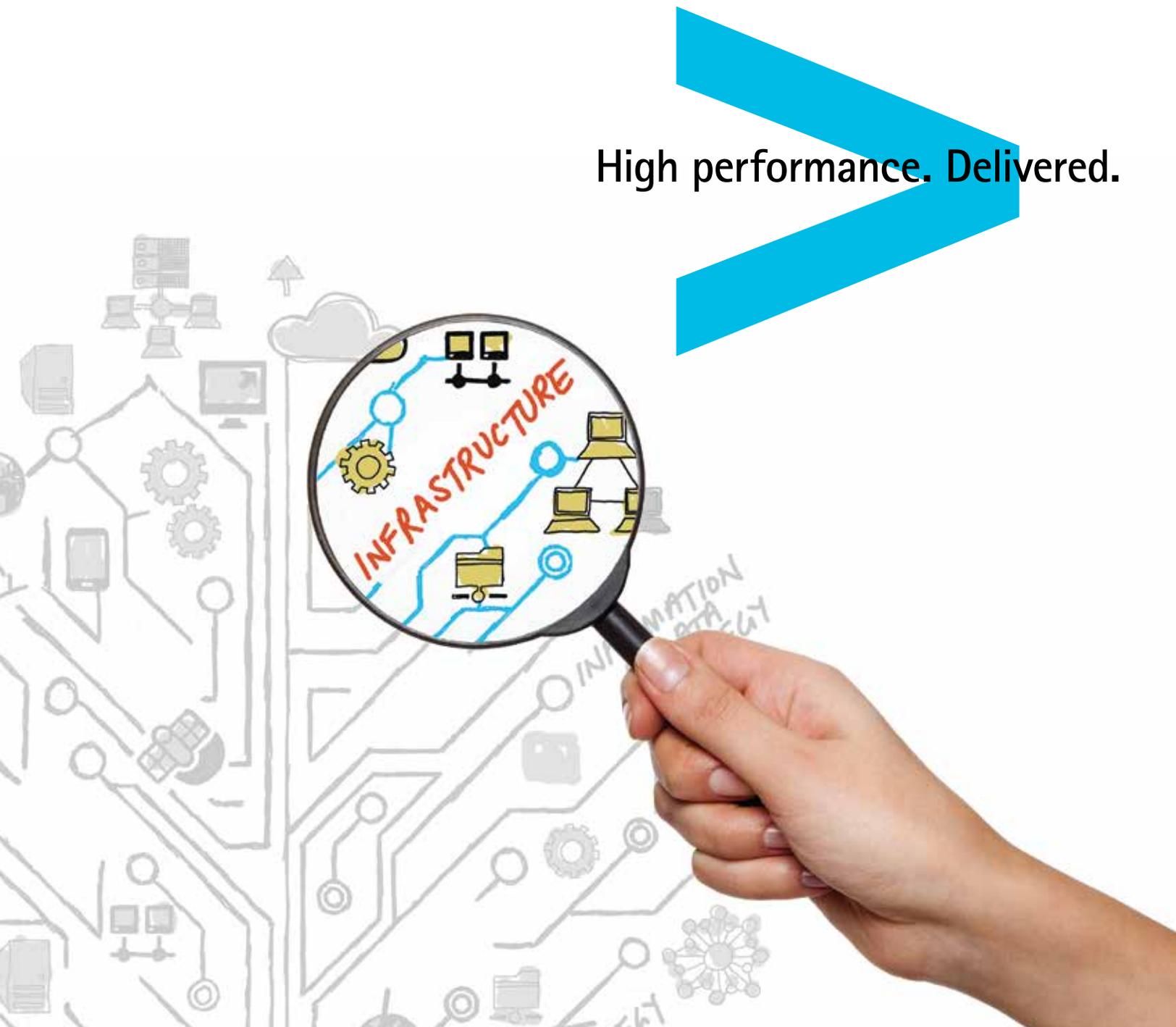


Technology Consulting

Accenture Network Transformation Services

Optimize your network to realize measurable performance improvements and increased service levels—with sustained cost savings

High performance. Delivered.



Leveraging technology effectively is key for businesses to remain competitive and address challenges such as reducing operational costs, managing complex consolidations and succeeding on the global stage. Collaboration, cloud, big data, mobility and analytics are fundamentally changing the way companies do business by opening new avenues to customers, markets and growth. Every business is fast becoming a digital business.

The network is a vital component of today's digital businesses, playing a central role in strengthening customer relationships through enhanced communications, running the applications that drive the business forward and, ultimately, helping ensure that organizations can operate with greater efficiency and agility.

While forward-thinking CIOs recognize the importance of network technologies, many still struggle with transforming their traditional network to drive real innovation and business growth. Aging equipment, inconsistent platforms and multiple carrier contracts exacerbate the issues of running a decentralized, complex network environment.

Building a superior and lower-cost network is a complicated undertaking, requiring a clear strategy for increasing network capacity, adequate resources for designing and deploying new technologies, and a comprehensive infrastructure plan. For many organizations, effective and efficient management of their network environment is also a key concern.

Accenture can help businesses in all industries overcome these challenges and establish networks that support future growth, run at lower cost and enable high performance.

Improving network agility

Accenture Network Transformation Services uses established, industrialized tools and methodologies, market-leading outsourcing capabilities and advanced technologies to rapidly create and run a transformed global network. We aim to deliver measurable performance improvements, industry-leading service levels, sustained cost savings and ongoing network agility. Our services include:

Network Optimization

Our diagnostics, strategic planning and performance optimization services help clients increase network efficiency and performance. We assess current network operations against future business requirements, align the network infrastructure to accommodate new business goals and incorporate applications such as cloud, mobility, analytics, "bring your own device" (BYOD) and big data. **Typical results:** We can deliver a prioritized roadmap of network investments, aligned with technology and business strategies, and work with clients to rapidly deploy the upgraded network with reduced risk, to increase efficiency, enhance performance and improve network operations.

Telecom Expense Management

We perform comprehensive telecom expense assessment and solution design to streamline communications and improve efficiency, helping clients optimize telecom costs and improve service levels. Our solution delivers both short- and long-term savings. **Typical results:** Clients realize cost savings of up to 10 to 20 percent of telecom costs.

Wireless Infrastructure

Accenture helps clients transform and manage their wireless connectivity, leveraging public mobile and private WiFi networks to improve business results and enable anytime/anywhere connectivity for employees, customers and partners—with flexibility and at scale.

Typical results: Clients benefit from a carrier-grade WiFi solution with a centralized infrastructure—tailored to their unique usage requirements—that supports high-density environments and reduces total cost of ownership.

Contact Center Transformation

Using contact center technology service models, we provide multi-channel customer collaboration and interaction capabilities, integrated with the client's business processes and applications. Our "as-a-service" approach delivers cost-effective, scalable operations. **Typical results:** By implementing a modernized contact center infrastructure, Accenture helps enhance the customer experience, improve agent performance, increase productivity and reduce cost to serve.

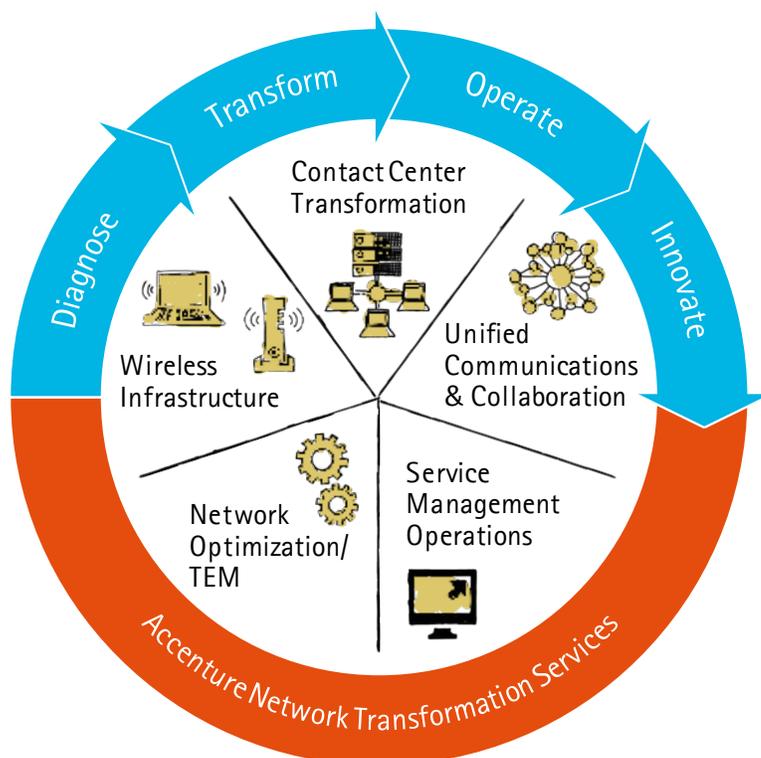
Unified Communications and Collaboration (UCC)

Our UCC solutions help clients design and optimize their communications and collaboration infrastructures, integrating with business processes, applications and devices to provide seamless operations. Accenture delivers rapid design and deployment, ongoing, process-driven collaboration and cloud-based, cost-effective and scalable UCC-as-a-Service.

Typical results: Integrated UCC solutions can enhance workforce productivity by between 5 and 25 percent, reduce operating and capital expenses from up to 10 to 35 percent, and improve service levels by up to 20 percent.

Service Management Operations

We use ITIL-based processes, governance and tools to provision and manage complex network infrastructures, including applications, connected devices and cloud-based services. Discovery, analysis and reporting services help clients improve service levels, increase security and compliance, and improve end-to-end availability, while reducing costs. **Typical results:** Enhances



the end-customer experience with improved network service performance, faster response to network service issues and more effective recovery. Our ability to leverage high-volume service providers in a managed services model drives better performance.

Infrastructure Outsourcing

Accenture provides ongoing management of clients' IT infrastructure capabilities and/or functions, which can cover discrete skills or can encompass the full responsibility for managing end-to-end functions. We help move clients from fixed to variable costs while broadening the skills available to them. Our industrialized delivery model helps lower total cost of ownership, reduce risk and improve productivity and predictability. **Typical results:** Integrated offerings across the infrastructure domain help clients create a more cost-effective and responsive infrastructure, promote service stability and improve clients' ability to support new technologies.

High performance delivered

Accenture Network Transformation Services help CIOs create a highly available, secure, superior network environment that supports the organization's growth agenda while accommodating the convergence of voice and data systems and traffic. The upgraded network integrates with business processes to enhance workforce performance, managing the needs of mobile and remote workers. The network provides the bandwidth needed to accommodate application and communication demands, incorporating leading technologies such as cloud, collaboration, BYOD and big data, while leveraging analytics to support continuous improvement.

Based on our previous experiences with many organizations, the greatest benefit lies in significant cost savings.

- Network assessment can identify opportunities for reducing data and voice expenses up to 20 to 40 percent.
- Enterprise network transformation can reduce network operating costs up to 10 to 30 percent annually.
- Developing telecom expense management capabilities alone can reduce yearly costs by up to 10 to 20 percent.
- Bolstering network management capabilities can reduce bandwidth costs up to 30 to 65 percent.
- Integrating data and voice networking capabilities can reduce capital expenses up to 10 to 15 percent, and operational expenses by up to 20 to 40 percent.

Why Accenture?

Clients trust Accenture to optimize and integrate their network technologies in a way that supports their business priorities and enables greater organizational agility. Our leading capabilities include:

- **Deep skills and experience.** We have thousands of professionals worldwide with specific networking capability; we can integrate network solutions within any IT environment, and we have implemented/optimized thousands of networks for the world's largest organizations.
- **Business focus.** All our solutions and services are focused on helping organizations optimize network capabilities to generate measurable and meaningful business results.
- **Global reach.** As a leader in global delivery, we can provide onsite/offsite support to our network specialists through the Accenture Global Delivery Network (with 174,000+ resources).
- **Seamless delivery.** Our network operation centers leverage a scalable Multi-Protocol Label Switching (MPLS) backbone, enabling us to deliver network services seamlessly (and with minimal risk) from any delivery center to any client location.
- **Industry vertical market specialization.** With deep experience across 40+ industries, our solutions are fine-tuned to address specific industry needs and concerns in sectors including banking, insurance, retail, utilities, health and public service; clients can explore industry-specific use cases for new network technologies in the Accenture Technology Labs.
- **Vendor independence.** As the world's largest technology-independent strategy and IT solutions provider, we have strong relationships with various technology leaders; these alliances expand and accelerate the value we deliver, and provide deep knowledge about networking products and applications.
- **Robust delivery assets.** The speed and quality of our network solutions are supported by established tools, methodologies and practices including reference architectures, network and security architectures, performance optimization frameworks and diagnostics.
- **Unmatched outsourcing services.** With 21+ years' experience, Accenture's Network Technology and Infrastructure Outsourcing Services currently support hundreds of clients in 50+ countries; we have been top-ranked on the "Global Outsourcing 100" list for five consecutive years (2008-2012).¹

Case studies

State of Arizona transforms its communications network

The state of Arizona needed to address its fragmented and aging telecommunications infrastructure, reduce network failure risk and decrease operating costs. Accenture designed and implemented a converged state-wide network for voice, video and data, creating an optimized IT environment. The transformation generated US\$34 million in cumulative savings over seven years, while providing a reliable and secure SLA-driven voice and data network. Accenture removed single points of failure in the existing network and implemented enhanced security for firewalls, dial-in access and internet access. The program encompassed 140 state agencies, 600+ sites and 40,000 employees.

Accenture creates state-of-the-art network for collaboration and high performance

Accenture's internal IT organization transformed the company's voice and data systems, taking disparate systems and creating a state-of-the-art network carrying voice, data and video on a single infrastructure. On top of recurring annual savings of up to US\$25 million, the transformation facilitated the introduction of powerful, next-generation collaboration tools. As part of the transformation, Multi-Protocol Label Switching (MPLS) circuits replaced a blend of Wide Area Network (WAN) technologies, connecting all offices, improving overall performance and introducing more efficient communications with Internet Protocol Telephony (IPT). The new network enabled advanced collaboration capabilities, including high-definition video conferencing, real-time, secure instant messaging/presence, and person-to-person and multi-party audio and video conferencing. These tools served to increase Accenture's workforce productivity, business flexibility and employee satisfaction.

¹ International Association of Outsourcing Professionals (IAOP)

Next steps

To find out how Accenture can help you make the most of your network, contact: ATC_Infraconsulting@accenture.com.

About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with approximately 266,000 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\$27.9 billion for the fiscal year ended Aug. 31, 2012. Its home page is www.accenture.com.