



ACCENTURE RUNS ON MICROSOFT

CIO 24/7 Podcast:
A discussion on how
Accenture runs on
Microsoft

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Jason Warnke: Welcome to the CIO 26/7 Podcast bringing you the latest updates from Accenture's internal IT organization. I am your host, Jason Warnke and today I have Infrastructure Services Managing Director, Tony Leraris with me to discuss how Accenture is running on Microsoft. Welcome Tony.

Tony Leraris: Thanks Jason, glad to be here.

Jason Warnke: So, Tony, as a company, Accenture globally runs and innovates for our clients its operations and its people. We like to use the phrase Accenture Runs on Microsoft. What do we mean when we say Accenture Runs on Microsoft?

Tony Leraris: Well, Jason, Accenture is one of the largest installations of Microsoft products in the world. So, we are actually our best credential for how a business can really operate on Microsoft. We use Microsoft solutions like Office 365, we use Windows 10, we use Skype for Business and many, many other Microsoft products that help us, help our workforce deliver to their clients.

Jason Warnke: Great. So, let's talk a little bit about the numbers because I know we love to talk about the numbers across all of these platforms. Many of these we are seeing the largest, if not one of the largest usage of many of these platforms. So, what kinds of things are we seeing with Microsoft products we are using, specifically, let's talk a little bit about the numbers. Maybe you want to go product by product?

Tony Leraris: Yeah, I'd be happy to do that and you know, I talk about these numbers all the time with both internally, with people at Accenture and with our clients. So, let's start with Skype for Business. With Skype for Business, we're now doing more than 310 million minutes of audio a month on our system. That makes us the largest user of Skype for Business. With Windows 10, we now have over 315,000 computers running Windows 10. Also, making us the largest. The Office 365, we have over 450,000 mailboxes hosted on Office 365. We have over 19,000 team services sites. We have about 5,000 Microsoft teams. With OneDrive for Business, we are now at just shy of two petabytes of data stored in OneDrive for Business. And we've nearly 100,000 people that actively use it meaning they store at least 100 files on our system. With the Azure Cloud, we have moved the SAP business warehouse systems on SAP HANA to the Azure Cloud and we just finished closing the books there so it is a critical component of our, of our cloud footprint. And then, we are starting to deploy Microsoft Surface Hubs and we've got over 200 of those deployed in our offices worldwide. So, you know, clearly, we are a big, big user of Microsoft products.

Jason Warnke: It says a lot about the scalability of the products but I'm curious, how did we go about or the idea not just to implement the latest of each of these but to do so at such rapid pace? For instance, Windows 10. Getting to the number that you quoted which was spectacular. I mean, how do we go about rolling out something as critical as an operating system for a PC that people use day in and day out? Just tell us a little bit about what went into that large of a roll out.

Tony Leraris: I think there's a lot of things that come into play there, but some things that enabled us to go so quickly. One, you know, we were, we were preparing for that deployment far before Windows 10 came out. Number two, a large number of people in our CIO organization deserve a ton of credit because we did a lot of application testing as soon as Windows 10 was available to ensure that our applications would still work. We have a large, our application portfolio is largely browser based which means our applications continue to work even with the Windows upgrade because we are using a browser instead of a thick application on the workstation. So, those are the kind of things we did to get ready then. A lot of credit has got to go to our local technology support staff who deploy PCs to people and we started six months after the release of Windows 10, giving it to all new PCs that we deployed. Everybody got a Windows 10 machine and then shortly thereafter, we had an in-place upgrade ready in case people wanted to upgrade themselves and at this point nearly 50,000 Accenture people have done the upgrade themselves. You know, there was a lot of work to prepare for it and then we had multiple channels available for people to do the upgrade whether they were getting a new computer, whether they wanted to bring their computer to our tech support staff and have us do it, or whether they wanted to upgrade themselves. All of those were options for them. And that's really allowed us to deploy at speed.

Jason Warnke: So, Tony, it is great to talk about the multitude of these great products. It is also amazing to talk about going big and going fast in the roll out of these things, but it has all got to be for a purpose, right? So, what, what is Microsoft and these vast array of products, doing for our workforce and how are people becoming a more digital workforce with the use of these products?

Tony Leraris: Yeah, Jason, that's a good question to ask because we don't deploy technology just to deploy technology. Like, we are, obviously, looking for ways for Accenture people to deliver value to their clients in the most productive way possible and so we keep that in mind as we are deploying these technologies. You know, these Microsoft technologies are phenomenal for supporting our workforce which is incredibly mobile and needs to be able to work from a variety of locations. Whether it is our offices, our delivery centers, our clients' locations, their homes, hotels, airplanes, etc. You know, products like Skype for Business keep our people connected and able to collaborate just as well as if they were in the office. Products like Microsoft Surface Hub help us connect teams from different offices and the right boarding capabilities in those kinds of things allow people to work very productively without having to spend hours and dollars traveling. Being on the leading edge is important for us because our clients expect that but we need to show how we are using those capabilities very productively. We think the kinds of things we deployed plus what's coming down the pipe, like Microsoft Teams, will allow our people to collaborate in a way that they've never been able to do so before and allow them to be even more productive.

Jason Warnke: Thanks Tony. And thank you for listening to another addition of CIO's 24/7 Podcast. I am Jason Warnke and today I have been speaking with Infrastructure Services Managing Director, Tony Leraris, discussing how Accenture is running on Microsoft. Be sure to check out previous episodes of the CIO 24/7 Podcast series on Accenture.com.

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