



# ACCENTURE A PARTNERSHIP WITH O2

## VIDEO TRANSCRIPT

Brendan O'Rourke (**BO**) – Chief Information Officer – O2

Mark Hardman (**MH**) – Group Financial Officer – O2

Gregor McHardy (**GH**) – Managing Director, Technology Consulting Communication – Accenture

Laura Skidmore (**LS**) – Finance Operations, Strategy Manager – O2

Kieran Miller (**KM**) – Analytics Senior Manager, Accenture FDH Programme Manager

**BO:** O2 is the UK brand of Telefonica a leading global communication service provider. In the UK O2 has over 25 million customers.

**MH:** From 1st January 2018, there is a new accountant standard which has been released, it's called ios15, that's all about revenue recognition. It's a huge challenge for us as a business, and we've had only 12 months to deliver this project.

**GH:** Despite the challenging scenario, O2 saw the opportunity to go beyond the required requirements for compliance to build something truly transformational.

**BO:** The main challenge for the project was to deliver more with less. To make sure that we were as a business compliant to the regulation

but also to build a platform that would allow us to become a leading digital telco and deliver better customer service and satisfaction.

**GH:** Working in partnership, Accenture and O2 planned and implemented the end to end delivery of the finance data hub.

**LS:** One of the main challenges was the complexity and the volume of data that we had to capture. We had to take data from 12 different source systems, we've got 70 daily feeds and we needed to know about each individual contract for ios15.

**KM:** We required inputs from O2 and a number of their third parties including networks, security, infrastructure and the finance accounting team.

**BO:** The team developed a ground-breaking hybrid big data architecture, leveraging matured products and innovative new technology.

**MH:** So, the finance data hub was delivered on time which has enabled us to comply with the accountant standards. Equally important for me was that it was on budget. The finance data hub has brought three main benefits to us as a business. We've got all our data from the source systems and we've reconciled that back as well so that we have got over 99.9% accuracy.

**LS:** One of the other benefits is that we have reporting available by 9am. It also enables us to be ready on working day 1 with our accounting



which means we've got more time for a share range rather than having to manually calculate things.

**BO:** It also offers real business insights and value.

**KM:** Overall the result for O2 is that they have declared a highly reconciled and fully automated financial data hub. It has enormous data processing capability and has future proofed O2 with what they want to do next.

**MH:** It was good to work with Accenture, they were a trusted partner.

**BO:** They worked hand in hand, embedding themselves with my team and providing a range of skills, from overall programme management to data analytics, to help us better deliver the right solution for the business.

**MH:** Its enabled us to get robust, accurate granular financial data, which will enable us to get better insight, better analysis and ultimately better decisions for the business.

**BO:** The financial data hub will also be used to support new use cases in machine learning and artificial intelligence. This will create many new opportunities for us to deliver better service to our customers at O2.

**MH:** It will enable us as a finance function to transform into the future