

High performance. Delivered.

HOW CAN ACCENTURE OPERATIONS HELP YOU ACHIEVE GREATER BUSINESS VALUE?

Focus on Next Generation BPO

BPO at Accenture is different. Working as trusted advisors to our clients, we are focused on delivering value. We combine analytics with industry skills and technology in a way that is truly differentiated and delivers business outcomes as a service for our clients—at scale.



In fact, we use the scale and innovation across our global delivery network to continually identify new value creation opportunities for our clients. This means helping you...

- Increase productivity, improve customer impact and increase revenues.
- and
- Further decrease your costs by moving beyond labor arbitrage cost savings.

At Accenture, we do this by delivering what we call Next Generation BPO, which focuses on:

- Using social media, mobility, analytics and the cloud to leverage industry expertise and deliver greater insights and value.
- Creating learning communities that use social media to facilitate ongoing interaction and innovation between clients and service providers.

Adopt High Performance BPO Behaviors

Recent Accenture High Performance BPO research has shown that clients and providers must engage in deeper relationships and leverage best-in-class behaviors to capture the full business value of BPO.



Top 3 Key Behaviors:

- Business outcome focus:**
Target strategic business outcomes
- End-to-end approach:**
Take a holistic approach to the scope of the BPO relationship
- Change management a priority:**
Drive strong transformational capability

What are the results of working smarter with your BPO partner?

- Strengthen customer loyalty
- Increase speed to market
- Optimize working capital
- Gain competitive advantage
- ...and the list goes on!



Partner with our People

People

How do our 57,000+ highly skilled Accenture Operations employees deliver more value to your business?



- 86 percent of our people are aligned to an industry and have hands-on professional experience. From nurses to telecom network experts, to pharmacists, engineers, and digital marketing professionals, our people understand your business.
- We have 2,000+ Business Advisors who focus on finding additional business value opportunities for our clients.

Clients

- We provide BPO services to more than 520 clients. Thanks to our deep and long-term client relationships, we understand and are experienced in dealing with the unique challenges associated with each of the industries we serve.

- Our Accenture Operations teams' deep industry expertise and analytical skills deliver key insights and business innovations by using our proprietary BPO Navigator and analyzing data generated across all Accenture Operations accounts.
- Our ongoing investment in talent management results in industry-leading retention and a positive work environment that inspires innovation and commitment.

Delivery

- With more than 50 delivery centers around the globe, we have the scale, scope and delivery capabilities to meet your fluctuating business demands—we provide service on an industrialized basis that delivers continuous improvement.

ACCENTURE OPERATIONS SERVICE OFFERINGS

Accenture's end-to-end operations services meet your organization's unique needs now—and help your business continue to grow and expand for the long term.

Cross-industry Services

Our comprehensive, cross-industry services deliver reliability, optimized processes and better business performance.

- Capacity Services**
Accenture Operations Capacity Solutions provides flexible, cost efficient staff augmentation that enables clients to supplement their own teams or address acute skill shortages with Accenture talent who have specific business process operation skills.
- Finance & Accounting**
Accenture helps CFOs develop world-class finance organizations by achieving better control and visibility of their operations in order to improve finance process efficiencies, reduce operational costs and improve working capital.
- Marketing**
Accenture works with CMOs to acquire and retain customers, drive new customer insights and optimize marketing spend through our campaign management, digital marketing operations and advanced analytics services.
- Procurement**
Accenture's integrated source-to-pay process provides our clients with an end-to-end view that helps optimize working capital and increase realized savings, by improving compliance and control, negotiating better vendor deals and contracts, and delivering insight-driven process efficiency.
- Supply Chain**
Accenture helps clients enhance their analytics capabilities, increase sales revenues, reduce operating costs, and improve working capital by managing and improving the planning, procurement, distribution and service of Supply Chain operations.
- Talent and HR**
Accenture works with clients to recruit and retain the best people for their business by using our global footprint and language capabilities to support people throughout the employee lifecycle; we use our extensive HR and industry expertise to help employers meet the needs of the changing business dynamics of their organizations.

Industry-specific Services

Our industry-specific services use our deep knowledge of industry dynamics to jumpstart you towards greater business value.

- Network**
Accenture helps telecommunication clients better serve their customers and improve their competitive advantage by reducing operational costs and improving the quality, reliability and predictability of customer service.
- Credit Services**
Accenture works with lenders and credit servicers to overcome industry challenges and transform their credit services and operating capabilities by using our deep credit domain expertise, large-scale processing capabilities, and systems integration and management.
- Insurance**
Accenture helps clients improve the quality and speed of claims processing and reduce costs across the span of Life Insurance services, while also helping clients increase speed to market, introduce new products, achieve greater flexibility and improve decision-making.
- Health Administration**
Accenture provides health care clients with back-office and support services that help improve customer enrollment efficiency, increase customer satisfaction, lower administration costs and improve profitability.
- Health Management**
Accenture helps clients improve their customers' health outcomes while reducing medical and administrative costs, by providing easier access to preventative care, accelerating the launch of new services, and lowering hospital readmission rates.
- Accelerated R&D**
Accenture works with leading life sciences companies to increase productivity and reduce costs by improving R&D operational efficiencies, accelerating speed to market for new products, bringing resource flexibility and improving the quality of R&D processes.
- Capital Projects**
Accenture increases transparency, predictability and fact-based decision making for capital projects clients across project management, engineering, procurement and data services, resulting in increased speed to market, improved risk management and cost optimization.
- Utilities**
Accenture works with utilities clients to help increase customer satisfaction, improve working capital and optimize overall delivery costs, by providing innovations in customer service that result in increased self-service, lower customer complaints, and reduced billing exceptions.