The world has seen tremendous progress in solving global development challenges over the past decade. While there is more work to do, the future holds great promise. With so much changing in the international development sector, the potential to maximize impact has never been greater.
Disruption is happening fast in international development. The digital revolution is creating unprecedented threats and opportunities. The sector is being reshaped by new players and new business models. Boundaries between sectors and countries are fading in an interconnected world. A whole new generation of donors has very different needs and expectations.

This environment influences everything that development organizations do—from defining the strategy, running programs and engaging with communities, to strengthening operations and fundraising. While change can be daunting, it opens new doors to drive sustainable impact. But accelerating outcomes and impact requires greater organizational agility with real-time insights to make better decisions quickly.

Accenture Development Partnerships works with NGOs, INGOs, private foundations, international financial institutions, bilateral and multilateral donors, and corporations to seize the promise of change and create positive social impact in developing countries. Working together, we help solve the social, economic and environmental issues of our time.

Accenture Development Partnerships has a deep understanding of the international development sector—where it has been and its future potential. Since 2003, our teams have applied business and technology solutions to build capacity and strengthen programs for development organizations around the globe. We are a nexus player, working across government, business and civil society, and at the intersection of international development and digital technologies.

We bring breakthrough thinking and approaches from the private sector to help development organizations deliver sustainable outcomes to drive effectiveness today and prepare for tomorrow. By tapping into the best of Accenture’s ecosystem and alliance partners—global reach, extensive capabilities, cross-industry perspectives and a skilled workforce—we can provide truly end-to-end solutions. Clients can benefit from our focus on innovation, collaboration, digital enablement and scalable solutions.
Innovation comes with many challenges, but there are ways to break through the barriers to transform communities and improve people’s lives.

Sustainable social enterprises, regional innovation hubs and mobile learning platforms are among the breakthroughs making a difference in developing countries today. Such inroads result from innovative strategies, business models, partnerships and technologies. And they are delivering meaningful outcomes, amplifying impact in profound ways.

Innovation is a mindset and a guiding principle at Accenture Development Partnerships. It is hardwired into how our people work with clients and partners to design strategies and deliver solutions that truly meet the needs of local communities.

Working in the international development context—always factoring in both opportunities and limitations—we apply the “new” while anticipating what’s “next.”

Working collaboratively and creatively, we help development organizations innovate for outcomes without waiting years or wasting precious resources. Part of this is working iteratively with agile methods to fast track good ideas and lower the cost of innovation. We also tap into the Accenture Innovation Architecture which spans the entire innovation lifecycle from idea to impact for end-to-end capabilities. It covers trends research, investment in emerging technologies, prototype design, and building, scaling and delivering new solutions around the world.
Our work with Plan International, one of the world’s largest child rights organizations, is an example of how we are working with development organizations to harness innovation to solve pressing challenges—both on specific projects that drive greater effectiveness today and broad initiatives for tomorrow. To help the organization improve sponsor engagement, we developed an intelligent photo analyzer prototype using digital recognition technology with artificial intelligence to help ensure the quality and appropriateness of photos of sponsored children. The photo analyzer will help streamline sponsorship, enabling staff to work more efficiently and shift their attention to other critical tasks.

When Plan International was preparing to launch their ambitious global strategy to transform the lives of 100 million girls, leadership recognized the need to enable innovation across the organization to deliver on the vision. Plan International was going to need to disrupt programs, fundraising, partnerships and operations and turned to Accenture to explore opportunities to partner on new concepts to deliver scalable social impact.

Our team, leveraging the Accenture Innovation Architecture, supported the development of the strategy that embeds innovation at the core of the organization. This approach utilizes a physical innovation hub, a virtual network of innovation champions and an ecosystem of unconventional partnerships to nurture and support creative ideas and, provides an environment where experimentation is encouraged and staff feel that failure is just part of the learning process. The initial strategic priorities include maximizing the value of data, helping girls into meaningful employment and entrepreneurship, and reimagining the future of child sponsorship.
Converging interests and complementary skills are fueling enthusiasm for new forms of cross-sector collaboration that deliver exciting outcomes.

Nontraditional partnerships that bridge the divide between the international development community, governments and the private sector are quickly becoming the new normal. They scale innovation and sustain impact for all involved—especially the people and places being served.

Because we work across sectors and industries, we understand the power of partnerships firsthand. We work with clients to see the big picture and connect the dots to create multi-dimensional solutions. A natural systems thinker, convener and relationship broker, Accenture Development Partnerships finds common ground among players to multiply outcomes.

This ability to connect partners around a common goal was critical to our work with Amref Health Africa developing a mobile health learning platform. Using basic mobile phone technology, this learning application known as LEAP revolutionizes training for community health workers who provide a vital link between remote communities and formal health systems.

In addition to providing program management and technology support, our local team helped develop a partnership model to convene critical players. Each played a unique role. Amref Health Africa brought subject matter knowledge and community relationships. The Kenyan Ministry of Health provided coordination and curriculum support. Mezzanine developed the technology. Safaricom provided sustainable prices for the network. The M-Pesa Foundation and the Accenture Foundation helped fund the initiative. Today, community health workers use LEAP to access continued training, engage in peer learning, connect with supervisors, and get vital information to rapidly mobilize and respond to outbreaks. More than 300,000 households across Kenya have benefited from the improved knowledge.

We also help companies see the “strategic” in “social” to create business value and social impact with the United Nations Sustainable Development Goals as the North Star. Consider the cutting edge partnership between financial services leader Barclays and pharmaceutical giant GSK. These unexpected partners are providing access to affordable healthcare in Africa, promoting economic development, and connecting with new customers in untapped markets. Accenture completed a comprehensive evaluation of the partnership, offering recommendations on a scalable commercial model to drive sustainable business and social value.

Drawing on our alliance partner network, Accenture Development Partnerships also connects the international development sector to technology leaders. Because we work at the intersection of technology, international development and business, we not only advise clients on technology options, but we work with providers to shape future solutions to meet the sector’s unique needs.
Digital technologies enable international development organizations to achieve their mission through insight-driven programming and operations and reach unprecedented scale.

The enthusiasm for digital in development is palpable. Digital technologies are accessible, affordable and deliver results in weeks, not years. They put the sector’s work on overdrive, jumpstarting operational efficiency, collaboration, transparency and innovation, while helping organizations design solutions with communities around their true needs and reach more people at a lower overall cost.

Accenture Development Partnerships brings the depth and breadth of Accenture’s digital and technology capabilities—interactive, mobility, analytics, cloud, security and new technologies—applied to international development. We go beyond implementing point solutions to weave digital into the fabric of developing economies and societies.

Digital is increasingly an essential part of development organizations’ ability to achieve their purpose and improve program impact and operational management. Our work in the digital space involves helping organizations set their digital strategies, which we did with the UN Global Compact (UNGC). A key part of the organization’s 2020 Global Strategy was to become a reimagined digital organization both in how it serves participants and how it operates internally.

Drawing on our familiarity with UNGC as well as the resources of Accenture Digital, we worked closely with UNGC to develop a comprehensive digital strategy to enhance engagement, strengthen the value proposition, scale impact and reduce the cost to serve. The process involved conducting a digital maturity assessment, developing a digital vision, completing a gap analysis and developing a future roadmap. We are now working with UNGC to implement early phases of the roadmap.

We also understand that digital technologies have the extraordinary ability to put people back at the heart of development, addressing real-life needs while satisfying donor requirements. Transformational change is happening right now. Working with some of our clients, we have used digital solutions to help community health workers build skills, farmers increase productivity, refugees connect with loved ones and more.

Consider our work with the UN Refugee Agency (UNHCR). We conducted a global analysis of refugee mobile and Internet access and usage trends across 100 countries. With this insight, UNHCR launched pilot connectivity programs in six countries in Africa, the Middle East and Europe, with a plan to launch more. The programs focus on building cross-sector partnerships to enable connectivity, promoting the delivery of humanitarian solutions through digital platforms, and empowering refugees with digital solutions.
MULTIPLYING SCALE

The international development community is not short on ideas, but bringing them to realization, impact and scale has been a long-time struggle.

Organizational structures, resource limitations and even challenging physical landscapes are barriers to scaling impact in international development. From the accessibility of digital technologies to the network effect of cross-sector partnerships, changes in the sector are chipping away at the scale problem.

Accenture Development Partnerships helps development organizations accelerate and scale impact in other ways. Our work is backed by Accenture’s global delivery network, which was critical to our project with the World Bank on the Identification for Development program. This program is designed to give more people the official identification they need to access critical resources and government programs. We relied on it for a 24-hour delivery model to develop a national ID integration model and implementation framework for 15 countries on a compressed timeline.

This global reach is balanced by local wisdom about the communities we help clients serve. Our teams live and work in country. They understand the people, places, languages and cultures for practical and pragmatic problem solving that addresses unique local needs and opportunities. This is the difference between solutions born in the conference room and ideas inspired on the ground.

Our work in Panama with The Global FoodBanking Network (GFN) delivered both local impact and scale potential. Inventory management is a common challenge at food banks due to outdated management tools and piecemeal IT systems. Food can go past its expiry date before distribution which means it needs to be discarded. A pilot project funded by Unilever at GFN member food bank Banco de Alimentos Panamá addressed this problem.

Accenture Development Partnerships worked with GFN on an IT Starter Kit, a cloud-based solution for inventory tracking, customer relationship management, fundraising and volunteer management. Our team worked with staff and volunteers at the food bank for several weeks to understand processes and align workable solutions. In under four months, this food bank saved more than 30,600 kilos of food—about seven percent of food that would not have been available previously. The IT Starter Kit along with the process changes brought Banco de Alimentos Panamá up to an operational level which allowed them to obtain GFN certification. The starter kit includes everything food banks need to implement the packaged technology; GFN’s vision is to launch it across its global member network to deliver more food for those in need across the world.
As a social impact business with a sector accessible model, Accenture Development Partnerships deploys resources when and where they are needed. It is a client-demand driven, not supply constrained model to bring the right global and local experiences to meet the needs of international development organizations.

Developing relationships based on mutual collaboration, trust and a strong work ethic is at the heart of our work with clients. Collaborating, convening and championing opportunities, we bring Accenture’s global capabilities and experience to positively impact the lives of people in the developing world.
OUR CORE CAPABILITIES & SERVICES

STRAATEGY AND PARTNERSHIPS
Fuse powerful partnerships to scale solutions and drive innovation.

- Growth strategy and innovation. Combine deep business and development sector insight with innovative methods to identify and pursue opportunities for growth.
- Business and operating models. Develop market-based solutions and organizational blueprints for initiatives with sustainable impact.
- Cross sector partnerships. Design, drive and evaluate transformational partnerships among multiple stakeholders.
- Revenue diversification and impact investing. Explore, define and implement innovative financing solutions.
- Social entrepreneurship. Support the adoption and growth of social enterprise models and broader social entrepreneurship ecosystems.
- Mergers and acquisitions. Conduct target screening, due diligence and integration planning for M&A partnerships, driving synergies for high performing INGOs and creating greater programmatic impact.

ORGANIZATION AND PROGRAM STRENGTHENING
Craft organizations and programs to be resilient in an evolving landscape.

- Talent strategy/ future workforce. Apply the latest digital solutions and strategic thinking to develop a high-performing workforce required for the digital age.
- Organization change. Develop an organization with the required culture and behaviors to capitalize on disruption with change strategies to improve transformation success.
- Supply chain. Transform supply chain capabilities—from procurement to last mile distribution.
- Program design. Bring an innovative, comprehensive and integrated approach to program design to increase the pace, certainty and outcomes.
- Business process transformation. Design and implement best core processes to reduce costs, enhance efficiency and minimize risk—protecting and optimizing resources.
- Monitoring and evaluations. Conduct interactive fund assessments and evaluations quantifying program effectiveness, promoting donor impact transparency and driving continuous improvement.
While Accenture Development Partnerships offers a range of services to the development community, we bring focused strengths in four key areas. Our best work happens when we thread these strengths together to provide a complete solution.

**TECHNOLOGY**
Reinvent the application portfolio and create the future of IT in your organization.

- Strategy and transformation. Develop a strategic yet common sense IT agenda to best position your organization for the future.
- Process and information management. Align business and IT so that technology can deliver more value to your organization and to the people it serves.
- Technology solutions and services. Harness technology innovations and applications so your organizations can be more responsive and proactive by operating in real time.

**DIGITAL**
Multiply innovation, collaboration and transformational change through digital.

- Digital strategy. Asses your organization’s digital acumen, defining its digital vision and developing a roadmap to guide digital transformation.
- Human centered design. Look from the outside in to understand the needs, motivations and behaviors of stakeholders and design solutions that address them.
- Digital marketing. Evolve advocacy and fundraising to attract and nurture relationships with supporters to drive organizational objectives.
- Mobility and Internet of Things. Tap into distributed connected devices and processes to develop innovative mobility solutions for better program outcomes.
- Analytics. Use data insight and predictive modeling to improve resource use, target program focus and deliver sustainable outcomes at scale.
- Digital identity and security. Protect the organization, supporters and beneficiaries from security and identity vulnerabilities, building confidence in and use of digital solutions.
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REFERENCES


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 411,000 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.

ABOUT ACCENTURE DEVELOPMENT PARTNERSHIPS

Accenture Development Partnerships works with leading international development organizations to address the world’s social, economic and environmental issues. By delivering the power of Accenture’s global capabilities and experience, we help our clients develop sustainable, innovative and market-based solutions to maximize value while driving measurable impact.