Technology Consulting

Accenture Operations Transformation Services

High performance. Delivered.

With industry-leading tools and methodologies, Accenture helps clients identify, design, introduce, run and improve information-based, technology-enabled services that help organizations achieve their desired business outcomes.

The Accenture High Performance Business research initiative has revealed that one of the ways top companies distinguish themselves is by positioning information-based, technology-enabled services as a strategic asset. In this paradigm, IT investments must be integrated with the overarching business imperatives and the modern CIO is under increasing pressure to run IT as a service-oriented business responsible for helping create true business value.

The shift from IT value-capture to IT value-creation is, in many respects, the culmination of a series of advances that have been changing the nature of corporate IT over the past few years. Service-oriented architectures, software-as-a-service, network convergence, mobility and other trends have sparked noticeable improvements in IT flexibility, processing power, storage capacity and cost variability. New sourcing models, as well as the acceptance of cloud computing as a viable and secure platform for IT service delivery, have also set the stage for even faster, more responsive and more cost-effective IT capabilities.

Together, these advances require CIOs to build service organizations that can choreograph IT services to respond to business threats and opportunities and drive the enterprise forward. Accenture Operations Transformation Services help CIOs achieve this dual imperative.

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Charting a course to operations transformation

Any effort to achieve operations transformation must begin with the adoption of a service mindset and a clear understanding of what customers most value. The art of strategic service management is to gain a deep understanding of the desired business outcomes of each distinct customer group, and demonstrate how IT supports these outcomes--rather than focusing on the technology itself.

Because the desired outcomes for distinct customer groups differ from organization to organization, no two journeys to IT service excellence are the same. Regardless of the service ultimately delivered, IT organizations need to be able to manage, monitor and report on IT's contribution to business outcomes. Accenture Operations Transformation Services help clients master each stage of the service lifecycle—from strategy and design to transition, operation and continual improvement. In addition to providing a real-time assessment of the capability at each lifecycle stage, Accenture Operations Transformation Services help clients ensure that service levels are optimized and service costs are transparent to key stakeholders.

Service management operations

Service management operations provide organizational models, processes, and tools to provision and manage increasingly more complex IT applications and infrastructure, including connected devices and cloud services. We help our clients master each stage of the service lifecycle – from strategy and design to transition, operation and continual improvement. The potential benefits include an improved understanding of how IT supports business needs, increased end-to-end service availability, reduced service costs, transparent accounting for service charging, ability to quickly react to major service events and greater security and compliance.

Service desk implementation

Service desk implementation transforms the service desk capability to provide faster resolution of service issues. We help our clients transform service processes, stabilize the data layer and better manage the enterprise. The potential benefits include increased speed to resolution rates, higher customer satisfaction levels, and reduced operating costs by 35 percent or more annually.

Technical operations

Technical operations provide greater visibility into, and management of, the health and performance of IT infrastructure and application services. We help our clients implement tools and processes for monitoring and managing infrastructure, applications, and services as well as use predictive analytics and modelling for performance and capacity. The potential benefits include improved service levels, increased transparency for business and IT into operations, provisioning of services reduced from days to minutes, up to 60 percent reduction in labor costs, and up to 30 percent increase in resources utilization.

Service integration

Service integration ensures end-to-end service availability in a multi-vendor hybrid environment.

We help our clients integrate new services from multiple vendors into service operations by defining, maintaining and verifying a structured set of acceptance criteria, providing end-to-end monitoring and orchestration of services and responsibility for adherence to service level agreements (SLAs), defining and implementing improvement measures and managing suppliers. We could also govern and act as a broker for Cloud-based capabilities and services, and provide business leadership with full visibility into IT performance. The potential benefits include an improved range of organizational capabilities to access best-of-breed suppliers, improved IT service levels, increased agility and leverage over suppliers, reduction in unit costs, reduction in supplier risk and an increase in innovation capacity.

High Performance Delivered

Our Operations Transformation offering makes IT operations potentially more efficient, help ensures that IT business service levels are always in a state of compliance and that service levels and IT spend are readily visible to stakeholders. We help our clients implement strategic and tactical initiatives across the areas of service desk, service delivery and management, and sourcing. We help streamline processes, improve IT process maturity and reduce operational costs by as much as 30 percent annually while exceeding industry standard service level agreements. For example:

- **Accenture helped one client re-engineer the way service performance was reported. By working with the business, a CIO Service Performance Dashboard was created to improve the ways the business and IT discussed service performance**

- **An end-to-end service management transformation could streamline processes, improve the customer experience, achieve license compliance and potentially reduce operating costs by as much as 30 percent each year**

- **The Accenture Service Excellence Maturity Model has been used in a number of organizations to determine the key strategic and tactical initiatives required to potentially reduce service costs up to 30 percent while improving the quality of service performance**

- **Accenture helped one client define and catalogue key information-based technology-enabled services in terms that the business understood and created a supporting catalogue of standard service requests to improve the customer experience and achieve business productivity savings**

- **Our strategic sourcing and IT procurement service could potentially reduce non-labor IT costs by 15 to 20 percent**

Why Accenture?

Accenture is uniquely positioned to help our clients achieve high performance with Operations Transformation Services. We are able to offer:

- **A business focus.** We understand that our clients are seeking to differentiate based on the services they offer to their customers. We focus on the business outcomes of these customer assets through maximizing the enabling resources and capabilities required by a service provider

- **Extensive knowledge and experience.** With more than 21 years of experience in helping clients transform their IT service organization, we have hundreds of certified practitioners helping clients around the world achieve service excellence. Our rigorous recruiting and training processes demonstrate that our people have the customer focus and the technical acumen needed to deliver high performance. Additionally, Accenture has deep know-how and co-authored the ITIL® Service Strategy Book which provides the blueprint to help CIOs move beyond operational efficiency to strategic service management

- **Global reach.** Accenture is a truly global organization. We have 16,000 Infrastructure professionals in total worldwide. By collaborating with our network of service management professionals and alliance partners, we can make our global talent available to address our clients' business issues locally

- **Vendor independence.** Accenture is the world's largest technology-independent strategy and IT solutions provider. With strong and long-standing relationships with a number of technology providers, we have experience implementing major service management tools and solutions. By remaining vendor and tool agnostic, we help our clients make decisions based on their needs – not ours

- **A holistic approach.** We combine service management operations, service desk implementation, technical operations and service integration to achieve high performance. By combining our distinctive consulting, technology and outsourcing capabilities, we offer solutions for all phases of the IT service lifecycle

- **A robust set of delivery assets.** We apply an industrialized approach so that our work is carried out consistently around the world and with less risk. In addition to the Service Excellence Methodology, we offer field tested tools and assets to help drive IT success. These include Accenture's Service Portfolio and Service Reporting assets, a maturity model for Service Excellence Assessments, Service Design modules and Service Asset and Configuration Management capabilities

- **Scalable sourcing models.** By leveraging our extensive outsourcing experience, we know what it takes to be a high performing service provider and provide guidance on how to implement the right sourcing model

Case Study: Large Consumer Products Company

Accenture helped a Fortune 200 consumer products company renegotiate technology contracts and implement new technology solutions to have a more cost-effective infrastructure. We also helped them deploy a range of IT service management solutions like Incident Management and Asset Management-interrelated activities to bolster consistency, provide more visibility into the IT process and improve performance. The company has achieved savings of more than $9 million through technology infrastructure improvements within the first seven months, such as server consolidation—reducing the company's server requirements in one area of the business by 39 percent.

Next steps

With a relentless focus on helping clients achieve desired business outcomes and our deep industry knowledge, Accenture helps CIOs orchestrate high performing IT service organizations. To find out how Accenture can help you achieve IT service excellence, contact:

ATC_Infraconsulting@accenture.com.

About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with approximately 259,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across major 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.

13-2020U/9-4812