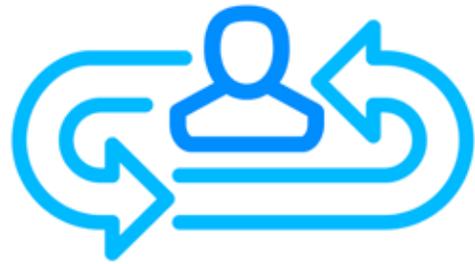


Transforming the Filipino Talent



Building the innovative Filipino talent

People—the key component to our success. Amid this unprecedented time, it is our people’s agility and ingenuity that drove business continuity. Business process services (BPS) keep companies running when people use technology in new ways to adapt and overcome the disruption.

This is true for Accenture Operations in the Philippines. Applying intelligence in operations is the way to go. How? We bring human ingenuity + technology to life. We invest in innovative talent by providing them with tremendous opportunities to upskill, explore new technologies and get ready for the future.

Re-imagining work

One of the key elements of Intelligent Operations is innovative talent, a workforce with the skills, knowledge and drive to create unique business solutions that unleash the power of technology. To build the talent of the future, we are **pivoting the workforce by scaling up new skilling and re-imagining roles**. Our employees remain relevant as they evolve into new roles and transform the way we work and partner with our clients. Some of the new roles include:

 **Tech Masters**
Transform processes and provide technology-enabled, secure and flexible solutions that drive innovation and growth while reducing costs

 **Robotic Process Automation (RPA) Developers**
Build and deploy intelligent automation across business functions

 **Solutions Architects**
Interpret and translate client requirements into a solution that can be designed from existing products and services

 **Data Engineers**
Help organizations get business insights from large volumes of data

 **Analytics Advisors**
Develop analytics strategy, the operating model and architecture businesses need to make intelligent, data-driven decisions

 **Data Scientists**
Use bleeding-edge data science techniques and analytics to harness the power of data in solving complex business challenges

 **Cloud and Security Experts**
Help businesses securely operate on the cloud to unlock more sources of growth and revenue

To harness Filipino ingenuity, we offer these new roles and other career opportunities under various business process functions.



Pivoting the workforce and accelerating upskilling

“Shifting to Intelligent Operations means that our people and the future workforce have enormous training opportunities to grow their careers, learn new skills and knowledge and create real impact,” shares Benedict Hernandez, Accenture Operations Lead for the Philippines and Asia Pacific.

These opportunities bring in jobs that require a balance of soft skills, critical thinking and strong operational and digital skills. Our various learning opportunities equip our workforce with these skill sets so they can pivot into higher value work. We also provide immersive training programs via digital platforms, mobile solutions, collaboration tools and online thought-leadership spaces so our people can easily and quickly learn new skills. While learning technical skills, we make it a point to also hone our people’s leadership and social intelligence.

Take for example Instructor Senior Analyst Joyce Ann Dela Cruz’s learning experience at Accenture. To be more effective in her role, she has attended learning sessions on data storytelling, cross-cultural awareness and adaptive communication.

“I make sure that our objectives are met especially those that are applicable not only to my role, but also to the project that I am currently handling. These include enhancing customer satisfaction and improving processes for quality assurance,” shares Joyce, an A.B. Consular and Diplomatic Affairs graduate.

Reigniting our people’ innovative spark is vital. For example, each year we host an Innovation Congress event where we empower our people to pitch breakthrough, technology-driven ideas that will shape the future of intelligent operations. This event brings together talent and the latest technologies that will transform business processes in the digital era.

Rostro C. Beringuela, a B.S. Nursing graduate, shares how he’s skilling up and helping transform health operations as a Clinical Senior and Value Innovation lead:

“To acquire the skills I need as a Value Innovation lead, I joined online trainings on automation essentials and diagnostics. I also completed Business Advisor courses, Project Management classes and Design Thinking sessions. All these were made available for me by Accenture,” he adds.

“Together with our Business Excellence and Tech Master teams, we are working on automation tools to improve a health account’s operations turnaround time by 25 percent and help them reduce instances of non-permitted disclosures. My work also includes reducing our nurses’ handling time by letting robotic operations do all the administrative work. This allows our nurses to do more tasks that require clinical judgment—work that is highly specialized, more value-adding and more fitting for their roles,” Rostro highlights.



Spurring more learning and growth opportunities

Our people are our most powerful differentiator, making talent a key focus area for Accenture Operations. Globally and over the past two years, we have invested more than US\$200 million to reskill our people. We have also used automation so we could transform more than 60,000 positions to higher-value, outcomes-focused roles.

Analytics Advisory Senior Analyst Ryan Joshua Liwag highlights how training opportunities at Accenture inspire him to take operations and technology to the next level:

“I am a firm believer in project-based learning, so working on open-source Accenture projects allows me to explore and study different technologies. Currently, I plan to keep improving my skills and learning new things so that someday I can drive an AI project to boost our operations services.”

Armed with new skills and knowledge, our people are taking on more high-value, strategy-focused work to provide better services and solutions to our clients. The expertise our current and future talent have will be incessantly built at Accenture to help them reach greater heights in their careers. Through their specializations and desire to work, they can make a real impact on organizations and create products and services that improve our communities.

Want to be a part of a company that values its people and helps them transform their careers? Seize the opportunities at Accenture.

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