

**Lync Unifies Communications Across Accenture
for Anytime, Anywhere Collaboration**



High performance. Delivered.



Seamless collaboration is changing the way enterprises work worldwide. Accenture is leading the way with Lync, first introduced in 2010 and recently upgraded with advanced new features. Lync is a unified "anytime, anywhere" communications platform that integrates audio calls and instant messaging with videoconferencing, content sharing and many other capabilities, raising productivity while saving time and cutting the cost of audio conferencing by 83 percent.

Today Lync is the primary communications tool across Accenture's global enterprise, a VOIP-enabled platform enabling Accenture professionals to communicate, meet virtually, and collaborate online with anyone, anywhere, every day. Massive investments in technology and infrastructure have made Accenture's Lync the largest and most stable such platform in the business world.

"Moving the entire Accenture workforce to Lync has been a migration of unprecedented scale and complexity. The benefits for Accenture have been significant: massive cost-efficiencies, as well as huge gains in productivity and collaboration." -- Andrew Wilson, Accenture Chief Information Officer



Lync's Gallery View displays up to five participants in a videoconference.

Opportunity

Accenture's people are constantly on the move, serving clients and solving problems for enterprises in more than 120 countries. Essential to Accenture's performance is its ability to make its very best talents and resources available to clients, anytime, anywhere. The vision of Lync is to equip every employee with a single fully integrated tool capable of meeting every communications need.

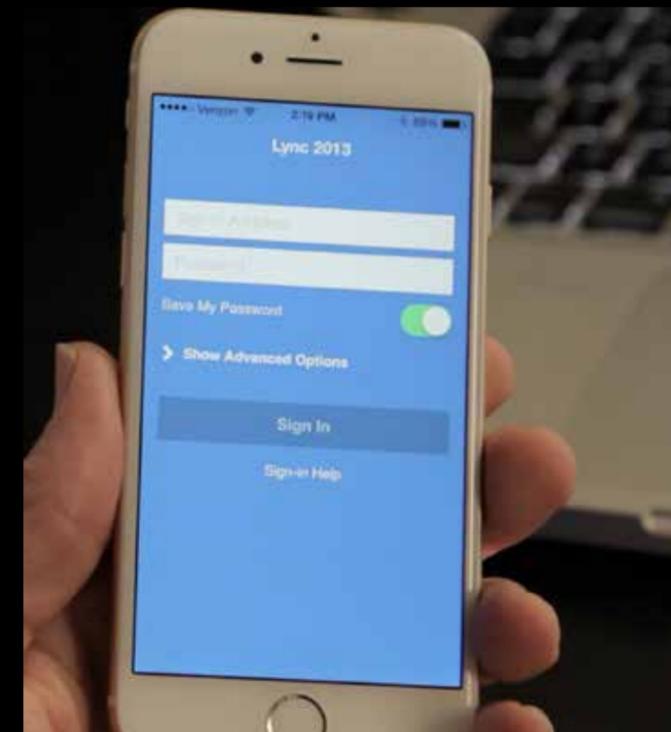
Solution

Accenture's internal IT organization began introducing advanced communications to the Accenture workforce via Lync's predecessor, Office Communicator. Beginning in 2008 and continuing through 2010, this initiative continued with the launch of Lync. To promote its adoption, extensive communications and training programs were undertaken to encourage Accenture employees to adapt their long-established work habits and take advantage of Lync's powerful capabilities.

"Moving the entire Accenture workforce to Lync has been a migration of unprecedented scale and complexity," notes Andrew Wilson, Accenture's Chief Information Officer. "The benefits have been significant: massive cost-efficiencies, as well as huge gains in productivity and collaboration. But the technical execution of so large a change demanded the very best effort from our internal IT team."

Throughout the implementation, Accenture's CIO Organization worked closely with experts on Lync and with Avanade (a technology consulting company specializing in Microsoft technologies) to fine-tune Lync's functions for the requirements of the global Accenture workforce.

"The introduction of Lync and its recent enhancements are perfect examples of Accenture's IT organization driving our digital agenda across the enterprise," Wilson concludes. "We saw the power of this solution, we knew it already was and will continue to be a tremendous competitive advantage for Accenture, and so we are committed to making it the most stable Lync platform in the business world."



Reflecting Accenture's commitment to Lync, the company made a significant investment as part of the 2013 upgrade to enhance the underlying network infrastructure. Don Galzarano, an Applications Architect Senior Manager and the lead on the Lync team, explains: "More than three-quarters of past performance issues on Lync were related to network infrastructure, rather than to the solution itself. We are now building the foundations for higher-quality video via Lync."

As a result of the new investments, Lync 2013 now features new carrier-grade network hardware, including load-balancing architecture and appliances, updated carrier grade switches, new firewalls and updated routers. A new architecture was devised to utilize redundant hardware and to dedicate portions of the network to exclusive use of Lync. The Lync network now has at least two sets of all network hardware, including ISP routers, MPLS routers, core switches and aggregate switches, external and internal firewalls, and load balancers. Many of these appliances also include multiple network cards, which are the brains of the appliance and act as another layer of redundancy within the devices themselves.

New features added with the latest Lync upgrade include:

Video Gallery View: Up to five different participants all appear live simultaneously. The gallery view brings the dominant speaker's video "into focus" and also displays the video images of up to four other participants, creating a more sensitive and immersive video experience.

Lync Web App: The Lync Web App now enables users to join a Lync call via web browser. Lync can be used from any computer, not just the employee's; the Lync client does not need to be installed on the computer in order for an employee to use Lync.

Mobile Features: Lync for Mobile enables employees to maintain their presence and to use Lync wherever they are and with whatever device they are using: Windows Phone, iPhone, iPad or Android device. Users can e-mail, IM, chat or join an audio conference with just one touch.

Results

Over 340,000 people -- virtually the entire Accenture workforce as well as many partners and contractors -- are enabled with Lync in 2015. Nearly all Accenture conferencing -- 99.8 percent -- now takes place via Lync.

Migrating to Lync cut the average cost of an Accenture audio conference call by 83 percent.

Lync Audio Usage, including conferencing and peer-to-peer audio, is approaching 200 million minutes per month in 2015.

Lync Video Usage, including conferencing and peer-to-peer video, averaged 9 million minutes per month in 2015.

Over 400 Accenture clients are currently federated with Lync.

About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with more than 323,000 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.

Copyright © 2015 Accenture
All rights reserved.

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

