

DIGITAL WORKER

PUTTING A NEW
EMPLOYEE EXPERIENCE
INTO THE HANDS OF
ACCENTURE PEOPLE



TO PUT THIS STRATEGY INTO ACTION, ACCENTURE HAS DEDICATED A NUMBER OF TEAMS FOR A DIGITAL WORKER INITIATIVE. THESE TEAMS ARE ORGANIZED FURTHER WITHIN THREE BROAD CATEGORIES OF CAPABILITY THAT INCLUDE FOUNDATION, COLLABORATION AND PRODUCTIVITY.

OPPORTUNITY

As Accenture leads in the new and becomes a digital enterprise, employees likewise need to be empowered and enabled to become “digital workers”—a goal of putting a completely new next generation of employee experience into the hands of Accenture people through new capabilities. Empowering employees digitally is about increasing productivity, but also about fostering innovation, collaboration, and creativity. To make all of this happen for a hyper-scaled workforce of more than 400,000 employees, Accenture’s internal IT organization is developing, enhancing and deploying an array of capabilities to Accenture people globally on an ongoing journey.

SOLUTION

Accenture’s digital worker strategy is to move away from the traditional PC-centric way of working to more mobile ways of working with mobile apps, cloud-based capabilities and providing people access to some of the newest technology as it becomes available. Additionally, instead of a one-size-fits-all approach, Accenture’s IT organization is deploying capabilities that focus on user need, experience and engagement, and capabilities that are integrated and seamless, allowing users to do their best work wherever they are and on whatever device. The strategy also builds on Accenture’s significant investments in social, mobile, pervasive video, broadcasting and secure network.

To put this strategy into action, Accenture has dedicated a number of teams for a digital worker initiative. These teams are organized further within three broad categories of capability that include “foundation,” collaboration and productivity. Within each of these categories, more specific teams have also been set up by type of technology or capability, such as Microsoft Windows 10 and Accenture Broadcast. Efforts are an ongoing journey, with teams adopting new capabilities and evolving existing investments.

FOUNDATION



As its name suggests, the foundation category includes essential capabilities to digitally enable Accenture people with the ability to work productively across the globe. They are providing a foundation for the way people will work in the future. A major component of this program is equipping employees with the latest Microsoft tools.

Windows 10. To seize the benefits of upgrading to Microsoft Windows 10 as quickly as possible, the designated project team created a “two-lane” deployment approach. The first lane was to deploy all new PCs with Windows 10 and give a manual upgrade option for early adopters. The second lane addressed existing PCs running Windows 7 and enabling employees to use an In-Place Upgrade tool and process that uses Microsoft OneDrive for Business for file distribution to perform the upgrade to Windows 10. This innovative In-Place Upgrade tool, developed by internal IT, has been key to enabling deployments at scale and pace. Migrating from Office 2013 to Office 2016 is providing a refreshed set of features to employees and will provide a foundation for supporting new ways in which Accenture people will work in the future.

Office 365. Accenture has consistently evolved the company’s Microsoft technologies, including moving from on premise to a cloud-based software-as-a-service (SaaS) for Office 365 in late 2012. Since then, the Office 365 team has continued to optimize Accenture’s cloud environment with a steady pace of improvement initiatives. In moving to Microsoft’s “vNext” cloud environment, Accenture benefits from the ability to deliver new Office capabilities to Accenture people at speed. New Office 365 capabilities will enable employees to work in new and leading ways, such as increasingly working in a browser with content that is mostly in the cloud and being able to collaborate simultaneously on documents in the cloud.

COLLABORATION



As a services company, Accenture has long realized the importance of connecting people to experts, communities, documents and ideas. Recognizing the power of the company's global network, Accenture is capitalizing on today's collaboration tools that allow Accenture people to effectively work together in a way that is needed in a globally connected world, deliver business value to clients, and find and share expertise that makes them more valuable employees.

Skype for Business. Microsoft Skype for Business is the primary digital communications tool across Accenture's global enterprise, enabling professionals to communicate, meet virtually, and collaborate online with anyone, anywhere, every day—including in many cases, clients. Nearly all Accenture conferencing—more than 99.9 percent—now takes place via Skype for Business. Massive investments in technology and infrastructure have made Accenture's Skype for Business the largest and most stable such platform in the business world.

Surface Hubs. Available in more than 25 Accenture locations around the globe, Surface Hubs allow click-to-join on Skype for Business calls, and enable Accenture people to collaborate with meeting participants on a shared whiteboard. The advanced touchscreen capabilities of Surface Hubs allow multiple people to interact with the screen simultaneously. Microsoft applications like Excel, Word and PowerPoint are also integrated with Surface Hubs, allowing users to save or send any files from a session that they would like to keep.

Microsoft Teams. As its name suggests, Microsoft Teams is a digital workspace for teams to collaborate on a day-to-day basis. Microsoft Teams helps teams keep all their important conversations and files in one place. It features persistent chat, threaded conversations, built-in O365 application integration, ability to organize teams by channels, and audio and video calling. An early adopter, Accenture was involved in shaping and providing feedback

before product launch. Now in pilot with more than 650 Accenture teams, teams are using it as a one-stop shop to stay connected and help reduce the need for e-mail.

Accenture Broadcast. For more than a decade, Accenture has been transforming its investment in Telepresence and videoconferencing infrastructure into a broadcast communications capability that delivers live online video events to employees worldwide. Today, this capability in the form of Accenture Broadcast is an in-house, fully equipped production capability and team dedicated to delivering broadcast and video experiences to Accenture audiences, and more broadly, to clients and key stakeholder groups outside Accenture. Live global broadcast events enable globally distributed presenters and participants to effectively, creatively and easily communicate with each other. "At Accenture, video is the new voice in our digital enterprise—persuasive, immersive and motivational in ways other communication tools cannot match," says Andrew Wilson, Accenture CIO.

Pop-in studios. "Pop-in studios" enable small-scale broadcasting through studios in small- to medium-sized conference room at any Accenture office. Employees can reserve studio session time in advance, and quickly and easily "pop in" to record their content or hold a live session, such as for a community of practice meeting, TV-interview session or announcement. Leveraging Accenture's internal core infrastructure to enable a network of studios, these studios are equipped with a green screen for digital backgrounds, professional-quality lighting, audio, a camera and teleprompter, a collaboration monitor for slides or video, all coordinated by a technical director.

TouchCast. TouchCast is an application that allows Accenture people to create do-it-yourself, interactive videos with clickable, accessible content embedded directly within the video itself. This feature allows viewers to interact with elements like images, web pages, PDFs, and much more right inside the video. It is used for a variety of purposes, such as for training, team meetings, community meetings, webcasts, video blogs and knowledge transfer.



New Internal Platform. To adapt to a rapidly changing workforce and fluid work styles, a new Accenture Portal is being rolled out that is transforming the way people receive corporate communications. The Portal will provide a personalized experience with content that is written in articles, organized by categories and topics. Individuals, for example, will be able to target content according to their role, geography, interests and preferences. There will also be a weekly personalized e-mail digest. To enable this new portal, the project team is replatforming Accenture's internal content and search platforms, moving from SharePoint to WordPress, and from fast search to elastic search. It will also be mobile responsive, allowing employees to read content on any mobile device. This change is a move toward simpler, personalized and curated content.

PRODUCTIVITY



Enhancing employee productivity with digital capabilities helps Accenture people to be more efficient, bring innovation to their work and better deliver business outcomes.

Mobile apps. The mobile apps program focuses on how mobile plays a role in Accenture people's overall experience with the company. It centers on capturing common "moments" employees have when interacting with key company systems and simplifying those moments through a mobile platform. Using core "containers," in essence, mobile apps, the mobile apps team identified "moments" as critical to Accenture people to work in a mobile way. Accenture's app ecosystem is reducing Accenture's systems footprint, supporting increases in productivity, agility and employee satisfaction, and helping enhance employees' professional lives. Progress is also being made in creating unified, integrated services and experiences at Accenture across websites, devices and touchpoints as employees accomplish things using multiple types of devices.

Delve, Graph, Cortana. Not only are Accenture people using Skype for Business and transitioning to Windows 10, they also use Yammer and are piloting Microsoft Delve, Graph, Cortana and other emerging capabilities. As part of Accenture's Office 365 subscription, new capabilities pop up as they ready. Current and future capabilities will help teams to stay organized and up to date, better manage user in boxes, use Skype Translator to lessen the need for English skills, and present information in useful ways, and much more. These capabilities support Accenture's digital worker vision of providing capabilities that are integrated and seamless, increase productivity and enable employees to work from anywhere, anytime.

RESULTS

Knowing that technology continues to change the way people live and work, Accenture's IT organization continually evaluates, enhances and deploys the tools employees need to do their work, connect and innovate in new ways that best serve clients. As an organization, Accenture has moved away from traditional ways of deploying capabilities where it used to wait for capabilities to mature, extensively test and then deploy to now a more agile approach that allows Accenture to move more quickly to new platforms, capabilities and features as they become available. These capabilities are also giving Accenture people the ability to choose where they want to work, on what device they want to work and how they want to work.

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 401,000 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.

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