



High performance. Delivered.

"By creating a leaner, more efficient organization, we can restore MTA's credibility and position ourselves to make great improvements to our system when the economy recovers."

MTA Chairman Jay Walder

New York Post,
April 15, 2010

Are you striving to do more with less? Does your organization need to achieve rapid and sustained cost management and still deliver on its mission?

Federal agencies today face the harsh reality of increased mission requirements, declining budgets and revenue sources, and the expectation to achieve maximum outcomes in minimum time. In short, **do even more with even less.**

Change must come—and come fast—to survive this crisis in government. Accenture has a track record of enabling rapid cost reduction and operational efficiencies that lead to high performance for Federal organizations, commercial clients and internally at Accenture.

Accenture delivers real world solutions that work in real time to solve real problems.

Accenture helps make cost reduction more strategic and sustainable for Federal agencies through key enablers that include:

- Leadership alignment, conviction and accountability

- Centralized program management
- Communication, culture and change
- Meaningful metrics

In the end, Federal agencies cut the non-mission-critical activities, external spend and duplication that burden the bottom line.

Achieving Mission Success in the Public Sector

Accenture has worked with Federal organizations for the past 20 years, and its systems and technology solutions have enabled clients to achieve operational efficiencies and real cost savings—savings that can be invested back into the mission of the organization and the people they serve.

Defense Logistics Agency (DLA) – Accenture has helped the DLA reduce its logistics response time from 21 days to 15 days and sustain supply availability during wartime operations.

By improving forecast error by 15 percent, DLA has saved an estimated 13 percent in inventory cost reductions and achieved \$72 million in cost avoidance over legacy systems. And with a now financially compliant system, DLA is avoiding \$12 million per year in manual workarounds and system changes.

General Fund Enterprise Business System (GFEBs) – This new system has transformed the U.S. Army's 85 legacy financial management and real property systems into a single enterprise-wide system that integrates financial, real property, cost management and performance data. GFEBs provides the capability to manage the \$140 billion general fund and can accommodate the 79,000 financial professionals using the system at more than 200 worldwide locations.

Army and Air Force Exchange Service (AAFES) – Accenture helped AAFES modernize its global merchandising system, with the goal of putting the right product in the right

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place at the right time in all 3,100 Army and Air Force Exchange facilities worldwide, including their stores in Iraq and Afghanistan. The new system has a lower cost of operations, increased inventory controls, improved customer service and perpetual inventory for better forecasting and buying decisions.

U.S. Department of Agriculture — The USDA's comprehensive e-government strategy and programs are moving the 100,000 person agency on the path to high performance by using improved Internet-based technology to help citizens and businesses interact with their government, cut costs and streamline citizen-to-government communications.

New York Metropolitan Transportation Authority (MTA) — Given a tax revenue shortfall in the state of New York, the MTA faced a budget deficit of nearly \$800 million and needed to reduce its cost structure quickly. Accenture worked closely with the MTA to identify more than \$150 million in potential savings through enterprise transformation and rapid and sustained cost-reduction measures.

Driving Bottom-Line Results in the Private Sector

In more than 120 countries and in the face of extreme cost pressures and expectations to deliver shareholder value, Accenture has helped private sector clients generate efficiencies while achieving bottom-line results.

Staples — Accenture's Lean Six Sigma program for Staples has generated tens of millions of dollars in savings and produced a tenfold return on the company's investment in their process improvement program.

BellSouth — Accenture's electronic education program for BellSouth delivered a 13 percent reduction in training time, improved time-to-proficiency and reduced the number of repeat calls. As a result, BellSouth expects to see as much as \$52 million in cost savings over a five-year period.

Best Buy — Accenture helped Best Buy become a more efficient, customer-centric business by optimizing its supply chain.

Harley-Davidson — Accenture helped Harley-Davidson define and deliver a human resource strategy that powers their people and fuels the business of one of America's most iconic brands.

Shell EP — Accenture helped Shell EP create one system accessible by some 17,000 users in 22 locations around the globe, supporting everything from finance to plant maintenance, logistics, procurement and business intelligence processes.

Realizing Return on Investment at Accenture

Accenture's own IT transformation demonstrates smart solutions that yield cost savings. From 2004 through 2009, Accenture cut IT costs in absolute terms (-13 percent), as a percentage of revenues (-56 percent), and in spend per employee (-60 percent), even as company revenues and workforce more than doubled in size.

Accenture achieved hard dollars saved in a number of ways, which can guide cost-cutting imperatives for Federal organizations:

Rationalize — To improve IT spend, Accenture aligned its business strategy with its IT strategy, and confirmed that there are well-defined governance, management systems, metrics and bench-marking in place.

Consolidate — Accenture eliminated duplicate capabilities and technologies and moved to a single global desktop image and a single global network.

Automate — Accenture moved from in-person support to global help desk support to eSupport, which is more than 90 percent less than the cost of a physical visit, and 75 percent less than the cost of a phone call.

Simplify — Accenture's data and voice traffic now flows through the same channel and generates savings of 20 percent, or US\$25 million annually.

Source — Accenture streamlined multiple contracts with the same supplier down to one, with better pricing and terms and conditions, saving the company millions of dollars a year.

Accenture has been helping corporate clients reduce costs through the recent recession, state and local governments through budget crises, and stands ready to help Federal agencies achieve cost reduction targets.

Under new and escalating pressure to do even more with even less, Accenture remains committed to delivering the solutions US Federal agencies need right now—to master one of the greatest challenges they've ever faced. For more information, contact:

Eric Stange
Managing Director, Defense Sales

eric.s.stange@accenturefederal.com
+1 314 827 3549

About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with more than 190,000 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\$21.58 billion for the fiscal year ended Aug. 31, 2009. Its home page is www.accenture.com.

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