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High performance. Delivered.

Technology

Accenture Network Technology Services

• Consulting • Technology • Outsourcing

Accenture helps clients achieve high performance with end-to-end network solutions that drive agility, productivity and efficiency.

Today's CIOs are driven largely by a dual imperative: Reducing costs while generating ever-greater value for the business. To achieve these objectives, savvy leaders are aligning their IT services to business priorities and positioning IT as a strategic asset to the business.

Network technologies have emerged as an important element of an optimized IT infrastructure. This importance makes sense, considering the network is at the very heart of how people communicate, how they run the applications that drive the business forward and, ultimately, how they enable their organizations to operate with greater efficiency and agility. Forward-thinking CIOs clearly understand this role. An Accenture study found that 65 percent of surveyed IT executives believe that advanced network technologies can increase productivity, agility and

enhance customer service. Further, 73 percent believe that the estimated cost improvement associated with refreshing the network would be 20 percent or greater.

While our research revealed that most organizations recognize the value of a stable and scalable network, the truth is that many still struggle to bring their network vision to life. Building a superior and lower-cost network is a complicated undertaking. It requires a clear strategy for increasing network capacity and resources for designing and deploying new technologies. It also calls for an infrastructure plan for how to accommodate the Web 2.0, wireless, social networking, and IP-enabled services and applications that are becoming ever more important in business environments. Additionally, the network needs to keep up with the increased computing power brought by Cloud technologies. For large,

multi-national organizations, the proliferation of decentralized network environments makes the effective and efficient management of network services especially daunting.

Accenture can help businesses in all industries overcome these challenge and establish networks that can enable high performance.

3

Providing solutions that improve network agility

Accenture Network Technology Services help clients improve performance of their critical applications, reduce risks and support fundamental business needs. Whether we are assessing, implementing, optimizing or managing networks, our focus is on improving network agility, boosting workforce productivity and creating a network environment that is highly reliable, secure and cost-efficient. Our specific services include:

• Network optimization. Accenture provides a comprehensive and integrated suite of services that range from initial network assessments to specific network performance improvements. As part of this offering, Accenture's telecom expense management services can deliver cost savings--typically between 10 and 20 per cent--by examining various aspects of an organization's network operations, including telecom supplier and procurement practices, sourcing models, and network management and equipment costs.

• Wireless. Accenture helps organizations meet the needs of their increasingly mobile workforces with a full range of strategy and engineering services—from business case development to design and deployment to ongoing operations. Strategic alliances with leading technology suppliers and deep skills in Wi-Fi, 2G/3G/4G cellular, WiMAX and other wireless technologies allow us to establish—and then optimize—wireless networks for any business.

• Network service management. To help companies address the efficiency and performance challenges that arise when managing network infrastructures, Accenture has developed an integrated, end-to-end service solution for enterprise networks, infrastructures, applications and systems. The solution—which encompasses both security management and system management services—helps ensure that the specified network components are in place and working properly to effectively support business and IT objectives.

• Network outsourcing. Few would argue that a transformed network is a more valuable asset. However, it must be carefully managed to sustain its value over time. Accenture helps clients create and maintain a more cost effective, stable, responsive and reliable network infrastructure through outsourcing. Specifically, Accenture can assume responsibility for a number of network-related functions, including network management, telephony management and IP contact center management.

High performance delivered

Accenture Network Technology Services helps organizations lay a solid foundation for high performance. In doing so, we help CIOs create a superior network environment that:

• Is highly available, reliable and secure.

• Supports a company's growth agenda.

• Accommodates the convergence of voice and data systems and traffic.

• Meets the needs of a growing number of mobile and remote workforces.

• Provides the bandwidth necessary to meet today's application and communication demands.

For many organizations, the greatest benefit of network optimization comes in the form of the significant cost savings that are possible. Consider the following:

• A network assessment, which is part of the Accenture Network Optimization solution, typically identifies opportunities that can reduce data and voice expenses by 20 to 40 percent.

• An enterprise network transformation can reduce network operating costs by 10 to 30 percent annually. The development of telecom expense management capabilities, alone, can reduce yearly costs by 10 to 20 percent.

• Bolstering network management capabilities can typically reduce bandwidth costs by 30 to 65 percent.

• Taking advantage of network convergence to bring together an organization's data and voice networking capabilities can reduce capital expenses by 10 to 15 percent and operational expenses by 20 to 40 percent.

Why Accenture?

Clients around the world trust Accenture to optimize and integrate their network technologies in a way that supports their business priorities and enables greater organizational agility. We offer what other network service providers can't:

• Deep skills and experience. We have approximately 1,700 professionals around the world with specific networking expertise in areas such as voice and data communications, wireless and security solutions, and telecom expense management. An additional 16,000 professionals focused on infrastructure delivery mean we are able to integrate network solutions within any IT environment. Over the years, we have implemented or optimized thousands of networks at many of the world's largest organizations.

• Global reach. Accenture is a leader in global delivery. Our 1,700 network specialists—supported by more than 90,000 resources from the Accenture Global Delivery Network— provide onsite and offsite support, as needed, to facilitate reliable, cost-effective efficient solution delivery and outsourcing services. Importantly, our global delivery network and network operation centers in Dallas, Bangalore, Prague, and Frankfurt leverage a scalable Multi-Protocol Label Switching (MPLS) backbone, which enables us to deliver network services seamlessly (and with minimal risk) from any of our delivery locations in the world to any client location in the world.

• Industry know-how. We understand our clients' businesses, markets and industries, as well as the network requirements of unique business sectors. With unmatched industry skills across all market domains, we can assess, improve and manage network capabilities and the supporting infrastructure for any organization. Additionally, we tap the skills of the Accenture Technology Labs to explore how clients in particular industries might use new and emerging network technologies to meet their unique challenges and achieve high performance.

• Vendor independence. Accenture is the world's largest technology-independent strategy and IT solutions provider. We have strong and long-standing relationships with a number of technology providers who work with us to deliver market-leading networking solutions that best meet our clients' needs. These alliances not only expand and accelerate the value we deliver, but also provide deep knowledge about specific networking products and applications.

• A business focus. We work closely with our clients to deliver the network and infrastructure technologies—as well as the supporting operational processes and tools—that can enable high performance. All of our solutions and services are aimed at helping organizations optimize their network capabilities to generate measurable and meaningful business results.

• A robust set of delivery assets. We offer field tested tools, methodologies and practices, as well as a host of custom and pre-built solutions, to improve the speed and quality of our network solutions. These assets include reference architectures, network and security architectures, performance optimization frameworks and diagnostics.

• Unmatched outsourcing services. For more than 19 years, Accenture's Network Technology and Infrastructure Outsourcing Services organization has provided network consulting and managed services to clients around the world. Currently, we have more than 345 infrastructure outsourcing clients in 49 countries. Recently, the International Association of Outsourcing Professionals ranked Accenture number one on the "Global Outsourcing 100" list for the second consecutive year.

Next steps

In today's market, superior network capabilities are within every business's reach. Superior results, however, are limited to those who can make technology work within their unique business context. Accenture Network Technology Services help clients understand and determine how to capitalize on new and existing network capabilities to improve business agility, security, operational efficiency, productivity and business value. To find out how Accenture can help you make the most of your network, contact: ATC_Infraconsulting@ accenture.com.

Case Study: TerreStar Networks Inc.

Accenture helped TerreStar build North America's first all IP-based 4G mobile wireless communications network from the ground up. This effort, which included developing all operational and business support systems, made it possible for other wireless carriers, third-party developers and portal companies to offer broadband services to wireless users over TerreStar's 4G network. Today, the company provides voice, data and streamed media to users at data rates higher than those of other wireless communications networks—and with IT and networking costs that are approximately 40 percent lower than those of other wireless operators.

Case Study: State of Arizona

Accenture helped the state of Arizona replace its aging voice and data infrastructure with a single, scalable, centralized solution that is used by 36,000 employees across 120 independent state agencies. Today, Accenture is managing the new infrastructure on an outsourced basis. In addition to improving business processes and citizen service, the transformation generated $4 million in telecom carrier cost savings in the first year of operation. Over time, the state projects an additional $20 million in cumulative savings.

About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with more than 215,000 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.