

# Intelligent Operations Key to Transforming Businesses



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As businesses temporarily close due to government-imposed lockdowns, leaders scramble to find new ways to operate and serve their customers. Under these extraordinary circumstances, responding decisively to business threats play a vital role in ensuring operational continuity through tough times.

However, the ability to react and adapt quickly can only be achieved through meaningful business insights and technology. While technology is vital in driving operational decisions, it isn't a silver bullet for agility. Organizations must focus on digital platforms for analytics, artificial intelligence and machine learning to uncover business insights that will help drive decision making. To reap the full rewards of these digital investments, organizations must also take a holistic approach to reimagining their operations.

This is where intelligent operations come in. Combining the power of human ingenuity and technology, Accenture Operations brings these capabilities together to support organizations in delivering superior business outcomes.

Accenture Operations help some of the world's biggest companies in various industries such as healthcare, utilities and insurance, grow their business and gain competitive advantage in the digital era by enabling people to achieve more with the latest technologies.

Our approach to business process transformation is powered by SynOps—an innovative operating engine that harnesses data and insights to deliver real-time intelligence. It unlocks new sources of value and outcomes across the enterprise by intelligently orchestrating work to software bots and freeing up talented people for more critical thinking.

From designers, digital technicians, business process experts and industry specialists—our diverse workforce and resilient culture helps businesses realize these benefits:



**IMPROVED DECISION-MAKING** – Enable predictive near-real time decision-making and generate breakthrough insights through analytics and artificial intelligence. [Explore how smart decisions and new levels of intelligence quenched a multinational beverage company's thirst for growth.](#)



**ACCELERATED TIME TO MARKET** – Launch new ideas and products quickly and sustain the pipeline of innovation. [Here's how we transformed a global IT company's finance and accounting department with robotics process automation to achieve US\\$140 million in savings.](#)



**REDUCED COST TO SERVE** – Achieve higher upside beyond the possibilities offered by traditional cost-focused approaches to service delivery. [Find out how we gave a global beauty leader a striking new look for its procurement with standardized processes, automated buying and self-service capabilities.](#)



**COMPETITIVE ADVANTAGE** – Respond almost instantly to changing market conditions, detect and address evolving customer demands, and capture new sources of revenue. [Learn how we helped a global healthcare solutions company reinvent their procure-to-pay processes with SynOps for Procurement.](#)



**BEST CUSTOMER EXPERIENCES** – Provide excellent, consistent and hyper personalized digital experiences across all stakeholders including end-clients, suppliers, partners and employees while also bridging siloes of front, middle and back office functions. [Explore how SynOps' blend of human expertise, machine efficiency, and data analytics accelerated the maturity of a global beauty leader's indirect procurement function.](#)



**IMPROVED RISK MANAGEMENT AND COMPLIANCE** – Reduce risk more effectively, while satisfying regulatory compliance requirements. [Discover how we standardized a global food and beverage company's HR and Finance & Accounting services with robotic process automation \(RPA\) and analytics through Accenture's Synops.](#)

Seize the opportunities and aspire to work for a solid and agile company like Accenture Operations. Discover careers with us and find meaningful work that transforms business operations through automation, artificial intelligence, analytics and digitization.

## 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](http://www.accenture.com).