

HUMAN INGENUITY + TECHNOLOGY = INTELLIGENT OPERATIONS

Transform Businesses Intelligently



ACCENTURE OPERATIONS' WINNING FORMULA

Driving business outcomes and impact on our clients through analytics and insight—that is what Accenture does. In the Business Process Services (BPS) industry, Accenture is known for leading the pack not only in customer service but also in delivering business process functions, including finance, supply chain, procurement, human resources, marketing, sales and customer operations, and industry-specific services such as health, insurance and banking.

But what sets Accenture apart in the Philippines is its expertise in combining Filipino ingenuity, process innovation and leading technologies to result in intelligent operations. Being an intelligent operation—one that makes data, intelligence and insights available in an instant, unlocking new sources of value across the enterprise, wherever and whenever they are needed—is the key to outmaneuver uncertainty and achieve a more innovative future.

How does Accenture do this? It can be stated in a simple formula:

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Accenture reimagines traditional business operations into intelligent operations so companies can save more, do more and grow more.

What does Accenture Operations in the Philippines do?

Accenture Operations helps clients around the world capitalize on innovation and new technologies as part of running an intelligent operation. We boost our people's skills with cutting-edge technologies such as analytics, artificial intelligence and automation, keeping businesses going and growing and preparing them for more success in the future.

"Accenture Operations brings together human ingenuity and the power of technology to transform businesses intelligently," Benedict Hernandez, who leads Accenture Operations for the Philippines and Asia Pacific, shares.

Our employees focus on more high-level work that inspires them to brainstorm for ideas, unleash their creativity and think outside the box. They collaborate with global companies, work with the latest technologies and enjoy mentorship from industry experts.

"As part of its journey towards Intelligent Operations, Accenture in the Philippines is re-imagining the work of its employees to create new opportunities for them to thrive and succeed. These opportunities allow our people to evolve in their jobs, keeping them relevant while helping transform how we work and how we partner with clients," Benedict Hernandez adds.

Intelligent Operations in action

Here are some of the ways we apply our intelligent operations formula—human ingenuity + technology—across the various business functions:



Finance – We help clients focus on proactively solving problems even before they happen instead of transactional services. To achieve this, we tap our human-machine collaboration—our innovative talent and high-tech tools.

To help an international hotel group address inefficiencies, we came up with tools that use AI and robotic process automation to simplify financial transactions. Our human+machine approach improved the client’s productivity by 45 percent and helped drive sustainable growth.

Our team members were able to put their problem-solving and strategic-thinking skills and knowledge to practice while sharpening their capabilities to create intelligent finance solutions.



Procurement – Our intelligent procurement solutions use AI and analytics to get data-driven insights for smarter buying decisions.

Accenture helped a global beauty brand reimagine its sourcing and supplier processes to create more value and save on costs through a proprietary operations engine, which combines human expertise, data and advanced tools such as automation. Our strategy led to a 20 percent return delivered within two years and a US\$50-million savings forecast.

Our Procurement team saw this project as a great opportunity to work with a global industry leader and strengthen skills as the workforce of the future.



Talent and HR – Our HR professionals and cutting-edge tools enable clients to reinvent the employee experience to attract and retain the best talent.

A global software company encountered data inaccuracies and complex operations with its global payroll processes spread across different countries. To streamline its payroll services and provide better employee support, Accenture and the client created a payroll initiative. Using automation and analytics, the solution handles the payroll processes for the client’s employees in various countries.

Our people’s ingenuity, amplified by the latest technologies, turned an impossible mission into a great opportunity on how IO can improve the way we work.



Marketing – We create and run the best customer experiences with our highly skilled marketing professionals and data- and technology-driven tools.

With Accenture’s human intelligence and advanced analytics capabilities, we helped a global technology company boost its lead generation and sales. We created marketing solutions that enable the client to better oversee all marketing expenses, leads and sales transactions. During the first six months of the program, our strategy resulted in a 10 percent increase in sales.

By moving away from traditional marketing strategies, our Marketing Operations team helped pave the way for more efficient and relevant customer experiences that can transform the industry.



Customer Service – We create and implement innovative sales, marketing and service operations strategies so companies can retain existing and attract new customers.

To boost a UK telecommunications company's ability to retain customers, we equipped its customer service team with the skills and advanced analytics tools to help them better understand and address consumer needs. The result? A 65 percent increase in customer retention in 16 months.

Our team not only created state-of-the-art tools, but also trained the UK telecom's employees, allowing for hands-on collaboration with a global client.



Health – We empower healthcare companies to offer more affordable and better services by combining our exceptional talent and powerful technologies such as cloud platforms, analytics and automation.

Accenture helped a US hospital lower utility and telecommunications costs. Our healthcare BPO team developed a new operations model so the client can easily review and manage telecom and utility expenses. Through our people's innovative ideas combined with analytics, the client identified US\$4 million in annual telecom and energy savings and found more budget for critical healthcare services.

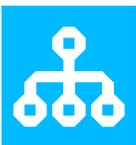
For our people, projects such as this let them hone their problem-solving skills and make an impact in international markets.



Utilities – Through IO, we are helping utility companies embrace the latest technologies to create more efficient, sustainable and environment-friendly processes.

Accenture and a European natural gas company developed a high-tech control room platform to provide a safer and more secure gas transport system. The control program fuses automation and analytics so operators can make critical decisions and address incidents timely.

By helping the client update their processes with state-of-the-art technologies, our people helped a company become more relevant and competitive in today's economy.



Network – To help communication service providers (CSPs) remain competitive, we combine innovative talent with analytics, automation, AI and data-driven insights.

A global internet services company and Accenture are working on a new, cloud-based connectivity network. The goal is to unlock the revenue and growth potential of the 5G network, which will open a whole new world of possibilities for businesses and customers.

By collaborating with forward-thinking clients, our people get to experience what it's like to work with advanced technologies.



Going beyond traditional business process services allows our people to practice what they've learned at school, explore new technologies, upskill, work with industry leaders and make an impact on a global scale. To prepare our workforce for the future, we provide learning programs that boost their industry capabilities and critical-thinking skills.

Benedict Hernandez highlights that "Accenture Operations is doing things differently by unleashing the power of human ingenuity and intelligent technologies to reimagine business operations. Our people have gone beyond voice and transactional jobs—they help global companies solve challenges through innovation, make their businesses future-ready and improve the way we work and live."

ABOUT ACCENTURE



Accenture is a leading global professional services company, providing a broad range of services in strategy and consulting, interactive, technology and operations, with digital capabilities across all of these services. We combine unmatched experience and specialized capabilities across more than 40 industries — powered by the world's largest network of Advanced Technology and Intelligent Operations centers. With 513,000 people serving clients in more than 120 countries, Accenture brings continuous innovation to help clients improve their performance and create lasting value across their enterprises. Visit us at www.accenture.com.