

Video Transcript Accenture's Outsourcing Leadership Telestration



High performance. Delivered.

Hi, Accenture here. The outsourcing industry has been through a lot of change lately. At Accenture we look at it as just another phase of the journey—a journey we've been on for more than 20 years—one that continues to take us, our clients and the industry past the boundaries of the ordinary.

We're proud of our accomplishments. Ranked by IAOP as the world's number one outsourcing provider for three years in a row and winner of a host of other awards.

We now serve more than 650 clients in more than 75 countries. But we're not thinking about what we've done in the past, we're thinking about the future. Not just making ourselves better or our clients better; making the entire industry better, stronger, more agile, more innovative.

Here are three important aspects of our leadership in the outsourcing industry.

Number one, we're opening up new vistas. Remember when outsourcing was mostly about running another company's IT hardware. That was more than two decades ago. Since then, Accenture has helped guide the industry toward higher and higher levels—applications, infrastructure, business processes and beyond. Driving down complexity and costs; driving up innovation and value. At every level someone always seems to think Outsourcing has reached a dead end. It didn't happen then and it won't happen now. Instead we just take it to

the next level. Today we're conducting trail blazing research into innovations such as cloud computing, software as a service, mobility and web 2.0.

We're helping clients manage the new complexities of cloud environments so an innovation you want to harness doesn't become owning a risk you have to manage. Our consulting experience across every industry has led to pioneering outsourcing solutions in areas such as supply chain, engineering and health administration. We have expanded our application outsourcing reach into industries such as automotive, media and entertainment. In infrastructure outsourcing we now have 345 clients in more than 50 countries.

A second aspect of our industry leadership is our ability to serve our clients as trusted guides. Ask our clients what they value most about Accenture and they will say the same thing—our people. To keep up with our growth we're investing heavily in our people skills all over the world from the Americas to Western and Eastern Europe, to China, India and the Philippines. We now have more than 100,000 outsourcing professionals, a 25 percent increase over the past two years. We're helping our people and us to manage their careers with more precision and meaningful work, career level guidelines, job-based learning programs and objectives, rewards and career paths, and more than seven million hours of training delivered in the last year.

A third way we lead the industry is in cultivating enduring relationships. There's a saying that you're known by the company you keep. At Accenture we keep great company. Our clients include three quarters of the Fortune Global 500, 94 of the Fortune Global 100 and major government agencies around the world. And these are long-term trusted relationships. Of our top 100 clients, all have been clients for at least five years and 92 have been clients for at least 10 years. One reason for that level of trust is that we don't deliver solutions to our clients; we develop them with our clients. Our success stories are about innovative collaborations and there are more of them every day.

For example our finance, accounting and procurement BPO work with Microsoft resulted in an innovative Controller Workspace tool, enabling faster, more accurate monthly closes alongside a 35 percent reduction in operating costs.

Our bundled outsourcing work for Thomas Cook has driven greater customer focus, faster post-merger integration and improved operational efficiencies.

Our alliance partners include the best names in the business. As a trusted broker we care only about what's right for our clients' goals. We match the right solution to the right client need every time.

So, what's next? There's always a new challenge; a new opportunity over the next hill. We think today's leading CEO's are beginning to see outsourcing not just as a cost or efficiency play but as an opportunity to design and redesign their business models.

That's a big change but we're already working with our clients to make it happen. So keep looking to the future—we'll be there, waiting.

About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with more than 223,000 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\$21.6 billion for the fiscal year ended Aug. 31, 2010. Its home page is www.accenture.com.

Copyright © 2011 Accenture
All rights reserved.

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