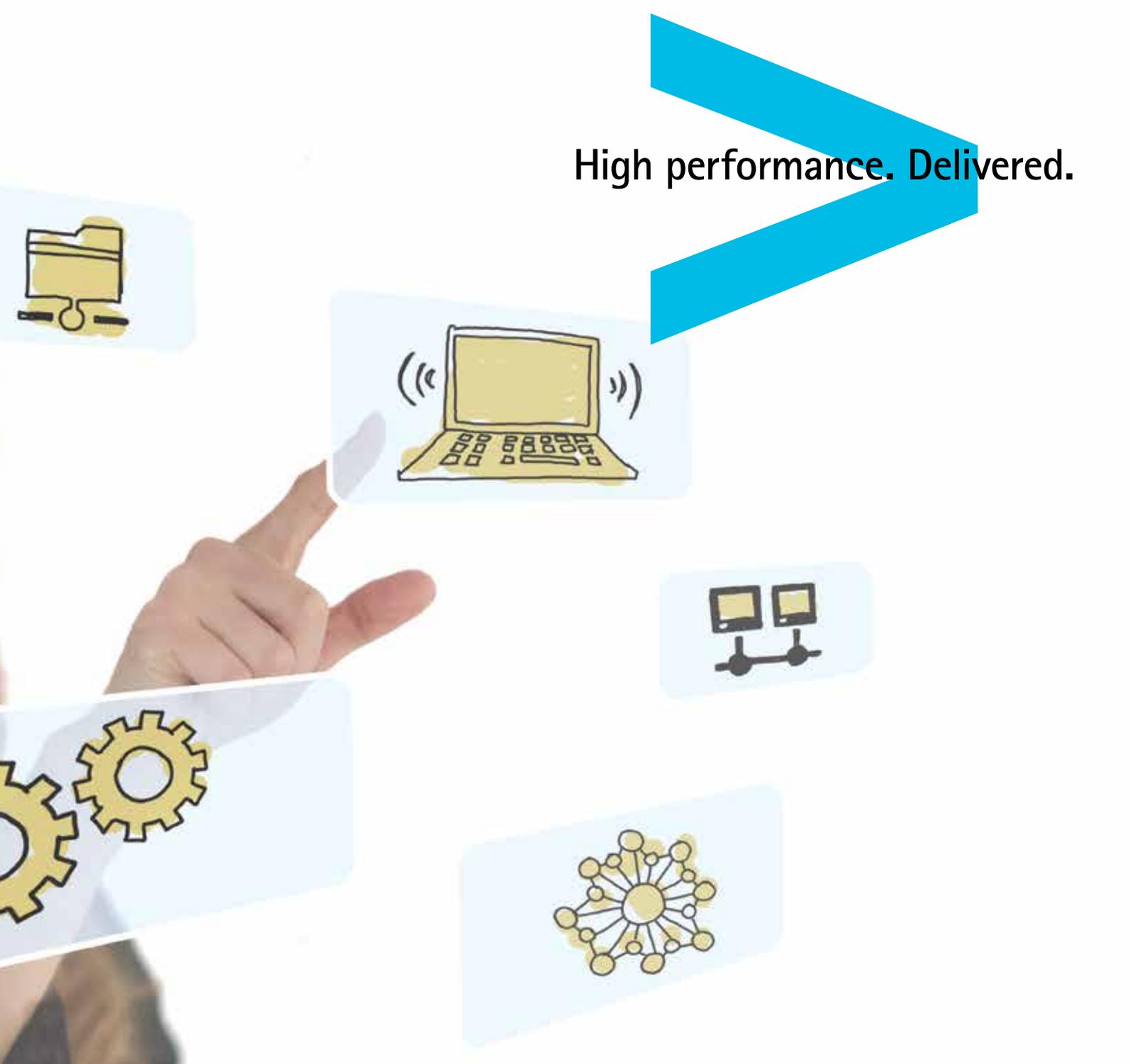


Accenture Network Transformation Solutions with Cisco

Achieve more efficient collaboration, improve cost savings, and future-proof your networks and business processes

High performance. Delivered.



Leveraging technology effectively is key for businesses to remain competitive and address challenges such as reducing operational costs, managing complex consolidations and succeeding on the global stage. Collaboration, cloud, big data, mobility and analytics are fundamentally changing the way companies do business by opening new avenues to customers, markets and growth. Every business is fast becoming a digital business.

The network is a vital component of today's digital businesses, playing a central role in strengthening customer relationships through enhanced communications, running the applications that drive the business forward and, ultimately, helping ensure that organizations can operate with greater efficiency and agility.

While forward-thinking CIOs recognize the importance of network technologies, many still struggle with transforming their traditional network to drive real innovation and business growth. Aging equipment, inconsistent platforms and multiple carrier contracts exacerbate the issues of running a decentralized, complex network environment.

Building a superior and lower-cost network is a complicated undertaking, requiring a clear strategy for increasing network capacity, adequate resources for designing and deploying new technologies, and a comprehensive infrastructure plan. For many organizations, effective and efficient management of their network environment is also a key concern.

Accenture can help businesses in all industries overcome these challenges and establish networks that support future growth, run at lower cost and enable high performance.

Improving network agility

Accenture Network Transformation Solutions with Cisco use established, industrialized tools and methodologies, market-leading outsourcing capabilities and Cisco's intelligent networks and market-leading technologies to rapidly create and run a transformed global network. We aim to deliver measurable performance improvements, industry-leading service levels, sustained cost savings and ongoing network agility. Our solutions include:

Network Optimization

Our diagnostics, strategic planning and performance optimization services help clients increase network efficiency and performance. We assess current network operations against future business requirements, align the network infrastructure to accommodate new business goals and incorporate applications such as cloud, mobility, analytics, "bring your own device" (BYOD) and big data.

Typical results: We deliver a prioritized roadmap of network investments, aligned with technology and business strategies, and work with clients to rapidly deploy the upgraded network with reduced risk, to increase efficiency, enhance performance and improve network operations.

Telecom Expense Management

We perform comprehensive telecom expense assessment and solution design to streamline communications and improve efficiency, helping clients optimize telecom costs and improve service levels. Our solution delivers both short- and long-term savings.

Typical results: Clients realize cost savings of up to 10 to 20 percent of telecom costs.

Unified Communications and Collaboration (UCC)

Our UCC solutions help clients design and optimize their communications and collaboration infrastructures, integrating with business processes, applications and devices to provide seamless operations. Accenture delivers rapid design and deployment, ongoing, process-driven collaboration and cloud-based, cost-effective and scalable UCC-as-a-Service.

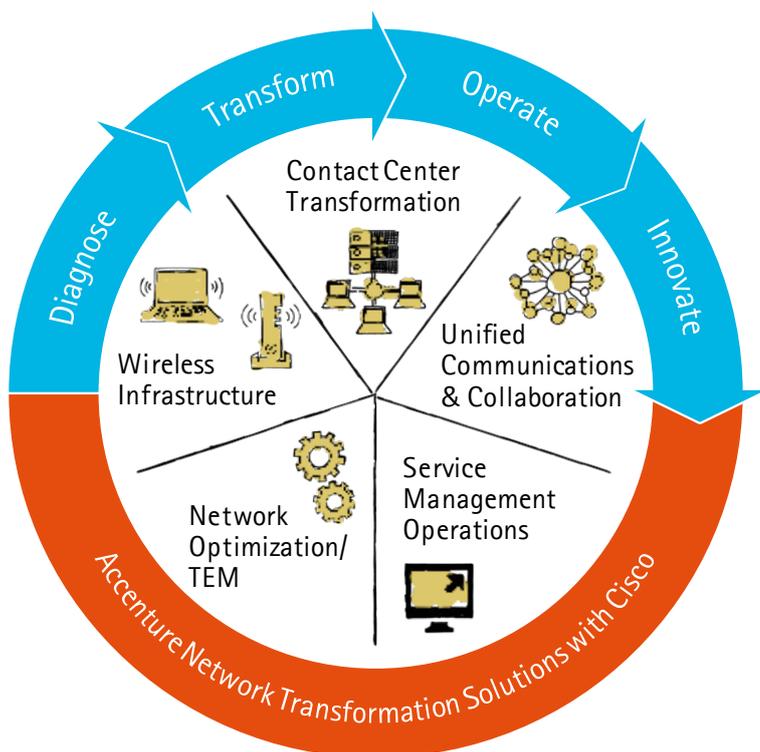
Typical results: Integrated UCC solutions can enhance workforce productivity by between 5 and 25 percent, reduce operating and capital expenses from up to 10 to 35 percent, and improve service levels by up to 20 percent.

Wireless Infrastructure

Accenture helps clients transform and manage their wireless connectivity, leveraging public mobile and private WiFi networks to improve business results and enable anytime/anywhere connectivity for employees, customers and partners—with flexibility and at scale. **Typical results:** Clients benefit from a carrier-grade WiFi solution with a centralized infrastructure—tailored to their unique usage requirements—that supports high-density environments and reduces total cost of ownership.

Contact Center Transformation

Using contact center technology service models, we provide multi-channel customer collaboration and interaction capabilities, integrated with the client's business processes and applications. Our "as-a-service" approach delivers cost-effective, scalable operations. **Typical results:** By implementing a modernized contact center infrastructure, Accenture helps enhance the customer experience, improve agent performance, increase productivity and reduce cost to serve.



Service Management Operations

We use ITIL-based processes, governance and tools to provision and manage complex network infrastructures, including applications, connected devices and cloud-based services. Discovery, analysis and reporting services help clients improve service levels, increase security and compliance, and improve end-to-end availability, while reducing costs.

Typical results: Enhances the end-customer experience with improved network service performance, faster response to network service issues and more effective recovery. Our ability to leverage high-volume service providers in a managed services model drives better performance.

Infrastructure Outsourcing

Accenture provides ongoing management of clients' IT infrastructure capabilities and/or functions, which can cover discrete skills or can encompass the full responsibility for managing end-to-end functions. We help move clients from fixed to variable costs while broadening the skills available to them. Our industrialized delivery model helps lower total cost of ownership, reduce risk and improve productivity and predictability. **Typical results:** Integrated offerings across the infrastructure domain help clients create a more cost-effective and responsive infrastructure, promote service stability and improve clients' ability to support new technologies.

Drive process improvement, stimulate innovation and merge voice, data, contact center and video into a single, secure network

Accenture Network Transformation Solutions with Cisco help CIOs create a highly available, secure, superior network environment that supports the organization's growth agenda while accommodating the convergence of voice and data systems and traffic. The upgraded network integrates with business processes to enhance workforce performance, managing the needs of mobile and remote workers. The network provides the bandwidth needed to accommodate application and communication demands, incorporating leading technologies such as cloud, collaboration, BYOD and big data, while leveraging analytics to support continuous improvement.

Based on our previous experiences with many organizations, the greatest benefit lies in significant cost savings.

- Network assessment can identify opportunities for reducing data and voice expenses up to 20 to 40 percent.
- Enterprise network transformation can reduce network operating costs up to 10 to 30 percent annually.
- Developing telecom expense management capabilities alone can reduce yearly costs by up to 10 to 20 percent.
- Bolstering network management capabilities can reduce bandwidth costs up to 30 to 65 percent.
- Integrating data and voice networking capabilities can reduce capital expenses up to 10 to 15 percent, and operational expenses by up to 20 to 40 percent.

The Accenture and Cisco Business Group

The Accenture and Cisco alliance offers clients the experienced resources and market-tested methods of two global leaders. The alliance blends Accenture's world-class strategy, technology and implementation professionals who have industry-specific knowledge of how technology affects people, applications and processes with Cisco's intelligent networks and technology architectures. We offer clients an integrated global team of world-class professionals across vertical industries, business functions and advanced Cisco technologies, to design, build and run network-enabled, process-driven solutions.

Accenture fully integrates Cisco's transformational technology into clients' core business processes to make IT a strategic asset. Accenture and Cisco help clients deploy solutions at speed and volume, take advantage of technology more quickly and realize measurable, sustained performance improvements. This results in reduced cost, increased revenue and enhanced customer service, with the business agility our clients need to succeed.

Case studies

State of Arizona transforms its communications network

The state of Arizona needed to address its fragmented and aging telecommunications infrastructure, reduce network failure risk and decrease operating costs. Accenture designed and implemented a converged state-wide network for voice, video and data, creating an optimized IT environment. The transformation generated US\$34 million in cumulative savings over seven years, while providing a reliable and secure SLA-driven voice and data network. Accenture removed single points of failure in the existing network and implemented enhanced security for firewalls, dial-in access and internet access. The program encompassed 140 state agencies, 600+ sites and 40,000 employees.

Accenture creates state-of-the-art network for collaboration and high performance

Accenture's internal IT organization transformed the company's voice and data systems, taking disparate systems and creating a state-of-the-art network carrying voice, data and video on a single infrastructure. On top of recurring annual savings of up to US\$25 million, the transformation facilitated the introduction of powerful, next-generation collaboration tools. As part of the transformation, Multi-Protocol Label Switching (MPLS) circuits replaced a blend of Wide Area Network (WAN) technologies, connecting all offices, improving overall performance and introducing more efficient communications with Internet Protocol Telephony (IPT). The new network enabled advanced collaboration capabilities, including high-definition video conferencing, real-time, secure instant messaging/presence, and person-to-person and multi-party audio and video conferencing. These tools increase Accenture's workforce productivity, business flexibility and employee satisfaction.

Discover more

As you navigate your challenges and opportunities, contact us to find out how we can help you make IT a strategic asset. www.acbg.com

About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with approximately 266,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US\$27.9 billion for the fiscal year ended Aug. 31, 2012. Its home page is www.accenture.com.

About Cisco

Cisco is the worldwide leader in IT that helps companies seize the opportunities of tomorrow by proving that amazing things can happen when you connect the previously unconnected. Learn more at www.cisco.com.

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