



In the traditional world, companies were running long and arduous transformation programs in an effort to increase back office productivity through process standardization. Such programs were enforcing adherence to global ways of working but required significant and lengthy process changes at local level which drove cost, slowed down the realization of a business case and did not provide timely resolution of business challenges.

Over the years, new business challenges have been emerging with a fastening pace of required change, an accelerating trend relative to acquisitions and divestitures, new regulations making the promise of large transformation programs obsolete even before they completed.

The digital world is a world of opportunities... With cloud-based technologies and agile methodologies, companies can get results in the back office without having to go through the disruption of massive traditional ERP transformations. The concept is about integrating the existing landscape with a back office stack that includes a suite of selected functional capabilities.

## What is the Cloud Back Office?

The Cloud Back Office is a plug-and-play platform designed to accelerate the standardization of back office functions, without disruption, without painful changes in the existing applications, regardless if there are diverse templates running.

Based on S4HANA Finance new technology, the Cloud Back Office has been prepared to run Payments, Collections, Closing, Credit Management, Financial Planning... Besides, it also includes a Central Finance option, so it will extend over the existing landscape. This Central Finance layer uses database links (through SLT or Sybase Replication Server connections) to synchronize and harmonize transactions from several heterogeneous systems seamlessly, in real time and at the lowest level of detail. With this

new technology, the necessity to build and maintain complex interfaces is a thing of the past.

Central Finance offers companies a smooth way to centralize business processes such as Management and Legal reporting and to keep on evolving, by lifting up processes from the current transactional applications to the Cloud Back Office suite. By moving processes to the cloud gradually with no technical stops, prioritized by business value return, companies can avoid large transformation projects along with their big business and IT risks.

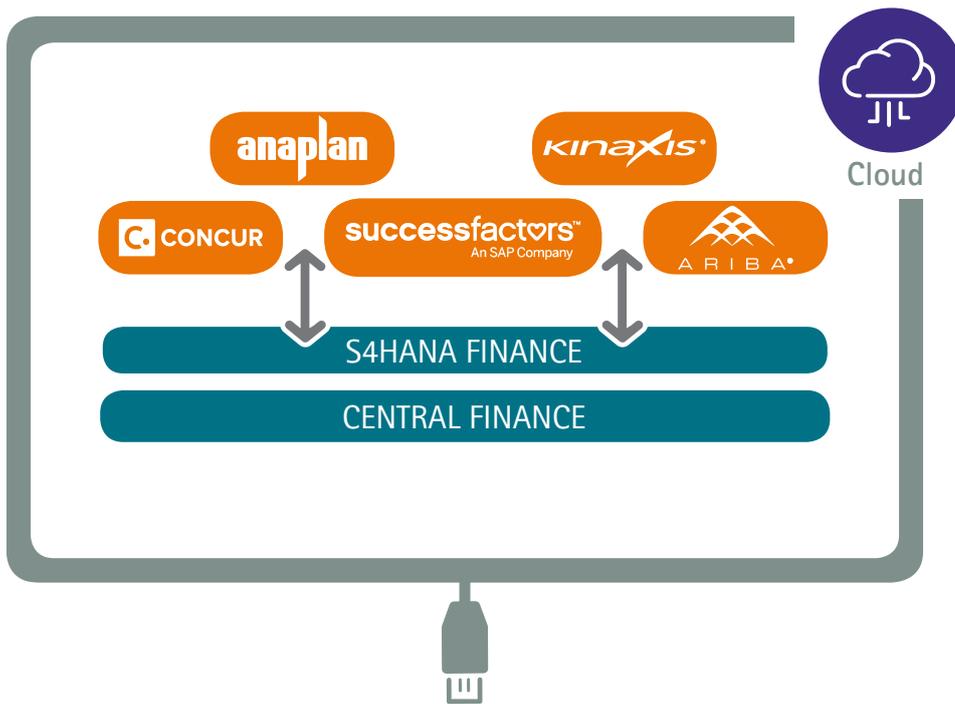
Our Cloud Back Office is fully customized using best practices and counts with all the needed documentation about processes, including the taxonomy between systems, how to do the gradual lift

up of processes to the Cloud, latest functionalities and technical and integration features.

To complement the back office portfolio, we offer additional functions to help companies to connect the latest Cloud technologies to manage human resources, purchasing, travel and expenses, analytics and planning.

Scalable and agile, and offering multiple deployment options, the Cloud Back Office is accompanied by our full service coverage including security, infrastructure outsourcing, application maintenance, end-to-end projects or pay-per-use.

Fig 1. Plug and Play concept - enabling easy integration with any client environment



## What are the business benefits?

The Cloud Back Office can help companies standardize their back office while avoiding complex changes in the landscape and organization. With the Cloud Back Office there is no need to undertake the traditional system consolidation program toward a single environment—moving to our solution is quicker, more cost effective and it reduces risk. Projects that used to take years, often with unpredictable results, can now be completed in months, with quick wins and minimal organizational friction.

We speak of months' length projects, where companies previously faced years of uncertain results. Now we can plan fast deployments based on solid quick wins measured by the value to the business, at an affordable cost and

avoiding organizational frictions or massive change management measures.

The Cloud Back Office can also facilitate IT and finance business cases that have traditionally been considered as complex, such as the integration of new divisions or acquired companies, divestments or organizational changes. Today's new technologies enable more agile back office functions than those of past ERP transformations.

And embracing the Cloud Back Office is a step toward a truly digital agenda, perhaps even with Everything as a Service (EaaS), while it provides the right solution for current issues.

# Use Cases

## Maximize shared service center value



With different ERP systems for various geographical regions within the business—each system covering back office and front office functions and using different processes and technologies. The company had a shared service center in place for running back office functions globally, but found it to be of limited value because of a lack of clarity on responsibilities and the number of technologies being used.

The company had tried system consolidation programs in the past, but had been unsuccessful due to cultural and organizational issues, and complexity and differences of front office functions across geographies. It had also considered implementing

a brand new ERP system on top of the existing front office systems, but interfacing between the systems would have been too elaborate and arduous.

Using the Cloud Back Office, thanks to the new technologies, such as in-memory processing, SLT integration and embedded MDG capabilities, the company can now run a set of back office processes in our solution, integrating real time data from existing systems. The company estimates that each process moved saves the business 15 percent of current running costs—a huge increase in efficiency and cost savings.

## Improve Finance Capabilities



This company had limited its investments and innovations over several years, to arrive to a position where the cost of its IT function became lower than that of similar businesses. However, as a result, the IT services were focused mainly on supporting the current processes and lacked planning and projection capabilities, struggling to handle changes and evolution of the organization.

As the company evolved its business model to adopt digital and to increase its capabilities in analytics, financial planning and simulations, it was forced to take a dramatic step forward in terms of technology but they lacked time and investment capacity to afford a big transformation program.

Now with the Cloud Back Office, the company has discovered a plug-and-play platform that can capture transactional information from different systems, transform it in real time and harmonize it automatically into a single instance. Using this approach, the company has moved from a position of knowing "what happened" to that of knowing "what is happening and why," and it has gained the ability to predict outcomes based on real time information.

## Increase reporting reliability



As a result of inorganic growth, one company used a variety of systems across its business—in some cases, several different systems within a country. The company's process and data models were diverse, causing reconciliation between different reporting models and reliable global reporting to be difficult, costly and time consuming. Although the company had begun an ambitious program to standardize data models, the project incurred higher costs and took significantly longer than

expected, leading it to seek a better solution.

Thanks to the powerful mapping and transformation capabilities of the Cloud Back Office, the company can now harmonize different data models, accounting and reporting features into a consolidated and automated reporting function. And it can manage information reliably, with low implementation and maintenance costs.



# At a Glance

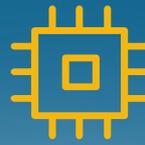


## Comprehensive Solution

Our ready-to-deploy Cloud Back Office platform can help drive analytics, transactional robotics, operations virtualization and recommended practices for Finance, Procurement, HR and IT organizations.

Taking advantage of Cloud technologies—such as Accenture Cloud Platform capabilities, Microsoft Azure or Amazon Web Services—or going for an on premise approach, it's a platform that is highly customizable and accessible to companies anywhere in the world.

You choose whether you want your processes to be localized, centralized or outsourced. The Cloud Back Office is ready to support any kind of model or can help in any kind of organizational change.



## Technology

Providing straight-forward integration across Finance, Procurement, HR and IT, the Cloud Back Office platform connects with a portfolio of world class pay-per-use technologies, including:

- Central Finance: facilitates gathering of financial documents to obtain reporting and analytics in one step and sets up the foundation for further operations
- S4HANA Finance: with out-of-the-box recommended practices, leveraging the Central Finance bulk to run the finance operations, including full Accounting,
- Treasury and Financial Planning processes with Group Consolidation coming soon too.

With 1:1 link ready to plug for the following applications that can be fully deployed too:

- SuccessFactors: for HR Processes
- Concur: for Travel and Expenses management
- Ariba: for Procurement Processes
- Anaplan: for Financial & Operational planning Processes
- Kinaxis: for Financial & Operational planning Processes Technology



## End-to-End Services

Through our Digital Back Office services, we offer a wide array of possibilities for any type of Back Office organization, including:

- Technology strategy definitions
- Software evaluations
- E2E implementations
- Infrastructure outsourcing
- Application maintenance
- Business process outsourcing



## Business Growth

The power of digital supports business growth from all angles:

- Aligning the back office and business strategies
- Accelerating Model Driven Architecture
- Supporting the integration of new markets and products
- Delivering value well beyond simple cost reduction



## A Shortcut to World Class

To help you overtake the competition, the Cloud Back Office services provide:

- Pre-packaged best practices
- Unlocked latest technologies
- A fast track to results
- No regret costs
- Minimal disruption
- A lens on innovation
- Highly scalable and agile services



## Instant Value

These services help to achieve a healthy return on investment:

- Improved reliability
- Faster, cheaper, more consistent reporting
- Quicker response to requirements
- Increased employee satisfaction
- Rapid connection and visibility of new business lines or markets

**Our Cloud Back Office services support every phase of the digital journey, with end-to-end services that span strategy, business process, people, organizational change and technology—all built on the foundation of our world-class industry expertise.**

## About Accenture

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions—underpinned by the world's largest delivery network—Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With approximately 373,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives. Visit us at [www.accenture.com](http://www.accenture.com).

## For more information

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