



TASK MANAGEMENT TOOL (TMT) – TASKER, CORRESPONDENCE & APPROVAL AUTOMATION

VIDEO TRANSCRIPT

Craig: Managing Director, Accenture Federal Services

I used to come to work and every morning I would have a pile of folders on my desk. I spent 35 years in the army so I did a lot of staffing. As a former 'victim' of the system, I have insight to the clients and I can tell them how TMT will solve the problem that they have.

Phil: TMT product Expert, Accenture Federal Services

TMT is used by the Federal Government for doing enterprise-wide collaboration on different types of operational or policy creation as well as personnel actions and approvals.

Jim: Creator of TMT, Accenture Federal Services

Our customers have a large volume of tasks and it becomes very difficult to keep track of all of the intricacies around each of these tasks as they are being worked throughout this large organization.

And so we need to be able to have a solution that provides transparency in the process so that any given time anybody involved in the task knows what's going on with it. At the same time they know who else they are working with and can easily collaborate. We give them a common place to store documents, we give them a common place to find who is doing what and by when.

Phil: TMT product Expert, Accenture Federal Services

TMT is powered by Microsoft Dynamic CRM and Microsoft SharePoint. For the TMT solution we combine those two to provide this unique capability for collaborating in the Federal Government. TMT can be viewed from within Outlook so that you can look at your inbox and switch to another folder and look at your TMT tasks. Or if a new task comes in from outside over email you can open up an email, click a button, create Tasker, and that email will be drawn into TMT.



Jim: Creator of TMT, Accenture Federal Services

TMT improves collaboration, automation, and communication with our customers by giving everybody a single place to go to find out anything they need to know about a task and a single place to go to work on the task. I was in the office of a director of stats. I showed him how he could see what everybody was doing. He saw what one of his lower-level action officers was working on at that point in time and realized that he had missed the point of the task. He stopped me, he picked up the phone, and he called that individual and he explained what was going on. He hung up the phone and turned back to me and said "You just saved me 5 days".

Reid: Senior Manager, Accenture Federal Services

I worked for US Air Force in Europe. I was the deputy chief of staff. Without TMT folks are having to write down Taskers on post-it notes. Sending emails; keeping track of things –it really becomes kind of a pick-up game. Without TMT they have no mechanism to consolidate all that effort and deliver something that is really meaningful to the organization.

Phil: TMT product Expert, Accenture Federal Services

Most of our customers in the first year of using TMT reduced their missed deadlines by 20-30%.

Craig: Managing Director, Accenture Federal Services

Because it's Microsoft, it is what it is and it's the standard across the world. Because it's the Microsoft tool, very few people do not know how to use it because it looks and acts just like the rest of the Microsoft suite, which makes it elegant. Even I could do it as a retired general.

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