

The GenAI Revolution: Generative AI in Software Development & Application Management

A dark purple background featuring a subtle, glowing wavy pattern of small white dots, resembling a digital or quantum wave.

Koushik Vijayaraghavan

Gen AI: Early, but Next Wave of Growth

Gen AI will add nearly \$10T
to global GDP over next 10 years
-IDC

CXO Interest in Gen AI*

97%

said Gen AI will be
transformative to
their company and
industry

95%

plan to spend a
sizable part of
their tech budget
on Gen AI over the
next two years

40%

of all working hours
can be
impacted by LLMs¹

Accenture's journey so far

20+ years
leading in AI

\$3B
Data & AI
investment

1450+
AI patents

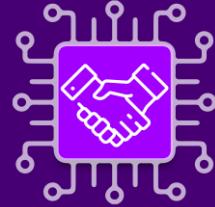
250+ AI patents in Software
Development and Application
Management

AI Navigator for Enterprise

GenAI powered platforms for our
services

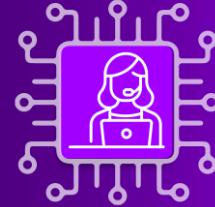
300 Gen AI client projects

Accenture is leading the GenAI revolution and creating value for all stakeholders



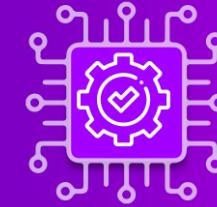
Gen AI for our clients

9000+ Clients | **20** Industries | **5**
Functions



Gen AI in how we deliver our services

Strategy & Consulting | Technology |
Operations | IndustryX | Song



Gen AI in how we operate

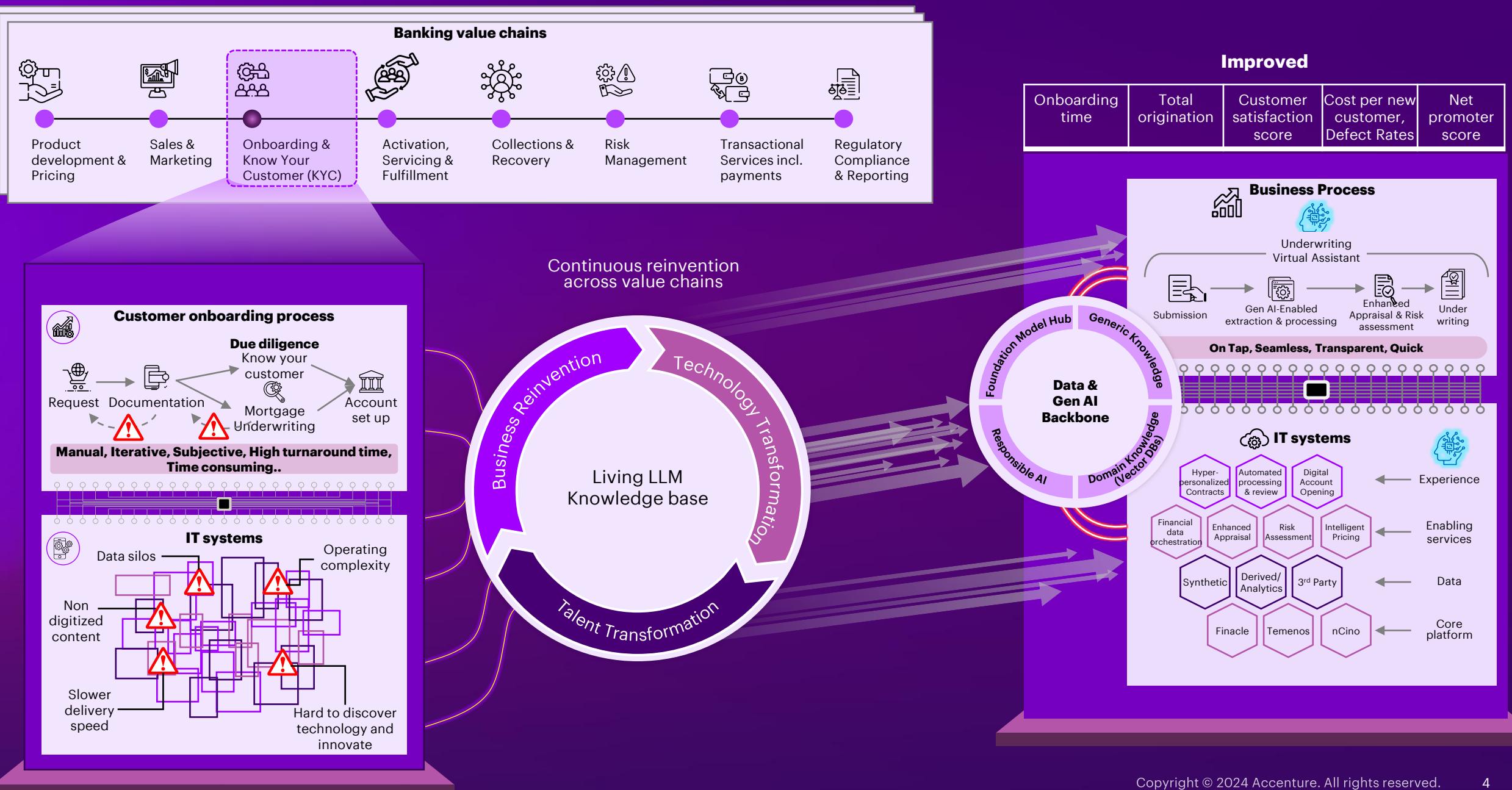
733K Accenture Employees Worldwide



Responsible AI

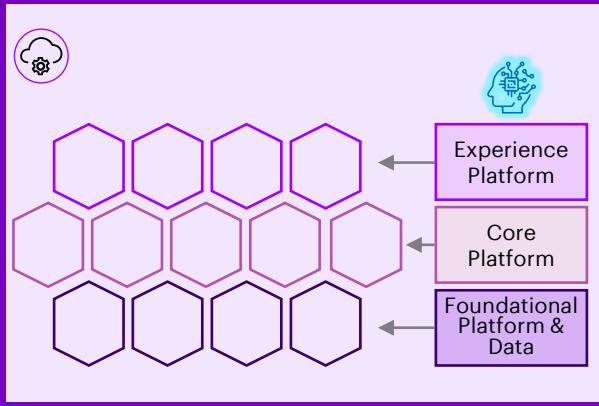


Driving reinvention across the **value chain** – illustrative example

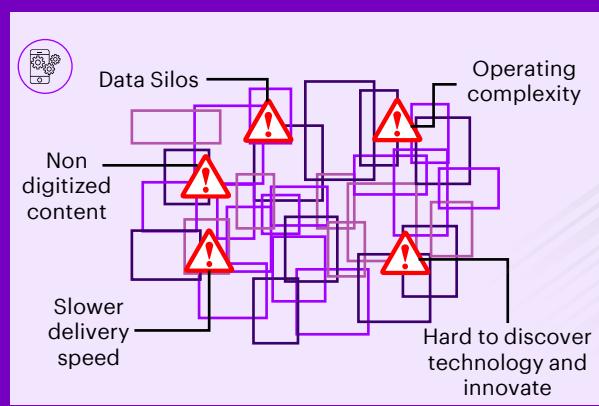


Reinventing the Digital Core with GenAI in Software Engineering & Application Management

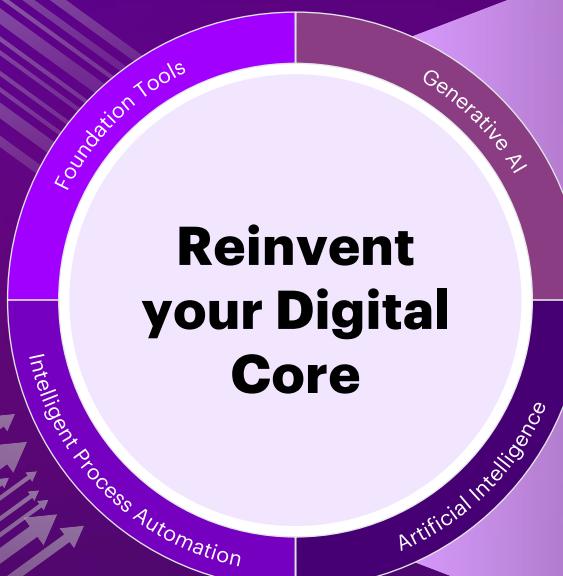
Target state



Current state



Reinvent your Digital Core



01 Establishing a Living Knowledge Base

02 Hyper-automate tickets and development

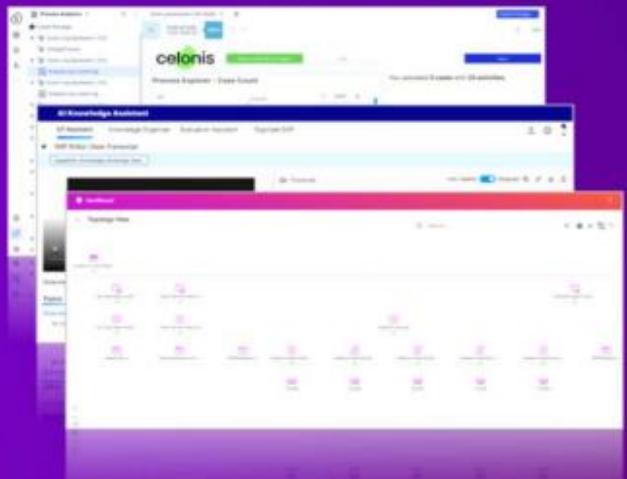
03 Technical Debt to Technical Dividend

04 Accelerate business reinvention

05 Build future ready systems

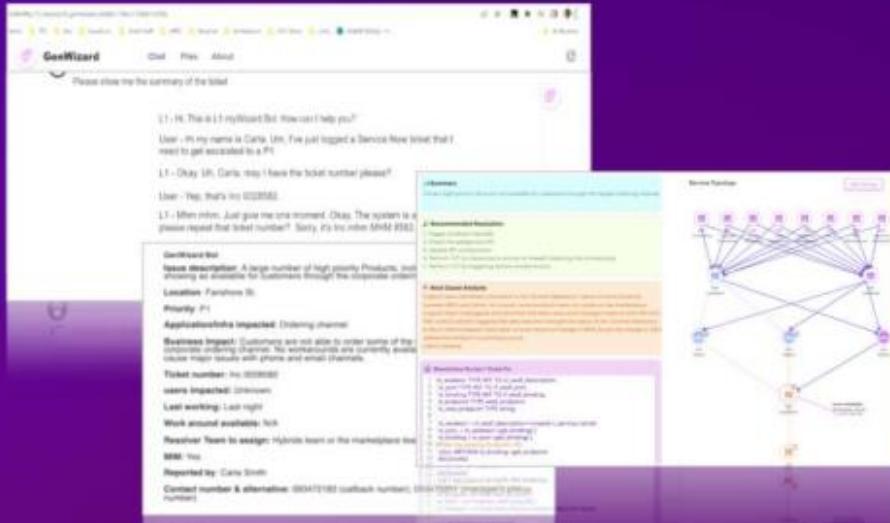
Bringing it to life...

Establishing a Living Knowledge Base



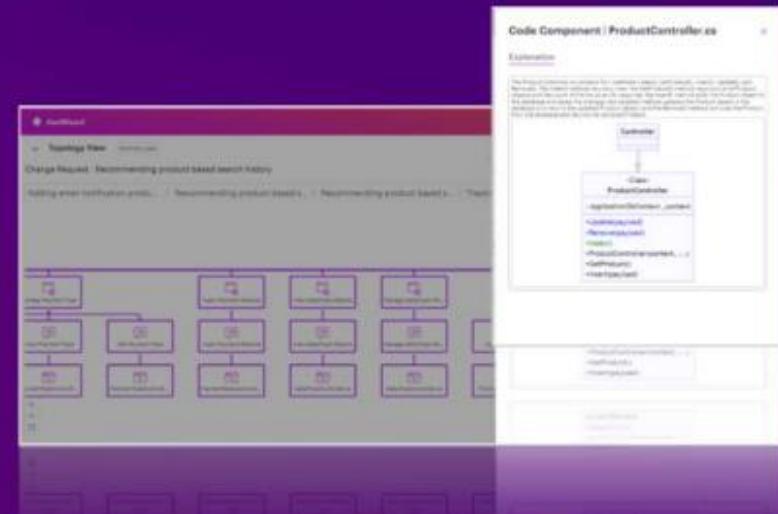
The Celonis Process Miner interface displays a complex process map with various nodes and connections. A sidebar on the left shows a tree structure of process models. The main area shows a heatmap of activity flows and a detailed view of a specific process step.

Hyper-automate tickets and development



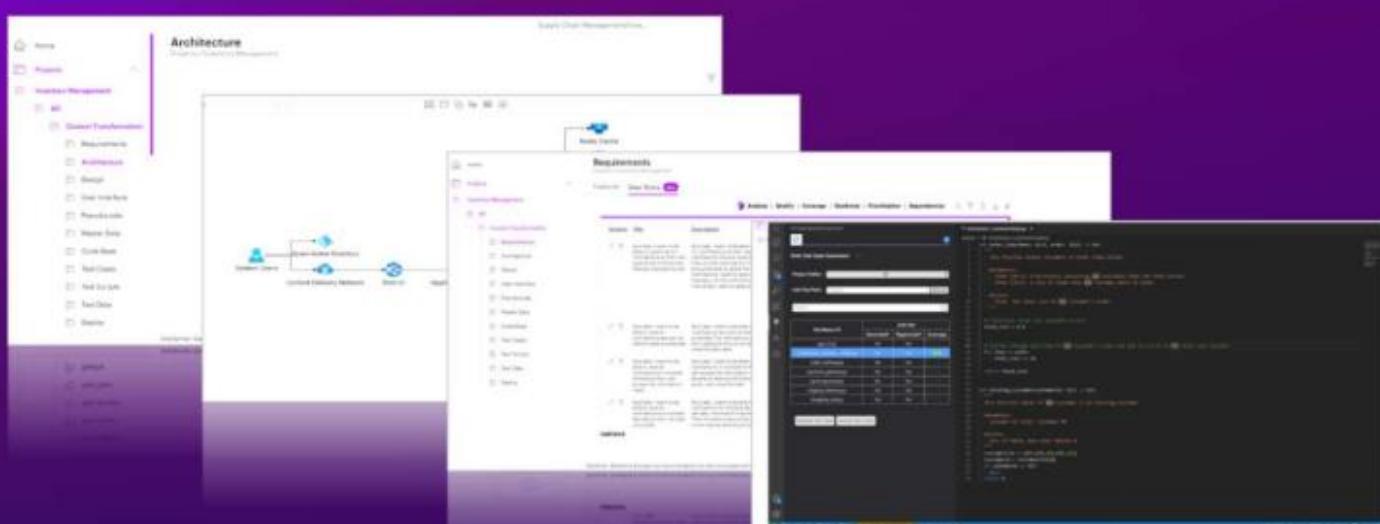
The Goewizard interface includes a ticket summary, a network graph showing relationships between entities, and a detailed analysis panel with various metrics and data points.

Drive down technical debt



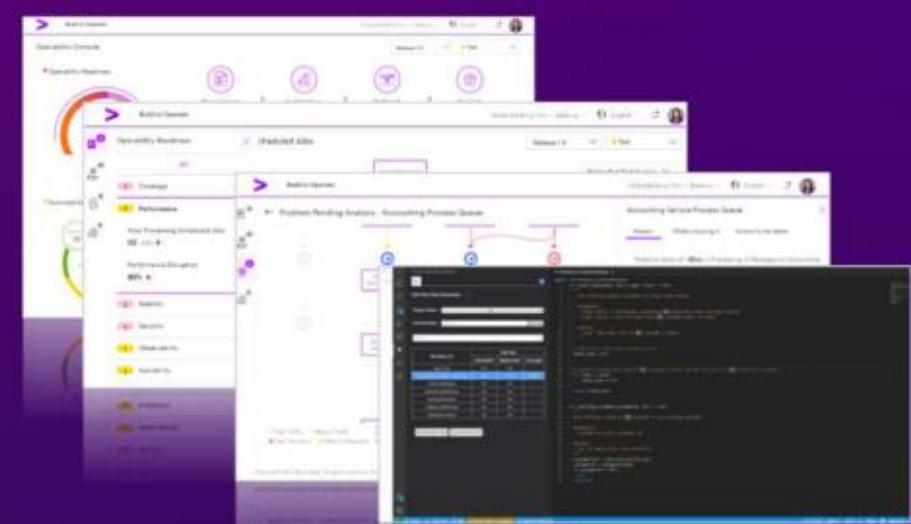
The Code Component interface displays a dependency graph for a Java class named ProductController. It shows various methods and their dependencies, with annotations and code snippets for each.

Accelerate business reinvention



The Supply Chain Management interface includes an architecture diagram, a requirements management tool, and a data analysis dashboard. The architecture diagram shows a network of nodes and connections, while the requirements tool lists specific requirements with descriptions and status.

Build future ready systems



The Service Mesh interface features observability dashboards for business services, including metrics for availability, performance, and errors. It also includes a service catalog and a service mesh configuration interface.



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03 Technical debt to Technical dividend

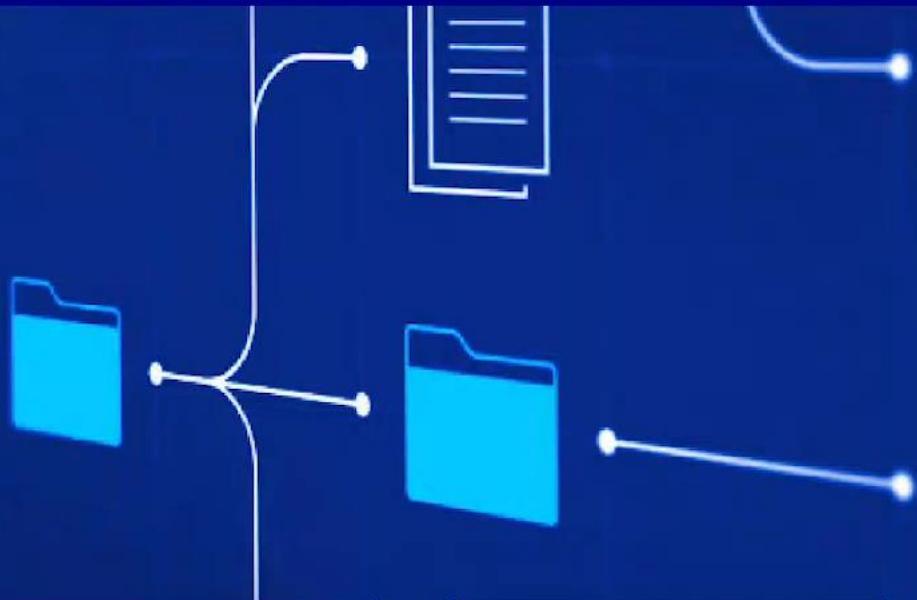
04 Accelerate business reinvention

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AI Knowledge Assistant

Welcome to KLEWER

AI Knowledge assistant helps automate the process of KT planning. It is a learning assistant that auto generates transcripts of the uploaded videos and prepares System Understanding Documents. It organizes the Knowledge base by classifying the documents and videos. It then helps Knowledge Recipients to take AI-generated assessments and provides personalized learning recommendations based on evaluation results.



KNOWLEDGE TRANSITION
AND **L**ARNING ASSISTANT



E-LEARNING ORGANIZER
AND **W**IZARD OF
KNOWLEDGE



EVALUATION ASSISTANT



RECOMMENDER



DIGITIZED SOP



Inbox

1 - Customer Onboardi... 🔍

Customer-Onboarding

Executive Dashboard

Process Explorer 🕒

Process Explorer Multi Event

Business Objectives

Operational View

Action Flows

Process Explorer

🕒 0



- 42% ⌄ +

Reverse Engineer from the Application Code base

> | GenWizard



Home

Projects

Payment Processor

AD

Custom Transformation

Requirements

Analyze Application

Architecture

Design

User Interface

Pseudocode

Master Data

Code Base

Technical Debt

Analyze Application

Projects / Payment Processor

Scan Repository Change Analysis

Action	Application	Size	Scan Status	Topology	Knowledge Graph	Wiki
	payproc-master	188.59 KB	Completed			

Home

Projects

Payment Processor

AD

Custom Transformation

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Analyze Application

Architecture

Design

User Interface

Pseudocode

Master Data

Code Base

Technical Debt

Test Cases

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Projects / Payment Processor

[Scan Repository](#) [Change Analysis](#)

Action	Application	Size	Scan Status	Topology
	payproc-master	188.59 KB	Completed	

GenWizard



What are the payment methods accepted

Currently, I am not configured to support this request. However, I can help you with generation of User Stories, Test cases, Architecture , Code, etc.

Based on the information provided above, the payment methods accepted are Stripe and PayPal

Command

Q&A

Ask a question



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Handle user calls and analyze/self heal tickets

The screenshot shows a software interface with a purple header bar. On the left, there is a sidebar with a tree view of categories. The 'AMS' section is expanded, showing 'Monitoring', 'Correlation & Observability', 'Incidents', 'Service Requests', 'Problem Tickets', 'Non Ticketing Activities', and 'Knowledge Management'. Below 'AMS' are collapsed sections for 'IMS' and 'Transition'. The main area is titled 'GenWizard' and contains a message: 'Hey, I'm GenWizard! How may i help you today?'. The interface has a modern design with a purple and orange color scheme. The top right corner shows the text 'Large Banking Firm' and a dropdown arrow. The bottom right corner has a small icon of a paper airplane.

GenWizard

Large Banking Firm

AMS

- Monitoring
- Correlation & Observability
- Incidents
- Service Requests
- Problem Tickets
- Non Ticketing Activities
- Knowledge Management

IMS

Transition

GenWizard

Hey, I'm GenWizard! How may i help you today?



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Home

Projects

Payment Processor

AD

Custom Transformation

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Analyze Application

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Code Base

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Projects / Payment Processor

Scan Repository Change Analysis

Action	CR Title	Triggered By	Triggered On	View Impact
	Perform Impact Analysis for feature that allows users to reject a payment if a currency is not supported and to support payments with a QR code and Swiss franc currency in the payment gateway		11/1/2023	



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Generate Application Architecture



GenWizard



Home



Projects



Payment Processor-
Modernization

AD

Custom
Transformation

Requirements

Architecture

Design

User Interface

Pseudocode

Master Data

Code Base

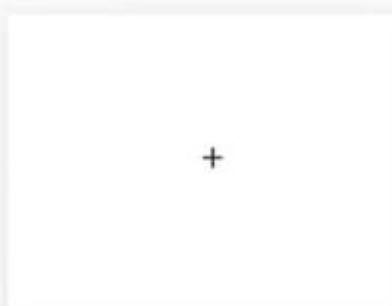
Test Cases

Test Scripts

Test Data

Architecture

Projects / Payment Processor- Modernization



Payment Processor- Moderniz... V1.0

Functional



Generate Application Architecture

Select Client & Delivery Construct

Disclaimer: Generative AI output is a recommendation only and not a substitute for human judgement and diligence.

GenWizard

Generate Functional Architecture



GenWizard



2

Home

Projects

Payment Processor-
Modernization

AD

Custom
Transformation

Requirements

Architecture

Design

User
Interface

Pseudocode

Master Data

Architecture

Projects / Payment Processor- Modernization



Payment Processing App - Gre...V2.0

Functional



Payment Processing App - Gre...V2.0

Application



Payment Processor- Moderniz... V2.0

Technical



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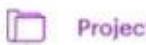
GenWizard

Generate Requirements

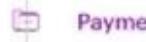
> | GenWizard



Home



Projects



Payment Processor



Custom Transformation

Requirements

Architecture

Design

User Interface

Pseudocode

Master Data

Code Base

Test Cases

Test Scripts

Test Data

Deploy

Requirements

Projects / Payment_Processor

Features User Story



No Features found.

Please [upload](#) Features to get started

GenWizard

Generated and displaying 28 User Stories

User stories and associated features are published successfully.

Please generate user stories for Payment Processor application

To generate User Stories, Please confirm the Functional & Non-Functional areas to be considered.

Command

Q&A

Ask a question



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Generate Technical Architecture



GenWizard



Home



Projects



Payment Processor-
Modernization



AD



Custom
Transformation



Requirements



Architecture



Design



User
Interface



Pseudocode



Master Data

Architecture

Projects / Payment Processor- Modernization



Payment Processing App - Gre...V2.0



Functional



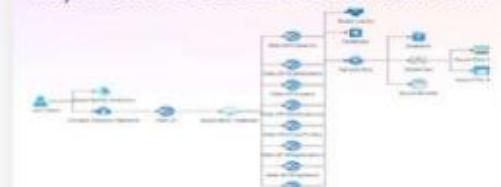
Payment Processing App - Gre...V2.0



Application



Payment Processor- Moderniz... V2.0



Technical



GenWizard



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Generate Design



GenWizard



Home

Projects

Payment Processor-
Modernization

AD

Custom
Transformation

Requirements

Architecture

Design

User
Interface

Pseudocode

Master Data

Design

Projects / Payment Processor- Modernization

File Name	Triggered On
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Payment Processor- Modernization_DesignDoc_20231102142554.docx	11/02/2023
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Payment Processing App - Greenfield_DesignDoc_20231101142843.docx	11/01/2023
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GenWizard

Generate functional architecture for
the application.

Functional architecture generated

Generate functional architecture for
the application.

Functional architecture generated

Command Q&A

Please generate detailed design
document



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- Custom Transformation
- Requirements
- Architecture
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- Test Scripts
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Pseudocode

Projects/Payment Processor- Modernization

Create_card_token_and_extract_relevant_information_using_stripe_create_card_token_method_01

Create_card_token_and_extract_relevant_infor

User Story : As a customer, I want to be able to delete my card details so that I can make sure they are not stored
Acceptance Criteria

Given a customer has entered their card details
When the customer clicks the Delete button
Then the card details should be deleted

START

```
//Define customer  
customer = input customer details  
  
//Define delete button  
deleteButton = click delete button  
  
//Check if customer has entered card details
```





Custom Transformation

- Requirements
- Architecture
- Design
- User Interface
- Pseudocode
- Master Data
- Code Base**
- Test Cases
- Test Scripts
- Test Data
- Deploy

Code Base

Projects / Payment Processor- Modernization

Code Base

Name	Version	Download	Upload To Repository	Workspace	Triggered By	Triggered On
PaymentPro	v1					11/02/2023
PayGreenPro	v1					11/01/2023

Generate Test Cases



GenWizard



- Custom Transformation
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Testing

Projects / Payment Processor- Modernization

Test Cases 60

Summary Traceability | Detailed Traceability | Quality

Actions	Title	Description	Expected Result	Triggered By	Triggered On
	Receipt for Payment	Verify that a customer can receive a receipt for their payment	The customer should be able to receive a receipt for their payment		11/2/2023
	Verify Payment Confirmation	To verify that the customer is able to see a confirmation that their payment was successful	The customer should be able to see a confirmation that their payment was successful		11/2/2023
	Payment Details on Receipt	Verify that the payment details are displayed on the receipt	The payment details should be displayed on the receipt		11/2/2023
	Verify Payment	To verify that the customer is	The customer should be able to		11/2/2023

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GenWizard



Generate Test Scripts



GenWizard



- Custom Transformation
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- Design
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- Test Scripts
- Test Data
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Testing

Projects / Payment Processor- Modernization

Test Scripts



Publish Test Scripts



Functional Area	File Name
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DefinejournalfieldsforPayprocprogram	DefinejournalfieldsforPayprocprogram
--------------------------------------	--------------------------------------

Setjournallogfilename	Setjournallogfilename
-----------------------	-----------------------

Logkey-valuepairsfromPayPalIPNrequest	Logkey-valuepairsfromPayPalIPNrequest
---------------------------------------	---------------------------------------

WriteSEPAQRcodeasSVGimage	WriteSEPAQRcodeasSVGimage
---------------------------	---------------------------

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GenWizard



Deploy the application



GenWizard



- Custom Transformation
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GenWizard

ENVIRONMENT PROVISIONING IS IN PROGRESS. PLEASE CHECK THE NOTIFICATION FOR THE COMPLETION.

Technical Architecture has been generated successfully

Environment is successfully provisioned

Environment is successfully provisioned

Environment is successfully provisioned

Command Q&A

Please deploy



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Launch the application

> | GenWizard



Projects

Payment Processor-Modernization

AD

Custom Transformation

Requirements

Architecture

Design

User Interface

Pseudocode

Master Data

Code Base

Test Cases

Test Scripts

Test Data

Deploy

Deploy

Projects / Payment Processor- Modernization



Review results | Track progress

Name of Application	URL	Triggered By	Triggered On
---------------------	-----	--------------	--------------

PayGreenPro			11/02/2023
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Build to Operate



Build to Operate

Global Banking Firm | Banking

English



Operability Console

Release 1.0

Test

● Operability Readiness



Requirement



Architecture



Build and Test



Support Readiness

● Operability Requirement Coverage

● Topology Configuration

● Operability Coverage

● Critical Defects

● Security Coverage

● Pending Test Cases

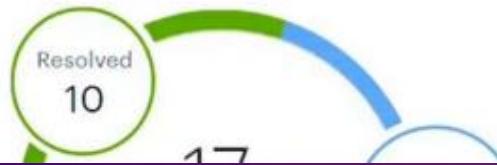
● Stability Coverage

● Performance Blockers

[View All](#)

● Automate Early

[Explore](#)



Automation
02

● Insights on Production Impacts

[Explore](#)

Distributed by Type

Incidents

11



Distributed by Severity





Getting started...



Start with experiments – across Business & IT



Define GenAI strategy working with partners



Selection of right LLM and tooling for organization needs



Knowledge base with right data and content is the foundation



GenAI + AI + Automation + Human in the loop

Thank You