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IT Transformation

Driving business innovation,
execution and agility through process,
technology and culture change

High performance. Delivered.

Strategy | Consulting | Digital | Technology | Operations

With the ongoing emergence of new technologies, many IT departments are under pressure. As organizations face significant challenges, such as rising stakeholder expectations, flat or declining budgets, or increased globalization, they are turning to IT as a means to shape their business future.

Accurate decision making focused on achieving sustainability is vital. Organizations must identify which technologies are critical to success, set an IT transformation agenda and develop their IT capabilities and operations to drive the business in a cost-effective and timely way.

Handled effectively, IT transformation enables organizations to deliver the new IT—investing early in technology skills to gain a competitive edge, while mastering a hybrid IT environment that replaces legacy with private and public cloud alternatives. By introducing IT transformation, organizations can not only achieve compelling short-term results, but also lay the groundwork for sustainability—creating IT organizations that have the flexibility to grow and change as the business evolves.

How Accenture helps

Accenture has a track record of IT transformation experience that helps organizations swiftly realize value—most organizations can expect reductions of 20 percent to 40 percent of their overall IT costs.

Where we helped:

A **large European IT services provider** that was grappling with service delivery issues and steadily rising costs transformed its IT operations, including operational and quality management, transparency and process control, organizational structure, standardization and consolidation of technology, sourcing and technical architecture. Cost savings of almost 20 percent have been realized across its IT organization.

A new **financial services company**, formed from the merger of several European banks, was spending more money on IT each year but its IT performance continued to decline. A comprehensive IT transformation program helped the bank implement an annual IT project planning process, a balanced scorecard program, and a state-of-the-art IT project portfolio management tool. Analysis of the company's IT spending helped cut expenses through benchmarking, contract renegotiation, outsourcing and reduced software licensing requirements. The transformation freed 10 percent of the company's IT budget for projects that are powering business with IT, and has helped the company achieve €10 million per year in IT cost reduction—14 percent of its total IT budget.

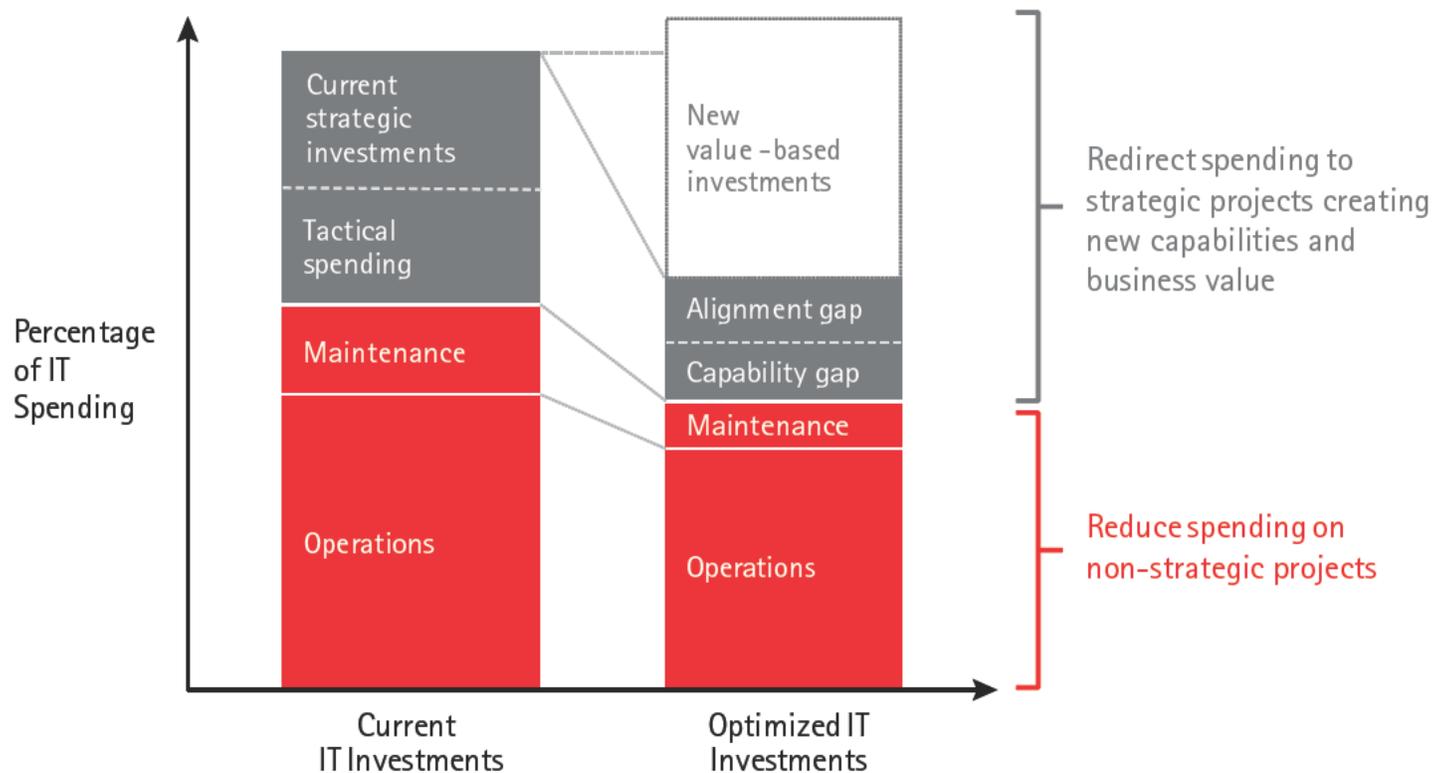
Our approach

Working at the intersection of business and technology strategy, our IT transformation approach helps to drive large-scale change to IT organization processes, technology and culture. We help organizations achieve operational excellence and alignment with the business strategy. We address all aspects of IT transformation, from the up-front planning and strategy work through to implementation. We assist IT and business leaders in extracting the maximum business value from their IT investments, balancing cost reduction with the support of new business capabilities, growth and globalization.

Using proven methodologies and tools, we team with organizations, collaboratively making fact-based decisions that balance rapid results with long-term goals. In particular, our approach helps organizations make the best of their IT investments by redirecting wasteful or non-strategic spending to IT investments that create new capabilities and business value (see Figure 1).

The springboard for IT transformation is our IT assessment, an important first step that helps organizations quickly analyze their IT function and understand the key issues facing the business. We diagnose areas for improvement and build a robust business case that underpins the transformation program and gains buy-in from senior decision makers. We shape the detailed change program and map a direct route to business results.

Figure 1. Optimizing IT investments with the Accenture IT transformation approach



Our services

Our IT transformation services comprise:

- **IT operating model:** helping organizations translate business and IT strategies into a coordinated set of IT processes, roles, governance structures, performance metrics and organization structures
- **IT governance and management:** providing a framework to enable IT organizations to drive decisions for IT investments, operations, sourcing, standards, IT management, and business/IT interactions
- **IT service delivery excellence:** helping organizations define, manage, and report on process, data, information and technology services for the business, extending beyond traditional IT Service Management and ITIL-based processes
- **IT solution delivery excellence:** helping organizations to create a vision and plan of how IT solution delivery could change in a digital, XaaS and agile world
- **IT workforce transformation:** addressing existing legacy workforce challenges and taking advantage of emerging opportunities to establish the IT workforce of the future

Why Accenture Strategy?

Accenture Strategy collaborates with organizations to determine the best approach for delivering business outcomes, using powerful, tried and tested methodologies and diagnostic tools to accelerate project completion, reduce cost and minimize risk.

Accenture Strategy brings:

- **Business and IT perspectives:** working at the intersection of business and technology strategy, we address how delivering the New IT can drive value and engage buy-in from critical stakeholders to align IT to the business
- **End-to-end strategy services:** developing pragmatic strategies, we help organizations prepare to implement rapidly and effectively to realize rapid returns
- **Tried and tested tools and methodologies:** using powerful intellectual property, methodologies and diagnostic tools, industry-specific and standards-compliant, we help organizations achieve results faster while reducing cost and risk
- **Skilled resources:** teaming our experienced strategists with organizations' practitioners, our people help to deliver the full benefits of collaborative practices
- **Global reach:** drawing on a global network of experienced industry and business process professionals, we provide a leading combination of skills and knowledge tailored to an organization's needs

Above all, we enable organizations to achieve specific, measurable business results from IT spending, balancing IT cost reduction with the need to support new business capabilities, growth and globalization.



Organizations involving us in their IT transformations typically reduce IT costs by 20 percent to 40 percent, and lower direct information technology costs by up to 30 percent—while gaining an additional 10 to 50 percent savings from cost avoidance and risk reduction.

Join the conversation:

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About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with approximately 319,000 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\$30.0 billion for the fiscal year ended Aug. 31, 2014. Its home page is www.accenture.com.

About Accenture Strategy

Accenture Strategy operates at the intersection of business and technology. We bring together our capabilities in business, technology, operations and function strategy to help our clients envision and execute industry-specific strategies that support enterprise wide transformation. Our focus on issues related to digital disruption, competitiveness, global operating models, talent and leadership help drive both efficiencies and growth. For more information, follow @AccentureStrat or visit www.accenture.com/strategy.