accenture

High performance. Delivered.

avanade®
Results Realized

Microsoft

Leveraging the power of innovation
to improve business performance

The Power of Three

The digital revolution has created three forces that are colliding and conspiring to disrupt business as we know it. Consumers interact with products, companies and each other immediately, in an unfiltered way using channels of their choice. Personal technology products have entered the enterprise, sparking new ideas for innovations and strategic advantages, while challenging IT departments to expand their structured and secure environments. As a result, technology is taking a more prominent role in strategic thinking than ever before, as every business tries to walk that fine line between avoiding disruption and creating disruption to get ahead.

To succeed, enterprises must be innovative. Flexible. Agile. Opportunities abound, but to make the most of them, businesses need an advantage. They need the expertise, strength and agility of a powerful team that delivers performance-changing results: the alliance of Accenture, Avanade and Microsoft.

A One-Of-A-Kind Team with Complementary Talents

Accenture's long-standing heritage in technology consulting and outsourcing makes it an exceptional partner in transformation. Microsoft's immense range of technologies provides reliable power for the enterprise, as well as the flexibility to innovate quickly. And Avanade brings the best of both worlds together—in-depth knowledge of the Microsoft platform along with a penchant for innovation and a commitment to delivering value and realizing results. Together, these three companies have the right tools and the right perspective to make the most of the digital revolution.
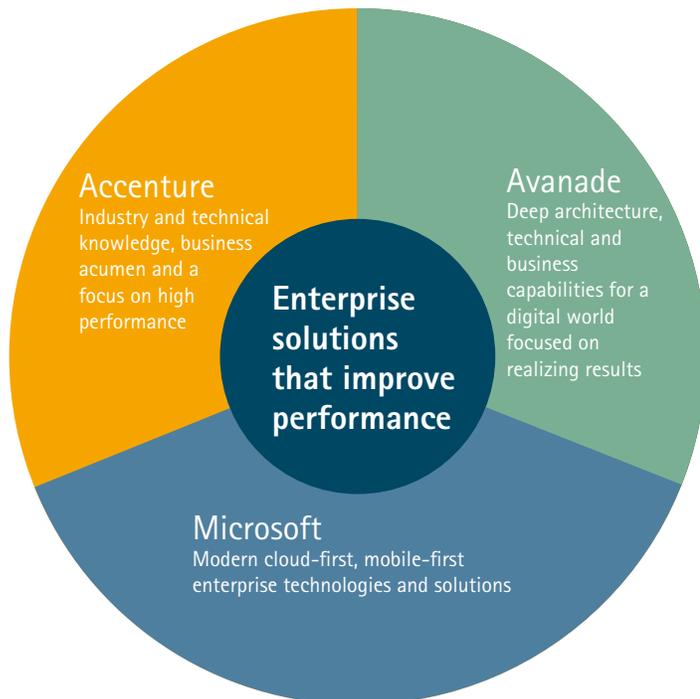
Avanade research shows that successful CIOs are shifting to a services broker model, partnering with their non-IT colleagues to understand the needs of the business and then drawing in the right partners to make things happen. In this fast-paced environment where organizations are more involved in an ecosystem of cloud services and technology partners, finding that right partner is more important than ever.

For almost 15 years, Accenture and Avanade have been successful at delivering business and technology solutions on the Microsoft platform, quickly and at scale. How successful? More than 10,000 projects completed for 4,000 customers. Eight-time winner of "Microsoft Partner of the Year" award. A team of more than 55,000 people, who have earned more than 23,000 Microsoft certifications and 21 Gold Competencies.

If you are looking to make the most of your Microsoft technology investment—or if you are considering a new investment to transform your business, you will not find a better partner than the alliance of Accenture, Avanade and Microsoft. We bring the power of three to each and every project.

The Business Model—Digitized

Every business is becoming a digital business. The digital revolution is helping companies rethink what's possible and, in many cases, transform their businesses to better engage and stay connected with customers, empower employees and grow now and in the future.

Accenture
Industry and technical knowledge, business acumen and a focus on high performance

Avanade
Deep architecture, technical and business capabilities for a digital world focused on realizing results

Microsoft
Modern cloud-first, mobile-first enterprise technologies and solutions

Enterprise solutions that improve performance

The digital revolution is helping companies rethink what's possible and, in many cases, transform their businesses to better engage and stay connected with customers, empower employees and grow now and into the future.

Data is digital's core currency. With the proliferation of mobile devices and social media, global connectedness of employees and customers means greater information sharing and crowdsourcing of ideas.

Accenture, Avanade and Microsoft build modern, leading-edge digital solutions that redesign the way we work and live. Consider the impact of a leading retailer equipping its front-line workers with mobile technology that allows them not only to answer customer questions more quickly, but to share real-time customer feedback with corporate product and marketing teams to inform product quality or go-to-market messaging. Or the possibilities as top healthcare providers revolutionize patient care with wearable technologies, remote monitoring, diagnosis and rehabilitation, deepening the patient experience and expanding the realm of healthcare services.

Our alliance is delivering those scenarios and more to help clients use the intersection of business and technology to gain greater efficiencies and agility and empower people to work more effectively.

Flexible New Ways to Engage Customers

Every customer interaction is becoming a digital interaction. Whether in-store, on-line, or via a mobile app, every encounter with customers generates data that can be used to create a more personalized customer experience. Every encounter also creates an impression — one that the customer can easily and broadly share.

The consumerization movement is changing how businesses buy and sell goods. And the value of the customer experience is now more important than cost in the buying process. Understanding consumers' buying habits and listening to feedback via multiple channels are critical to not only engaging them today, but anticipating their needs tomorrow and keeping the best customers loyal.

Digital expertise can present exceptional strategic advantage. For example, a major worldwide provider of software and game systems wanted to transform its retail store experience with high-touch personalized service across its chain of retail stores. Accenture and Avanade leveraged the Microsoft platform to deploy a retail management system for its stores that helped associates connect with customers anywhere on the sales floor through mobile point-of-sale capabilities that include payment, e-mail receipts, customer order status and scheduling of appointments with in-store engineers. The result? Unprecedented in-store customer service levels have proved to be a competitive advantage in a retail segment dominated by commodity products.

Leveraging the breadth and depth of Accenture, Avanade and Microsoft, we can bring all the pieces together – social media, mobile computing, cloud computing, big data—into connected, always-on, automated solutions that engage customers with digital, innovative and highly personal services and deliver rich user experiences.

The Transformation of Technology

All technology is increasingly digital technology. As businesses shift toward digital and consumers leave more of a digital footprint, enterprises are challenged to find ways to restructure around the wealth of information, the speed of innovation, and the ongoing demands of legacy systems. These urgent and competing needs have created the shift toward the services broker model as IT strives to deliver cost savings and support the business's goals and growth initiatives, while also positioning the enterprise to thrive in an entirely new, highly competitive digital environment.

That is why organizations are increasingly tapping a managed services provider to protect their technology investments, remove the burden of infrastructure maintenance and ensure IT's ability to meet significant new demands on the horizon. Cloud computing is eliminating maintenance headaches and modernizing the IT infrastructure to embrace the digital age. Mobile technologies and enterprise social are empowering a global, connected, dynamic workforce.

Our clients benefit from the alliance's combination of industry-leading tools and keen business insights to deliver new technology solutions and services that not only change how they work, but free IT to focus on being a critical business partner.

For example, one of the world's largest media investment management companies turned to the alliance to address its need to provide much-needed ongoing updates to users to increase agility, efficiency and productivity. By streamlining the development and deployment of its business applications using managed services, IT has evolved to an agile service delivery model, enabling it to respond more rapidly to the company's evolving business needs.

Using proven methodologies, deep expertise and leading-edge technology, Accenture, Avanade and Microsoft help you maximize the cloud, mobile, and social trends to drive entirely new innovation that transforms the way you do business, both inside and out.

Accenture, Avanade and Microsoft are helping enterprises realize possibilities and create new solutions for a digital age.

Accenture, Avanade and Microsoft: Creating value for our clients

Our ability to create new solutions based on Microsoft's enterprise technologies is due, in large part, to the strong relationship Accenture and Avanade have forged with Microsoft. Accenture and Avanade's deep connections across Microsoft and exclusive access to Microsoft labs and new technologies provide unmatched insight into innovative uses of the Microsoft platform and technologies at scale. Our early adopter programs give clients access to next-generation Microsoft technology. Our three-way exchange of ideas is brought to life in client locations around the world and through the Accenture Technology Labs, Microsoft Technology Centers and the Accenture and Avanade Solutions Showcase at Microsoft, demonstrating what's possible when business and technology come together to solve real problems.

Delivering results

Accenture and Avanade's extensive experience across industries and business functions gives us the expertise needed to design and implement mission-critical solutions that will deliver bottom-line business results and address the most pressing business challenges.

With established methodologies, processes and tools, we accelerate solution delivery while working to reduce risk. We serve our clients through multiple delivery options—onshore, offshore, near-shore or any combination thereof—to drive quality services and solutions, greater efficiencies and cost savings.

Accenture and Avanade know first-hand how to use Microsoft technologies for maximum benefit because they run their own company-wide business applications on the Microsoft platform. Both companies can apply valuable insights from internal deployments and operations to help clients around the world outperform their competition. And Microsoft also uses Accenture and Avanade services: currently, Accenture and Avanade are managing a range of finance, accounting and procurement functions for Microsoft under a seven-year outsourcing arrangement.

Just imagine what we can do to help you unleash your potential.

The Accenture and Avanade Solutions Showcase at Microsoft is dedicated to demonstrating the benefits of bringing together Accenture's business process and industry knowledge with Avanade's technology skills to deliver mission-critical solutions on the Microsoft platform. The Showcase builds proofs of concept, shares cutting-edge solutions and gives businesses and governments
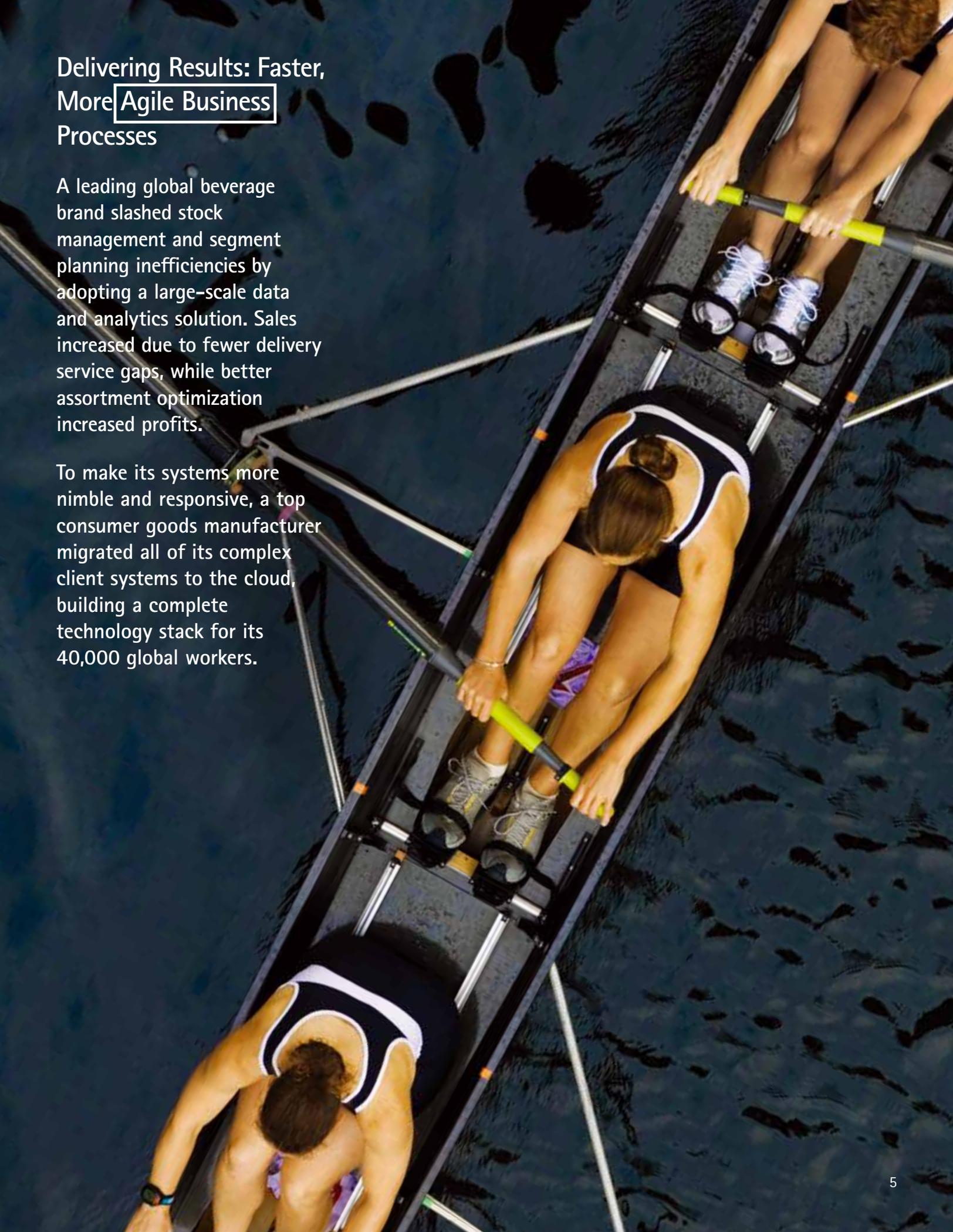
# Delivering Results: Faster, More Agile Business Processes

A leading global beverage brand slashed stock management and segment planning inefficiencies by adopting a large-scale data and analytics solution. Sales increased due to fewer delivery service gaps, while better assortment optimization increased profits.

To make its systems more nimble and responsive, a top consumer goods manufacturer migrated all of its complex client systems to the cloud, building a complete technology stack for its 40,000 global workers.

Delivering Results: Unified Experience

By moving its enterprise web presence to Sitecore in the Microsoft Azure cloud, a leading retailer built a global, brand-unified web presence, featuring rich, frequently updated content optimized for viewing across a variety of devices.

A global energy provider fostered natural collaboration across diverse locations, reducing knowledge transfer time, when it deployed a Microsoft Office 365, SharePoint and Yammer solution across the enterprise.
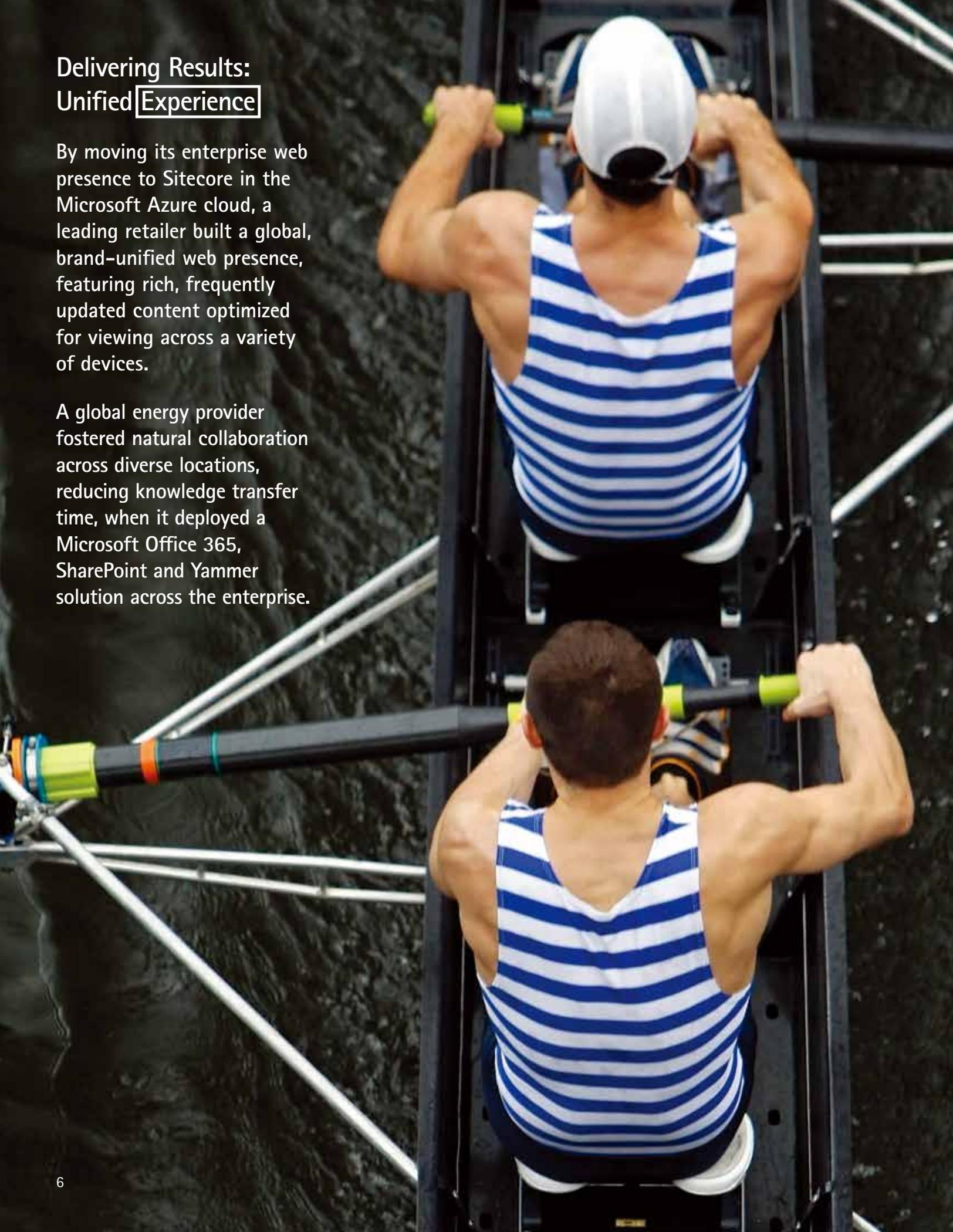
Services and capabilities

Accenture and Avanade provide a broad range of technology services and solutions that help organizations in every industry achieve their business goals. We apply our collective insight and expertise, honed from delivering thousands of Microsoft deployments, to help our clients enhance business agility, improve customer loyalty and increase productivity.

Working together, Accenture, Avanade and Microsoft offer services and solutions for:

Application Development

Custom enterprise application development provides you with an alternative to packaged solutions, creating the application development flexibility you require at speed and at lower cost. Leveraging Microsoft . NET, the Microsoft stack, and Agile development methodologies, our services emphasize engaging user experiences, faster time to results and transformative digital solutions that unlock new value and create competitive advantage.

Data and Analytics

Data is digital's core currency, so turning data into a strategic asset is a business imperative. Whether it's organizing your data, creating governance and strategy, data warehousing, or applying industry, mobile or predictive analytics, Accenture and Avanade are the experts at combining your Microsoft data – across Microsoft SQL Server, Microsoft SharePoint Server and more – with the world's data, turning it into strategic information and actionable insights.

Change Enablement

From the influx of social media to the emergence of the cloud, the business climate is rapidly changing, and to succeed, your business will need to change as well. Our Change Enablement services rely on proven methods, proprietary assets and tested deliverables to increase success, certainty and user adoption to ensure that potential business benefits are realized and the transition process is smooth.

Collaboration

In a global economy, teams can often be dispersed widely across countries and time zones, but they need to share content, information and ideas as if they were in the same room. Creating an effective platform for collaboration is essential. Using Microsoft Office 365, Microsoft Lync Online or Lync Server, SharePoint Online or SharePoint Server, and Yammer, our Enterprise Collaboration services transform how you work together by connecting people, improving content sharing and optimizing processes with services for unified communications, social computing, content management, portals and applications.

Customer Relationship Management (CRM)

Managing customer relationships effectively has always been important. Today, it's essential. With multiple channels available for customer interactions, it's never been more critical to have a platform that is agile, flexible and scalable to address their needs today and in the future.

Accenture and Avanade bring your customers, partners and your business together with technology like Microsoft Dynamics CRM that transforms the customer experience around interactions that drive more profitable relationships. Our solutions go beyond sales, marketing and service to deliver industry-specific capabilities that result in improved productivity and efficiency at a fraction of the price.

Enterprise Resource Planning

Enterprise Resource Planning (ERP) services underpin many organizations' abilities to operate in economies and industries that are subject to rapid change, creating opportunities and challenges. Using Microsoft Dynamics AX, Accenture and Avanade implement industry-specific enterprise resource planning solutions for agile, flexible and tightly integrated operations. Most importantly, our solutions are scalable, flexible, cost-effective and designed to boost business productivity and profitability.

Infrastructure

From the data center to the desktop, our Infrastructure services help you gain greater business agility, faster time-to-value and improved operational effectiveness with solutions that empower you to create dynamic digital workplaces and innovate how work gets done.

Our services enable modern ecosystems that support work from any device, allow new collaborative business processes, streamline application and operating system management and create a more flexible approach to deploying services on private cloud environments.

Managed Services

The cloud – whether public, private or hybrid – has revolutionized IT infrastructure, development and management, enabling IT to offload the burden of upgrades and maintenance to focus instead on delivering business value. Accenture and Avanade help companies drive growth, reduce cost and improve agility by delivering innovative managed services that transform the economics of IT.

Mobility

In today's hyper-connected world, mobility is an imperative for engaging your customers and enabling your workforce. Accenture and Avanade's Mobility solutions drive better collaboration, communications and greater agility across your organization to enable work to happen beyond traditional boundaries as safely and securely as possible.

User Experience

User expectations are soaring as the gap widens between the modern technology consumer experience and the applications employees use at work. Our User Experience services help you to build beautiful, intuitive, modern experiences with versatile access that enable more satisfied customers and productive employees.

Delivering Results: Improved Customer Experience

A well-known global airline transformed the in-flight experience when it equipped all flight attendants with Windows phones and a specialized POS system that uses Microsoft Dynamics for Retail. In-flight transactions are processed rapidly with nearly real-time credit card processing.

A "Bank of the Customer" scenario came to life for a bank that lacked integration, not to mention a strong technology platform. A Dynamics CRM solution optimized for the financial services industry helped this bank centralize customer information and build a robust collaboration portal.

Digital and cloud are here to stay. So are Accenture, Avanade and Microsoft. Talk to us about how the combined power of our alliance can help your organization navigate the shifting landscape of your industry and the global marketplace. We can help you transform your business to embrace the digital revolution, enabling you to be agile, innovative, competitive and poised for long-term success.

For more information on how Accenture, Avanade and Microsoft can help you build a strong foundation for growth and improve performance through innovative and cost-effective business solutions based on Microsoft technologies, please visit:

www.accenture.com/microsoft

www.avanade.com

www.microsoft.com/accenture

About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with approximately 289,000 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$28.6 billion for the fiscal year ended Aug. 31, 2013. Its home page is www.accenture.com.

About Avanade

Avanade helps customers realize results in a digital world through business technology solutions and managed services that combine insight, innovation and expertise focused on Microsoft® technologies. Our people have helped thousands of organizations in all industries improve business agility, employee productivity and customer loyalty. Avanade combines the collective business, technical and industry expertise of its worldwide network of experts with the rigor of an industrialized delivery model to provide high quality solutions using proven and emerging technologies with flexible deployment models—on premises, cloud-based or outsourced. Avanade, which is majority owned by Accenture, was founded in 2000 by Accenture LLP and Microsoft Corporation and has 21,000 professionals in more than 20 countries. Additional information can be found at www.avanade.com.

About Microsoft

Founded in 1975, Microsoft (Nasdaq "MSFT") is the worldwide leader in software, services and solutions that help people and businesses realize their full potential. Visit www.microsoft.com.

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