ACCENTURE CIO
VIDEO TRANSCRIPT

00;00;14;01 - 00;00;33;27

I'm Brian Westbrook with GeekWire Studios here at ABC Reinvent. Very excited to chat with two thought leaders in this space from Accenture. We have Marom and R.P. and we'll let you explain a little bit about who you are and what you're doing here first. But I want to just start with what's going on. How's this conference been for you?

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So the conference is exciting, Brian. I mean, we've got like it like every reinvent I've been to multiple. The messaging around I the power of a genie. I clearly those capabilities are profound and everything about them is the buzz of the town. I love it. I want to get to more of that in just a minute. R.P., CIO, Accenture, tell us about your role.

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So as part of my role, I am responsible for all our internal applications and technology stack that we do. A lot of us in that technology. And this conference has been phenomenal in two ways. One, I get a lot of technology steps, but I am walking a lot, so I got real steps as well. That's kind of how summarizes that.

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I see what you did there, both tech steps and actual physical steps as well. Mario, I want to come back to you. You're the managing director of enterprise I.T. You are living and breathing what many organizations here at atrius reinvent are talking about, and that is journey to cloud. Yes. Tell us about your journey, how far you've come, where you're at, where you're going.

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Right. So like R.P. said, our remit is powering Accenture and all of the it it takes the power Accenture. The good news is we started our cloud journey many, many years ago, and our journey to cloud is complete. We have been an Amazon for us Powers as a core portion, a significant portion of our business there. And the way we think about cloud today, the way we started to where we are today has also morphed as the capabilities of evolve.

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So the other thing I would say is that we are extremely powered by the cloud. But the other thing that happens is now that you are powered by the cloud, as these new capabilities come up, I think my message to all of our clients and customers out there is once you're in the cloud, everything new becomes faster to consume, faster to enable, faster to enable to have business value.

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There clients desperately need no differently than ours. So we serve our we serve our business just like all of our peers do. And it's very important to be in the cloud, have those capabilities because all these new announcements were clicks away from enablement, not months. So one of the things you might tell someone or share with someone who is still on their journey is that of the things you might tell someone or share with someone who is still on their journey is that when you get there, when you reach that point that Accenture has lighting up, the new features is fairly straightforward, fairly easy.

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You don't have to start all over, rebuild, regroup. It's easy to implement the new features. Absolutely. And I think, you know, one of the big lessons learned I would share with all of our clients and customers is have that governance ready to go. You can't. Nobody will ever light up everything that's available on the cloud. But the core components that are there that you need to run your business, think about how you want to govern and certify those.

00;03;11;22 - 00;03;29;06

And once you do, you can you get them out there. But the point is, like you said, it's it's there, you're there. It's it's your risk tolerance almost how fast you turn it on. R.P., I want to ask you, we're here at the show. We're learning a lot of great things, a lot of big announcements happening. What do you want to take back to the team?

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What are you going to say? Let's go. The large happening. And Jenny, I use just not happening here. You know, in our life, whether we are in we in in the reinvent or outside of the reinvent, it's all right. So it's been a phenomenal learning in the last two days that we have been here. We we heard about our vision.

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That kind of covers everything on the top of the generative services. I'm very excited for that because we in Accenture, do you know, our technology side every aspect of software development, our strategy, our consulting, our operations, helping our clients throughout, you know, creating their creatives and, you know, experience layer. So there's a phenomenal use cases across our business vertical to apply Jenny and bedrock and.

00;04;19;16 - 00;04;46;03

Q will help us to integrate that along with Code Whisperer, which is a software development lifecycle that it services. It's it's all fantastic. So we have use cases, we have business prioritization. We want to talk to our clients, how we apply. We can we can take that forward. And I think it's important to recognize your CIO of Accenture, but in a lot of ways that makes you customer zero for your clients to roll these things out.

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So in a way, you get to kind of play with it and experiment and learn and grow to then take it out to to your partners. How is that journey? Absolutely. In fact, that's our number one number one number one priority. The number one of the number one. Yeah. The reason being is that we are a large organization, right?

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We have we we implement across the globe, across the tech stacks, everything that we learn from reinvent night technologies and generate DBA. So when we implement that this in such a large scale, there will be lessons that we learn, there will be things that we go, we, we probably have to redo and do and learn and build our expertise.

00;05;30;28 - 00;05;53;18

But we reach the finish line That builds a phenomenal case as a first example to talk to our clients, our best practices, what we did to make it happen, how we learned. So, Brian, can I please just this is a fun customer. Zero because this morning, yesterday Yahoo! Announced this morning we have posse, we have it in our environment, it's running right?

00;05;53;18 - 00;06;09;29

So but that's the power like I said yeah. When you're in the cloud, when these things get aligned very quickly, you can turn them on and immediately teams looking at it and saying, all right, what can we do with this right now? Right. So literally this morning I got the text message that said when I woke up, hey, here's what we're trying so far.

00;06;09;29 - 00;06;30;29

We're going to keep going. We'll let you know. Absolutely. So you've enabled your teams to to try these things out, to experiment, to think about how they might solve business problems. What do you think is the sort of the biggest hurdle when you come up with something, say, Amazon? Q For example, what what is your biggest hurdle in rolling this out in actually getting into the hands of the consumers?

00;06;31;02 - 00;06;50;01

So I would say the hardest part is always is understanding how you want to use it. What business case is it being supported, how does it help you? But I think as we as we all know, all these capabilities are coming to make it more efficient and the speed, agility, scale value. So to me, we test all of these capabilities through that lens.

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How does it help us? Because then if we can do it really well, do ourselves our piece point, our top priority as an enterprise, that organization is to be the best credential for our clients. I think he said that was the number one of number ones. One other very important thing is when you get a technology experience that's, you know, like an event like this, there is a lot of excitement.

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Yeah, right. Yeah. Once you have the excitement, you need to try it out, implement it. Then the most important thing is making it work and then be able to sustain it on a long term basis.

All right. That needs a tremendous amount of change management effort within the organization. Right? So the managing the people change. You know, addressing the excitement that the conference like this gives us to our technology and then sustain it for a period of time is what I say.

00;07;41;20 - 00;08;04;23

Usually the steps for that is keep it simple, keep it seamless, keep it scalable, and then sustainable, simple, seamless and sustainable is the way we will take it through our journey. That's fantastic. Now we are here outside the executive summit sponsored by Accenture. And I want to ask you, what conversations are you having with either your customers or others here at Adobe as Reinvent?

00;08;05;01 - 00;08;19;17

What's the buzz? What are they talking about? You first. The buzz. The buzz is all the new capability and journey to cloud. How do I go faster? How do I get the value? How do I find how do I get the speed? How do I convince my CSO, CIO, or CEO? How do I convince my business to go faster?

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And I think having us there, the what we do is we share our story, we share how we did it, what are problems. We saw the best, the best lessons we learned. So I think it's been that combination of those discussions with our clients and also obviously with all of our friends here from Amazon and all the product teams and the engineers of how are you building it, What are you thinking about it?

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How do we put it into our enterprise? How do we how should we think about this differently? Right. Because we're always constantly looking to innovate and change how we operate. Because you can't stop. You just can't stop.

RB I have to ask you such a vibrant conference, one of the largest conferences around cloud computing they will have on the calendar all year.

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What are the conversations you're having in the hallway in any surprises? There's no surprises. But one thing that is very clear. Yeah, there is no now. Yeah, there is no there is no debate whether we had to do it or not. They are. Everyone is convinced Jenny is now. Now the discussion is how? Okay, now too. How is this the way and we we talk to a lot of our clients are our friends in the Amazon is we all now put up a plan to take it to home.

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All right. That's fantastic. It's interesting when you kind of peel back the curtain a little bit and learn about that process to get from this is a cool announcement to this is something that we're actually using. And to your point, when you're cloud enabled, you've got the data there. You can light that up very quickly. Let's look into our crystal ball for just a moment and forecast the future, because I know as IT professionals, we're all really good at predicting the future with incredible accuracy.

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Joking aside, what's next? What are we going to be talking about next year? Data we are as reinvent. look at that. Monte Carlo simulation and linear regression and predicting what it is today. So I think I think that jokes are the most important thing as we move forward. Right. Generate AI and next version of yeah I yeah modeling mechanization all of that is going to stay and this is going to be a huge differentiator.

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But it is not about cost optimization, efficiency, but it is about business value. I mean that this way of technology change will drive huge business value to all, all the enterprises and there will be an adoption very closely tied to business value in addition to driving cost efficiency, cost efficiency and optimization bit. That's my future prediction on this.

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Fantastic. Maria. I think it's going to be exponential. I think we're going to see, you know, if I would have told you before, Cloud 1.0, Cloud 2.0, I think we're going to see Jenny AI 6.0. Okay. You're right. You're going to start to see some more iteration and capability. You're going to see more, I think, business process 3.04.05.02.

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That's our piece point. Everyone's going to start to reinvent their business around the capabilities agenda. And the key is going to be the how. And so I'm looking forward to see that. Excellent. Excellent. Well, thank you, gentlemen, for joining us. Great conversation as always. Loved, loved, loved conversing with the two of you. Thank you so much for watching.

00;11;35;06 - 00;11;38;02

I'm Brian Westbrook, GeekWire Studios.