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The Digital  
Revolution at  
Accenture: Digital  
HR Highlights

**The Digital Revolution at Accenture: Digital HR Highlights Transcript**  
**June 2014**

**Accenture Chief Information Officer, Andrew Wilson with Accenture Managing Director, Joe Chung**

**Andrew Wilson:** So if you were to say from an HR perspective, what have we now done and what will we do next? What would you say are our next highlights?

**Joe Chung:** I would say the highlights would be particularly around being able to leverage these digital technologies around social and collaboration to really engage with employee population. There were a few things we did with Jill Smart, our former HR officer, around being able to engage employees around the world with live events and what this was is really a chance to engage with employees, to capture their ideas, to capture their thoughts, to have a dialogue with Jill without having her be with them physically but to do asynchronously, but in such a manner that it felt like it was a real dialogue. We were able to leverage technologies like the Stream, which is a collaboration technology that we have developed in-house as well as other social media channels.

**Andrew Wilson:** From my perspective as CIO I have got a job to ensure that the collaboration technologies are there, it's got to be scalable as you say and Accenture is relatively unique in the number of people in its workforce, the amount of churn and change in that workforce. So we have got a job to do to enable and unify the individual experience and then top down the corporate need for HR digitization gives a different perspective, so there's more than one dimension to this isn't there?

**Joe Chung:** Absolutely.

**Andrew Wilson:** Where will we go next in terms of corporate, what will they need us to do as CIO in terms of the next-generation technology?

**Joe Chung:** The one area that we have been hearing loud and clear about is staffing process, as you can imagine we don't have widgets, we don't manufacture things, we have people and the people are ones who deliver the value to our clients. And as Jill used to like to say having the right person with the right skills, at the right time, at the right cost is really critical to the running of an efficient business, a profitable business and we have been focusing a lot on how we bring technologies like analytics to better predict future demand, being able to look across our systems and be able to pick up those signals to better understand our probability of win rates, understand when people are becoming available and to be able to match that supply and demand side picture and that's been a great challenge to tackle, bringing to bear many technologies. I mentioned analytics but there is a different aspect of visualization that we can do a better job of and it's been great to work with business to try and crack that nut.

**Andrew Wilson:** I mean this really us being disruptive, changing something, bringing technology to bear in a completely new way or in a manner or in a place that technology hasn't been applied before and the scope is huge. I also think CIO have to do a better job of being a consultant to the business as well and that's something we are looking at with every business function, with HR clearly being a major priority as you say with the talent supply chain.

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