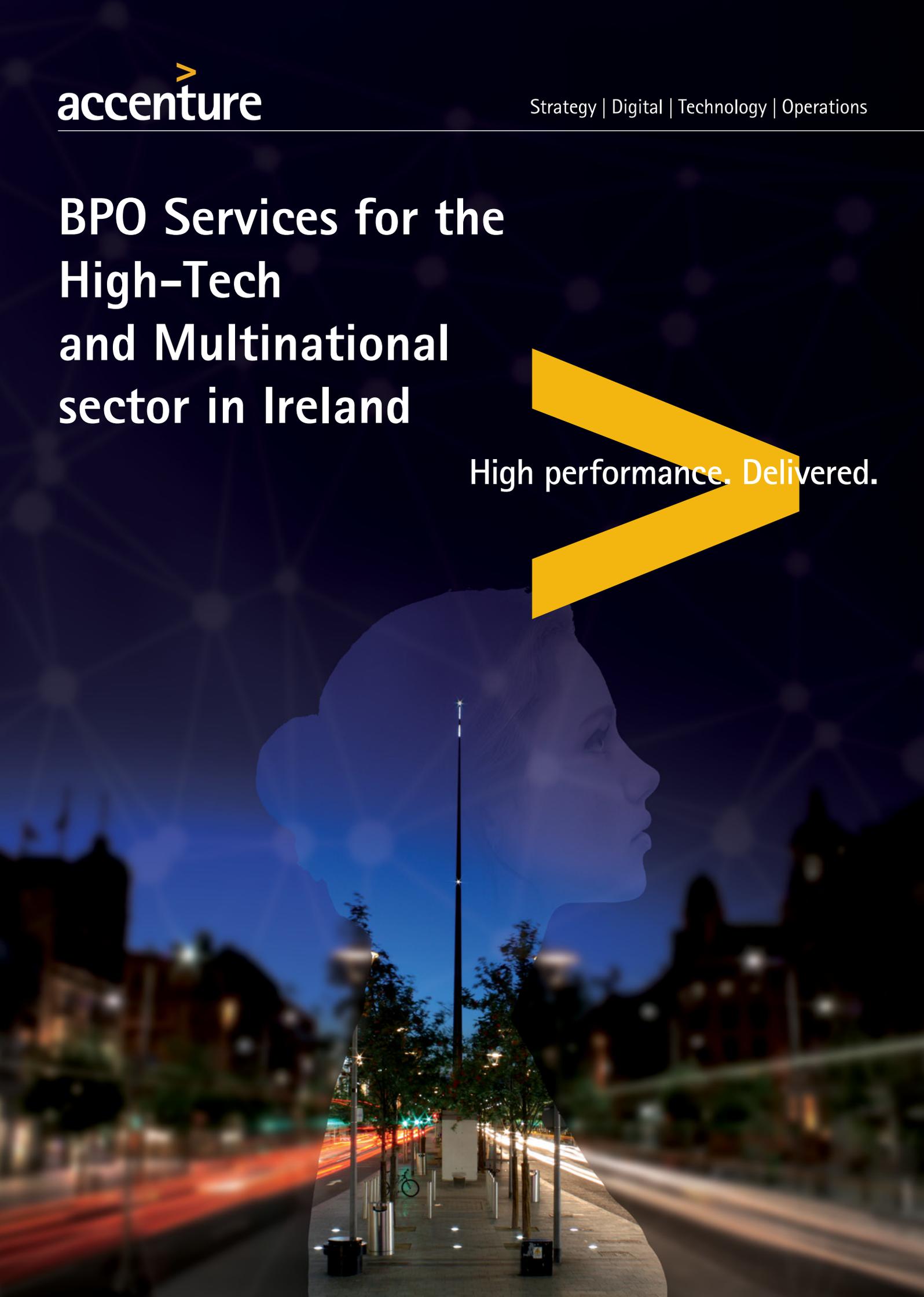


BPO Services for the High-Tech and Multinational sector in Ireland

High performance. Delivered.



Business Context

Over 30% of the shared services centres operating in Ireland are focused on the high-tech and multi-national sector, a level four times higher than the global average. In setting up and expanding their shared services operations in Ireland, companies face a range of challenges including:

- Talent; how to attract the best employees, and develop and retain the right skills to build capability for the future
- Flexibility and Scale; how to respond in an agile way to shifting business priorities and agendas, and to create an organisation which can grow as the business expands
- Ongoing Value; how to drive year on year cost savings and business improvements through standardisation of business processes, expansion of services and additional IT enablement and automations.

Accenture BPO works with a number of high-tech and multi-national organisations in Ireland to help them to overcome these challenges and grow and expand their businesses across Europe and globally.

Accenture in Ireland

Accenture has operated in Ireland since 1969 and currently has over 1,500 employees serving clients across all industry sectors. We created our own European Shared Services Centre in Dublin in 1999. We understand the challenges of setting up shared services and European operations as we have done it for ourselves, having created our own European Shared Services centre in Dublin in 1999.

Accenture in Ireland offers a wide range of BPO services to enable high performance, including function-specific services such as talent and HR, finance and accounting, procurement, supply chain and marketing. Drawing on more than two decades of BPO experience, we can provide tailored services geared to the specific needs of the high-tech and multi-national sector such as technical support, legal administration, content management, sales and marketing, and customer operations.

Serving the High-Tech and Multi-national sector

Our Ireland team is closely aligned with our colleagues based in the US and across the globe. In addition, we have access to 56,000+ people across our BPO Global Delivery Network.

We provide an integrated end-to-end solution for BPO operations including consulting services, analytics and technology. Typical business outcomes delivered include helping clients increase revenues, productivity and customer impact, and decreasing costs.

Services

Finance & Accounting BPO



We provide F&A BPO services to a number of high-tech multinational clients with operations centres in Dublin. Our Procure-to-Pay, Order-to-Cash and Record-to-Report teams provide services to over 100 countries around the world.

Procurement BPO



We deliver Procurement BPO services to clients in both the high-tech and financial services sectors in Ireland. We drive ongoing reductions in operating costs by simplifying, streamlining and automating key procurement processes.

Supply Chain BPO



Our teams of supply chain and logistics professionals provide supply chain management services in all the main European languages and drive year-on-year cost savings and performance improvements.

Talent and HR BPO



We work with clients to recruit, on-board and retain the best people for their business and support them through the entire employee life cycle. We leverage our extensive analytics capabilities to shorten the hiring process, optimise on-boarding and training processes and decrease average employee time to full productivity.

Technical Support Services



We provide European technical support services in Dublin for technology companies supporting the EMEA market.

Learning BPO



We deliver learning BPO services to clients in Dublin. Learning services provide the scalability and flexibility to drive the capability requirements of our clients.

Project Management Services



We have teams providing project and programme management, business analysis and process design services for a number of high-tech clients in Ireland.

Custom BPO Services



We provide tailored BPO services to address specific industry challenges in the high-tech sector. These include legal request management services and content moderation services for high-volume digital content platforms.

Digital Sales and Marketing Services



Accenture's Click2Close is a next generation capability that delivers an end-to-end digital marketing and sales channel that can be tailored for any client's product and target market to achieve higher lead conversion rates than traditional channels. It combines best-practice lead nurturing and lead management processes with a customised digital marketing CRM and analytics platform.

Our end-to-end BPO services are designed to meet the unique needs of your business now, while supporting the expansion of your business operations in an efficient and cost-effective manner for the long term. Please contact us directly if you would like to discuss this further.

About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with approximately 281,000 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\$28.6 billion for the fiscal year ended Aug. 31, 2013. Its home page is www.accenture.com.

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