



Accenture Intelligent Servitization

Helping you blueprint and roadmap a pivot to outcome-based services.

**Accelerate your journey
to truly servitized
business models.**

Services have become a critical means for product-centric Industrials to deliver differentiated customer propositions, manage cash flow volatility and drive sustainable growth.

Realize the value of servitized business models:

Value chain transformation.

Redefine your role in the value chain ecosystem and envision new pockets for growth.

Partnership model.

Partner with Accenture and wider ecosystem players to create a world-class services business.

Cloud platform-based approach.

Develop service capabilities at pace and at scale, harnessing the power of data and intelligent applications.



We recognize that navigating transitions to servitized business models can entail multiple paths, depending on the situational context of the enterprise.

1

Value-added Services

Progressive evolution of traditional aftersales revenues enabled by digital capabilities.

2

Product-as-a-Service

Diversified services experiences over the product lifecycle with a transfer of operational risk.

3

Outcome-based Services

Fundamental business model transformation to realize end-to-end outcome value chains.

Win the race to services.

The expectations of industrial companies' customers are changing. Customers want to know: How can I augment the life cycle of my existing assets? Make my assets more flexible? Get the product but only pay for the value of services I receive? Industrial customers are less interested in buying a product than an outcome and increasingly find value in services and support.

Our solution leverages an asset-based approach which brings together our industry consulting, assets and ecosystem. They help you shift to outcome-based service models to realize your growth, profitability and sustainability ambitions.

Solution Components

Services strategy

Define the North Star and growth strategy to guide your transformation efforts.

Service-driven culture

Harmonize business operations by ensuring the entire organization shares the same purpose and has the skills needed to perform.

Sustainability

Improve your environmental footprint and reputation through a responsible supply chain and energy management.

Connected operations

Design and build client-centric services by shifting to intelligent service operations in core and new business activities.

Ecosystem management

Quickly and seamlessly engage with your partners and comply with all data privacy regulations.

Digital service platform

Create a cloud-based service data platform to provide seamless ecosystem experiences and build shared intelligence.

Core Benefits

New growth

We can help you unlock new, stable revenue streams, reduce opex and inventory, and get product features and service enhancements to market faster.

Better experiences

Delivering superior experiences for customers, employees and vendors or partners is top of mind. We can help your experiences stand out.

Enhanced sustainability

We can help your business become truly sustainable with enhanced security and compliance, ESG reporting and decarbonization strategies.

See what our solution can do for you

Reach out to our team to schedule a discovery-and-demo session and see Intelligent Servitization in action.



Maxence Tilliette
Managing Director
maxence.tilliette@accenture.com



Giorgio Torresani
Managing Director
giorgio.torresani@accenture.com



Arjun Ghosh
Managing Director
arjun.a.ghosh@accenture.com