

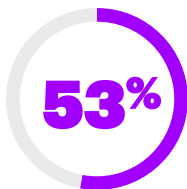
Contact Center Transformation

Personalized experiences drive superior outcomes

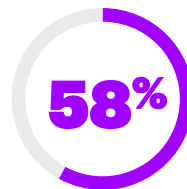
ACE+ (Advanced Customer Engagement) transforms customer service capabilities through AI-powered conversations, predictive insights, and real-time, omni-channel journeys.

Market Justification

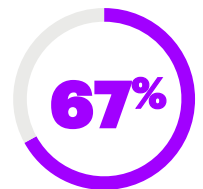
Consumers are increasingly connected with personalized services and they are looking for brands who value relationships over transactions.



are more likely to do business with companies they can message



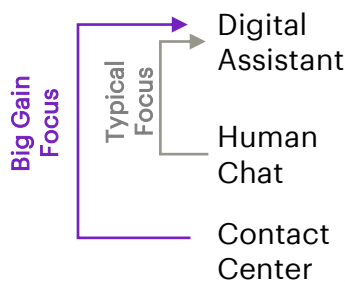
will switch brands after a poor customer service experience



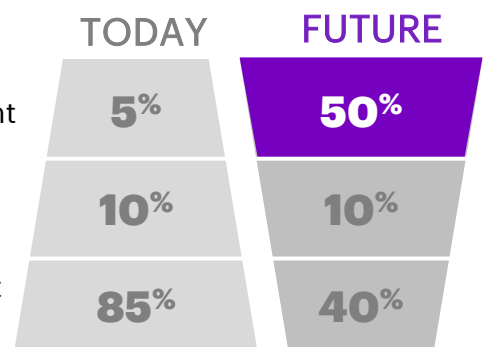
want more proactive outreach

ACE+ Transformation

GROWTH VIA INNOVATIVE CUSTOMER & AGENT EXPERIENCES



DRAMATIC OPEX SAVINGS



2-3X CSAT Improvement

- Intent Insights
- Increase digital shift
- Adaptive Offerings

2-15% Revenue Increase

- Predict & Personalize
- Increase upsell
- Increase customer lifetime value

15-30% OPEX Decrease

- Increase rep effectiveness
- Deflect to digital
- Optimized IT spend

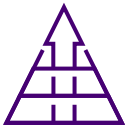
Driving outcomes with ACE+ and AWS

Our Offerings:



- Value Realization
- Journey & Intent Design
- Brand & Channel Strategy
- Omni-Channel Deployment
- Channel Deflection
- Predictive Analytics
- Operating Model and Enhanced Work Force
- Intelligence and AI
- Innovation and Ecosystem

Getting Started- The Process:



1

- Strategy Planning
- Collaboratively create journey roadmap

2

- Capability Development
- Build transformational experiences

3

- Run and Scale
- Data-driven optimization

Why Us - ACE+ and AWS



- Faster time-to-market with proven accelerators
- Drive growth with innovative experiences
- Global presence and expertise
- Future-proofed delivery, value-based outcomes
- Rich Customer 360 view backed by advanced analytics
- Enable agile implementation and operations

Our Team

Jonathan Roz
Program Lead

Ingi Zaki
Play Lead

Shawn Guenther
North America Market Lead

Adam D. Driscoll
Growth Markets Market Lead

Sanjay C. Singh
Europe Market Lead

Want to Learn More? Contact us at | ace.aws.info@accenture.com

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TOP
Innovation Partner



13
Years of Partnership



20x
AWS Award Winner



10,000
AWS Certifications