ANALYTICS OVERVIEW

INTELLIGENT LEARNING SERIES

Hello and welcome to the Intelligent Learning Series. My name is Raina Cheng, and I'm part of the Insights and Intelligence Team here in Accenture Operations Philippines.

A leader in delivering client experience and innovation, Accenture Operations caters to hundreds of clients around the world in various industries including Utilities, Insurance, Banking, Oil & Gas, Consumer Goods and Retail, Technology, Software & Platform, you name it.

Accenture Operations also offers a wide range of services like Finance and Accounting, HR Services, Marketing, Sales Operations, Supply Chain, Procurement, and even Infrastructure services.

These are all the processes and industries present in Accenture Operations Philippines today... Beyond day-to-day operations, Accenture adds value to its clients through Analytics and AI. Globally, the Insights & Intelligence Team has over 3000+ analytics experts in over 37 different countries including The Philippines.

And there are also over 100+ different types of analytics solutions to choose from. Most of these solutions are standard apps which both the client team and the delivery team can access through visualization platforms like Tableau and Power BI.

Some other solutions are a bit more complex and involved modeling and optimization. In the Philippines, while the Insights & Intelligence Team utilizes machine learning and modeling, bulk of the work is insight generation and dashboarding. Domain knowledge is key regardless of the role and level, but there is a Functional Lead with a strong domain expertise that will lead to sub-teams on how the processes work, how the business operates, nuances in the industry, and most importantly, what kind of insights can be generated in the data set.