



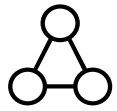
Data Engineering & Applied AI/ML

Solutions that guide our clients towards a data-driven and data-native strategy, aligning their data and business strategies.

We work to help our customers on this path, guiding them in the adoption of innovative Data Governance and Management solutions, especially using Applied Intelligence and Machine Learning technologies.

Evolution of ServiceOps with BMC Helix

1-1



Context and client challenges

- Business performance is inextricably linked to IT performance, and significant challenges for IT are emerging
- Increasingly demanding service level agreements, the complexity of hybrid business services, and the strain on IT operations teams to maintain service quality all contribute to this pressure



New Approach & solution

- Generative AI signifies the next evolution of ServiceOps
- The ability to use corporate know-how to facilitate troubleshooting, or to quickly identify the right actions to resolve or even prevent faults, is the key challenge in optimizing operational services
- With BMC HelixGPT we can empower the customer operation services by providing a platform capable of learning from company know-how and leveraging LLM to assist operational teams

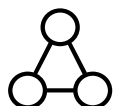


Client benefits

- Incident Prediction/resolution: Helix will support Operation team to predict or solve infra/application incident providing the resolution steps required to anticipate the problem
- Operation Virtual Agent: Beyond troubleshooting, Helix GPT assists operators through a Virtual Agent capable of searching for any information within the company's knowledge base
- Multi-Alert Intelligent Management: In case of multiple alerts, connected to a single and real incident, Helix will support Ops team analysing the alerts and pointing out the only real one
- Compliant: allowing SaaS and Onprem solutions

Intelligent fleet management tools for smarter decisions

1-1



Context and client challenges

- With technologies evolution, control of the data from edge devices is a crucial pain, considering that devices spit out data every second. But challenges customers have to address are several:
 - Enable real time decisions;
 - Reduce the decision-to-action latency
 - Support the management of a large amount of data
 - Support the management of data from multiple devices



New Approach & solution

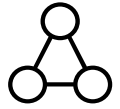
- Leveraging on Cloudera Data Platform, integrated with AI/ML Accenture tools, will be possible to manage Edge devices data and enable adaptive and efficient analytic capabilities
- The solution will leverage Cloudera technologies to:
 - Collect and manage data from the Edge
 - Manage multiple data sources
 - Make data available to a centralized AI/ML tool



Client benefits

- Solution based on a Cloudera framework (only using natively integrated components)
- Enable a Cloud (private and public) ready architecture; Reduce the amount of data moved from the Edge on Cloud/ On-prem Platform
- Enable Edge devices management via Low-Code/ No-Code solutions
- Enable Real Time analytics on the Edge and No Real Time Analytics on cloud/on-prem on a reduced data set





Context and client challenges

- European organizations face the challenge of large-scale AI deployment, balancing data access needs with strict regulations
- Using public AI systems may risk losing control over sensitive data, potentially processed in foreign jurisdictions
- It is therefore essential to enable Private AI strategies based on adoption of secure and resilient datacenters, capable of safeguarding sensitive data, sustaining system health, and efficiently handling unexpected workload peaks



New Approach & solution

- In ACIC Rome we can show how to enable a safe Private AI platform leveraging Dell APEX Cloud Platform for Red Hat OpenShift AI
- The hardware component alone is not sufficient. The platform is hosted in Equinix DCs, which can support high-consumption systems while ensuring a secure environment. This is achieved both through specialized on-site operational teams and by maintaining the highest standards of access control and datacenter security
- Thanks to its high-speed and high-performance connectivity, Equinix can also enable hybrid scenarios by ensuring low-latency, high-bandwidth connections with all major cloud providers

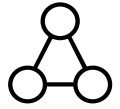


Client benefits

- Enable Customers AI journey providing an AI-ready Data Center solution
- Guarantee regulatory compliance and full control of sensitive data
- Offer customers a secure environment in which to host their own data and applications
- Enable innovative and alternative AI scenarios, ranging from Private to Hybrid AI

Semantic search powered by MongoDB Atlas

1-1



Context and client challenges

- With the advent of AI, optimizing semantic search has become crucial to ensure more accurate and relevant results, enabling businesses to fully leverage their data and enhance the user experience. The way we search for and retrieve information has profoundly changed. It is essential to understand the user's intent by interpreting the contextual meaning of search terms, rather than relying solely on literal keyword matches, to provide more precise and effective answer



New Approach & solution

- To optimize our semantic search solution, we leveraged a vectorDB based on MongoDB Atlas technology
- With MongoDB Atlas not only we can ensure our customers the expected performance and scalability but, most importantly, we can guarantee the use of a solution compliant with the current leading security and data protection standards
- Only metadata and vector embeddings of documents and images are stored within MongoDB Atlas, while the physical files are archived in object storage to reduces costs and prevents an excessive data volume in the database



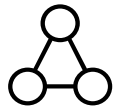
Client benefits

- Efficiency: Reduction of the time required to analyze large volumes of data
- Precision: Guarantying better performance, allow to focus on improvement of semantic search and delivery of better results to users
- Better understanding: solution will support users facilitating the comprehension of relationships within the provided data
- Scalability: solution ready to scale in cloud, on-prem or hybrid scenarios



CMP configuration

1-7



Context and client challenges

- Market context requires fast answers, optimized time to delivery, controllable costs, scalable architectures for managing high but not predictable requests. Migration / Transformation to cloud infrastructures either hybrid and Multi Cloud helps customers to achieve their targets



New Approach & solution

- Hedvig is an hybrid cloud-native software-defined storage fully integrated with A possible solution is to implement a Cloud Management Platform (CMP) in a Multi-cloud architecture with performance and chargeback reports, service catalogue with complex blueprints, security policies and capacity recommendations



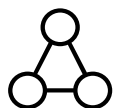
Client benefits

- Standardization
- Time to Delivery
- Time to Market
- Error Reduction
- Cost Control
- Capacity
- Optimization



PaaS On Demand

2-7



Context and client challenges

- Market context requires fast answers, optimized time to delivery for providing dedicated and complex (like a Openshift cluster) environments to the developers or to specific final users leveraging on the self service catalogue of a public provider or leveraging on the adhoc on prem cloud infrastructure



New Approach & solution

- A possible solution is to implement a Cloud Management Platform (CMP) in a Multi-cloud architecture with Ansible playbooks that interact with AWS Cloudformation template and with Heat Template



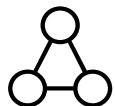
Client benefits

- Standardization
- Time to Delivery
- Time to Market
- Faster Environment provisioning



Multiple clusters lifecycle management

3-7



Context and client challenges

- Modernizing complex applications in order to reach fast horizontal scalability and rapid development with high frequent deployments.
- Increase application portability



New Approach & solution

- Automated provisioning of DEV environments (Infrastructure as Code paradigm)
- Containerization of CI/CD tools for software repositories, QA, tasks pipelining and software testing
- Continuous Integration and Continuous Delivery scenarios
- Adoption of a complete PaaS solution like Openshift



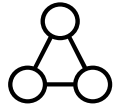
Client benefits

- Standardization
- Time to Delivery
- Time to Market
- Error Reduction
- Cost Control
- Capacity
- Optimization



Use Cloudforms, Ansible, Gluster for managing application in Business continuity

4-7



Context and client challenges

- Zero application downtime in disaster scenarios
- Application resiliency and fault tolerance from the infrastructure perspective



New Approach & solution

- Bring together orchestration and automation engine with DevOps tools and technique to enable users to manage complex application deployment in a multi target provider scenario assuring also workload synchronization using a software defined storage



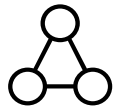
Client benefits

- Standardization
- Time to Delivery
- Application Fault Tolerance
- Error Reduction
- Portability
- Resiliency



OpenShift Container Storage for elastic and persistent volumes

5-7



Context and client challenges

- Modern application needs to be scalable and portable between different providers through the different layers (network, storage, compute, etc..)
- Application should be fault tolerant and provide a robust application resiliency starting from data



New Approach & solution

- Evolve and transform applications using microservice based architecture introducing containers, software defined storage based and automation
- Give operations tools able to measure and control the application's fault tolerance even in a distributed deployment scenario



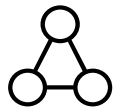
Client benefits

- Standardization
- Time to Delivery
- Fault Tolerance
- Portability
- Operations Efficiency



Migrate monolithic applications in a Microservice Based Architecture

6-7



Context and client challenges

- Complex and monolithic applications require to be simplified, evolved, updated with new frameworks that support standards, scalability, portability and efficiency
- More resiliency and interoperability



New Approach & solution

- Evolve and transform applications using microservice based architecture introducing containers, API gateways, software defined storage and automation for CI/ CD processes and for monitoring the application
- Give operations tools able to measure and control the application's fault tolerance even if in a distributed deployment scenario



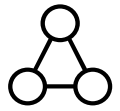
Client benefits

- Standardization
- Time to Delivery
- Time to Market
- Error Reduction
- Portability
- Operations Efficiency
- Elasticity



Cloud Native and Service Meshing

7-7



Context and client challenges

- Cloud Native Applications give benefits when they will be deployed in a distributed context and the complexity of the microservices based architecture needs to be managed using devops and intelligent tools.
- In particular Application Resiliency should be controlled and tested not only by developers but also by ops team using standard tools.



New Approach & solution

- Evolve the processes and the toolset for simplify and automate the check of a robustness of a distributed microservice architecture providing operational control and performance insights for a network of containers in order to provide automatic discovery of service communication, load balancing, failure recovery, metrics and monitoring using Istio and Openshift 4.1



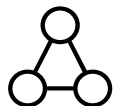
Client benefits

- Application
- Resiliency Check
- Fault Tolerance Monitor
- Error Reduction
- Portability
- Operations Efficiency



Service & Data Classification for secure cloudification decisions

1-2



Context and client challenges

- In a time when data protection is paramount—especially in regulated environments—one of the main challenges our clients face in their journey to the cloud is defining a clear migration strategy that takes data sensitivity into account and ensures a secure transition
- It is therefore essential to adopt tools and strategies that enable organizations to analyze their data, assess its criticality, and define the most suitable migration paths—without overlooking the connection to the application layer regulations



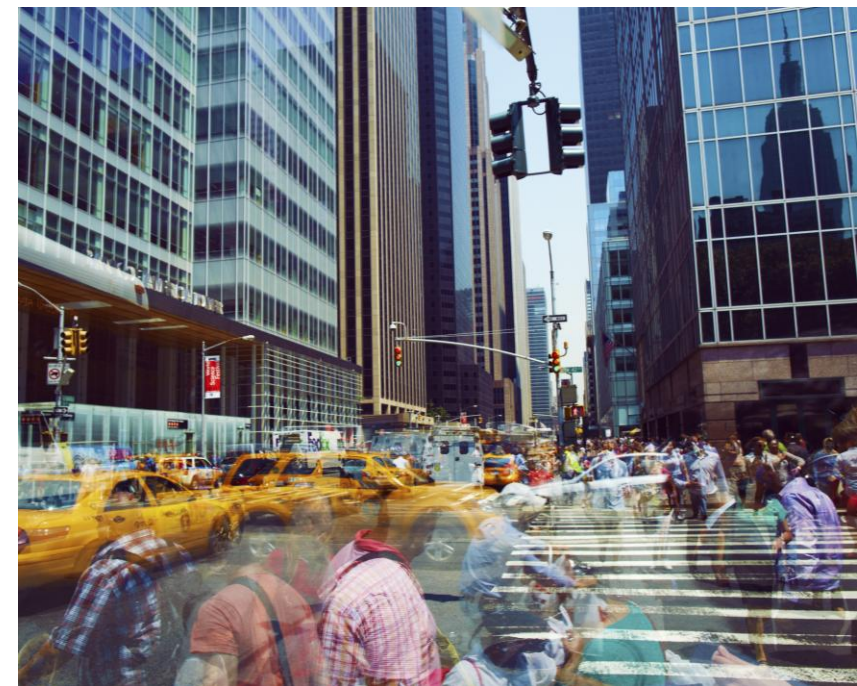
New Approach & solution

- Evolution of a manual assessment integrating automatic data discovery, classification, and management capabilities
- Automatic Data Discovery and classification: leveraging Thales DDC enable an automatic analysis of customer data, and a classification approach based on user-defined rules
- Application classification: integrating results from Data Discovery with Dynatrace application service mapping
- Results from automatic discovery will empower users to define a J2C strategy leveraging a clear, data-driven application classification framework



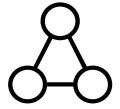
Client benefits

- Support the Customer' Journey To Cloud strategy identifying critical/strategic data and driving the transformation choices
- Identify application with high security risks
- It supports compliance monitoring and data sovereignty, allowing clients to maintain continuous control over their data, including where it is hosted and used
- Integrate the Customer's manual Self Assessment with automatic data and business services discovery



Agentic AI with Enhanced Privacy: A Secure Path Forward

2-2



Context and client challenges

- In a fast paced, uncertain, and dynamic landscape of technology reinvention, AI stand as pivotal elements giving companies a competitive edge.
- Many enterprises are delaying the adoption of this powerful technology due to data confidentiality, Intellectual Property and compliance concerns
- This also impacts the world of agent-based AI architectures, where it becomes essential not only to control data access but also to manage integrations between agents and applications



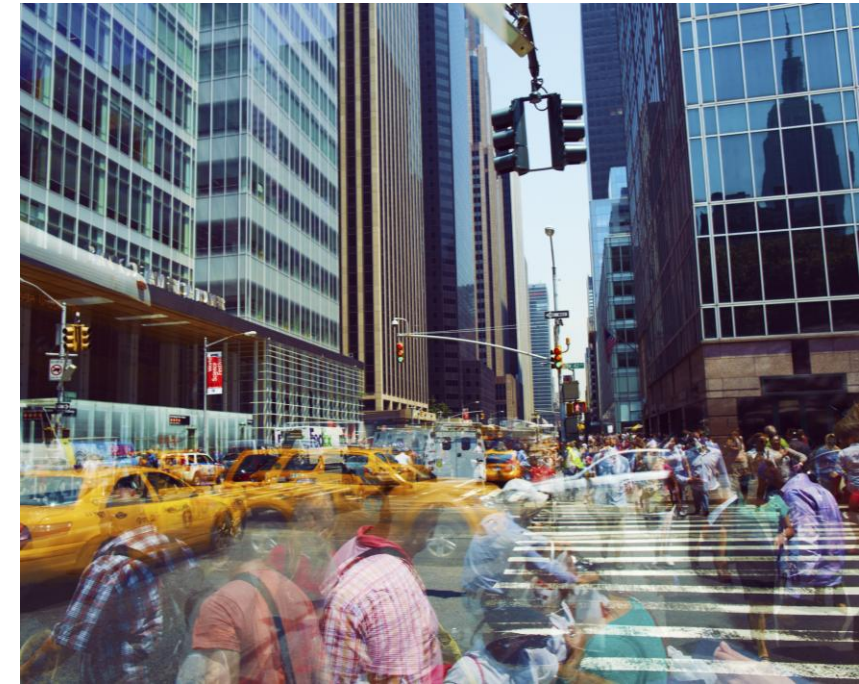
New Approach & solution

- Protect data at rest by leveraging external key management capabilities, ensuring that only authorized users and services can access the data — even in the cloud
- Protect data In Use by leveraging Confidential Computing, isolating sensitive data in a Protected CPU enclave during processing
- Attestation, leveraging Thales/Intel ITA integration, allows remote verification of the hardware and configuration settings, ensuring that security assurances are in place



Client benefits

- Protection of data, developed models, and applications — whether due to the sensitive or critical nature of the information involved, or simply to safeguard intellectual property
- Ensure compliance with key local and international regulations, such as the GDPR, DORA and the EU Data Act
- Enhance corporate credibility by delivering secure services through the adoption of leading-edge security technologies — even in cloud or shared environments



About Accenture

Accenture is a leading solutions and global professional services company that helps the world's leading enterprises reinvent by building their digital core and unleashing the power of AI to create value at speed across the enterprise, bringing together the talent of our approximately 779,000 people, our proprietary assets and platforms, and deep ecosystem relationships. Our strategy is to be the reinvention partner of choice for our clients and to be the most AI-enabled, client-focused, great place to work in the world. Through our Reinvention Services we bring together our capabilities across strategy, consulting, technology, operations, Song and Industry X with our deep industry expertise to create and deliver solutions and services for our clients. Our purpose is to deliver on the promise of technology and human ingenuity, and we measure our success by the 360° value we create for all our stakeholders.

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