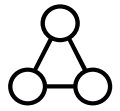


# Infrastructure Engineering

Range of solutions that allow Clients to maximize investments in the Cloud, modernize infrastructures, and adopt services that allow customers "to run differently". It will therefore be possible to leverage use cases of Infrastructure Modernization, Journey to Cloud, Cloud Operations, and Cost Optimization, without forgetting innovative solutions for the Cloud Network and the Digital Workplace.

# Cloud Migration Modelling and Cost Management

1-2



## Context and client challenges

- Companies are seeking a systemic approach to performance management of the IT organization. They are asking support to enable cost transparency, gain visibility about IT spend & anomalies and demonstrate the business value of IT
- In a Cloud First world they are looking for solution supporting their IT transformation



## New Approach & solution

- Accenture and Apptio defined a Technology business management model helping customers to have a full control of the IT Costs enabling, at the same time, a new Journey to Cloud approach. Thanks to the ATUM methodology we can specify how to marry cost data from corporate finance with IT operational data to produce granular, actionable IT cost analytics.
- Leveraging on these data, we can support customer not only identifying and taking actions on inefficient on-prem resources but making informed cloud migration decisions



## Client benefits

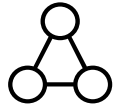
- Full TCO Visibility across cloud and on-premises infrastructure in a uniform way
- Optimize private/public cloud spend and consumption
- Make informed cloud migration decisions and track TCO over time.
- Identify and act on inefficient on-prem resources, and monitor efficiency gains
- Proactively manage cloud and on-premises infrastructure spend to plan





# Cloud Cost Management and Optimisation

2-2



## Context and client challenges

- Due to the elastic and on-demand nature of the cloud, IT/DevOps teams move faster and change happens quickly and continuously. This makes it difficult to manage Multi-Cloud costs
- In this context, FinOps is the new Operating Model for the Cloud, a combination of system, best practices and culture to increase an organization's ability to understand cloud costs and make tradeoffs



## New Approach & solution

- The five principal of FinOps are incorporated into the FinOps life cycle, which consists of three iterative phases: Inform, Optimize and Operate
- Accenture and Apptio, leveraging on Cloudability, wish to support customers to increase the business value of the cloud leveraging on the FinOps model by bringing together technology, business and finance professionals with a new set of processes



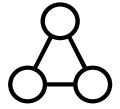
## Client benefits

- Improve cloud spend visibility exploring visually cloud spend
- Align cost to company business units
- Monitor spend anomalies
- Gain a global view of Reservations & Savings Plans Rightsize to match resources to actual workload needs
- Monitor Budget vs Forecast cloud spend predicting spending trends



# Workloads & Migration Management in Hybrid Cloud Context

1-3



## Context and client challenges

- With the growing business needs and explosion of the Cloud platform providers, organizations are increasingly leveraging multiple cloud providers asking support to manage own Journey to Cloud
- Migration of the workloads is usually the most complicated part of a migration to public cloud journey
- Using a framework of processes and automated tools it is possible to reduce the complexity of the migration and ensure a smooth transition to cloud



## New Approach & solution

- To support Customers J2C we have developed three scenarios to answer to challenges Customers need to address when plan to move to the cloud, including critical applications: workloads migration to public cloud backup, back up and DR to Cloud and management of hybrid cloud environments.
- The solution is based on Commvault “Complete Data Protection” technology in synergy with the other technologies used to develop the solution



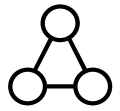
## Client benefits

- Leverage on a unique solution for data protection and migration capabilities
- Reduce migration effort, costs and risks with a full software solution
- Speed up workload’s migration
- Enable Backup and DR to the cloud solution
- Improve DR/backup SLA
- Efficient data management in multi-cloud environment



# E-Discovery and Automation for GDPR Compliance

2-3



## Context and client challenges

- Any organization holding or processing personally identifiable information (PII), including names, phone numbers, account numbers, addresses, email need to be compliant with GDPR regulation in short term.



## New Approach & solution

- Accenture and CommVault, leveraging on Commvault “Complete Data Protection” technology, can help customer to be quickly compliant with GDPR regulation, providing an initial snapshot of data security status, highlighting the level of risk associated with that data, suggesting a number of quick wins to improve security posture, and informing the GDPR program of the scale remediation to resolved data security challenges



## Client benefits

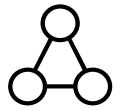
- Leverage on a unique solution for data protection and GDPR compliance
- Quickly satisfy regulatory compliance in multi/hybrid cloud scenarios
- Gain a deep understanding of enterprise data.
- Quickly identify the not compliance and perform the action to reduce security and legal risks





# Data Sovereignty compliance BaaS for O365

3-3



## Context and client challenges

- Sovereign cloud is an approach to cloud solutions that provides control over the location, access to and processing of data, allowing also to comply with specific countries or industries' regulations
- Main issues are related to SaaS technologies. How can we guarantee a Sovereign Cloud compliant data protection when hyperscaler SaaS technology are used?



## New Approach & solution

- Using Commvault Metallic Office365 Backup, we created a new O365 data protection scenario. It safeguards Office 365 data from deletion, corruption, and ransomware—without leaving the customer's region—and integrates with security tools (e.g., Thales) to prevent unauthorized access Three main scenarios are covered:
  - Reduce ransomware impact via virtual airgap and immutable data
  - Trap ransomware using honeypots
  - Secure data with external encryption



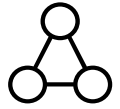
## Client benefits

- Data Protection: secure backups prevent data loss and enable business recovery
- Data Residency: backups remain in the same O365 region (HA via ZRS storage)
- Data Ownership: encrypted with customer-held keys; only customers can restore data
- Ransomware Protection: cold, air-gapped backups allow safe restoration after attacks
- Enhanced Monitoring: full control of email domain with secure access, SIEM logs, e-Discovery, and audit reports



# OpenShift container monitoring

1-2



## Context and client challenges

- Moving to microservices makes it harder to get visibility
- Containers are multiplying the points you need to monitor. They live and scale on demand
- As you scale your OpenShift environment the number of dependencies and data generated increases exponentially
- This makes it impossible to understand the system
- A manual approach to instrumenting, discovering, and monitoring microservices and containers will not work



## New Approach & solution

- For dynamic, scalable platforms like OpenShift, a fully automated approach becomes a requirement
- For agent deployment, for continuous discovery of containers, and for monitoring the applications and services running within them



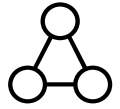
## Client benefits

- Automatic advanced observability across highly dynamic environment.
- No Code Change needed. Time to value reduced avoiding groups coordination to gain visibility
- AI driven automatic root cause analysis. Enabled to auto remediation path
- Reduce Time to market of new business features. MTTI reduction
- Alert noise reduction



# Infrastructure discovery & Business Process Monitoring in Hybrid/Multi Cloud scenarios

2-2



## Context and client challenges

- BPM is a management approach that aligns business processes with organizational strategies. It makes organization processes transparent providing leaders with a clear view of how changes impact its business. Companies are focusing on linking IT systems to business processes with a structured and logical approach. And this while IT environments bring a scale and frequency of change that are exponentially greater than ever



## New Approach & solution

- Dynatrace and ServiceNow integration provide a solution that enables automatic observability for managing business services
- Dynatrace automatically maps the OpenShift technical dependencies and relationships in real time, from applications to microservices
- Service Now uses data from Dynatrace to provide a correlation of infrastructure components and business services to enrich the ITSM landscape



## Client benefits

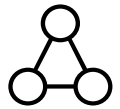
- Complete service map of the environment and impact tree in case one of the service map entities get impacted
- Saves team time & resources, enabling them to focus on higher-value initiatives e.g. driving digital transformation and delivering seamless experiences for customers
- Closed-loop, automated IT Operations Management (ITOM) workflows.
- Proactive management of incidents according to Business Impact





# Smart Health Contact Center

1-1



## Context and client challenges

- In an era where each one is connected, the need for innovative approaches to facilitate effortless and rapid connections between individuals is rapidly escalating. In healthcare, where swift communication is paramount, the adoption of smart contact centers presents a transformative solution to ensure that patients never feel abandoned
- This innovative solution fosters a trusting relationship between patients and their physicians while empowering doctors to connect with patients promptly, efficiently, and only when truly necessary



## New Approach & solution

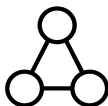
- Accenture & Genesys developed a solution based on Genesys Cloud technologies to enable companies to setup the own Smart Health Contact Center
- The Use Case developed in ACIC+ will leverage on three different communication channels, to seamlessly facilitate access to:
  - Voice Bot: to be used for non-critical scenarios where immediate patient-doctor connections are not essential
  - Audio call: the first connection level required for critical scenarios
  - Video call: Exclusively reserved for critical scenarios



## Client benefits

- Establish a smart and integrated platform for seamless doctor-patient interactions
- Embrace a multichannel strategy to streamline and expedite patient-physician interactions
- Harmoniously integrate external tools into a unified Contact Center solution





## Context and client challenges

- Organizations must abide by all regulatory guidelines when dealing with PII data and must ensure data is only shared with requisite consent and within boundaries of purpose/storage limitations
- Data sharing must have strict access policies & safeguards in place to secure data privacy and prevent data leakage, unauthorized user access and data breaches or hacks



## New Approach & solution

- With Opaque, and Microsoft technology, we enabled an Opaque Workspace for Advanced Data Privacy, Confidential Data Sharing and Collaborative Analytics
- With the workspace environment, we enable two or more parties to process and store data without compromising any confidential information.
- Opaque protects against unauthorized access by providing multiple layers of security and privacy measures.
- With Microsoft Cloud for Sovereignty enable customers to access to additional layers to protect and encrypt sensitive data

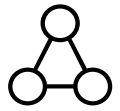


## Client benefits

- Secure Data Sharing: Securely share datasets across Clouds and Regions while protecting data and their access. Data can only be processed within attested Opaque Workspace
- Privacy Controls: Multiparty computation leveraging pooled data from multiple contributors without revealing a company's data to counterparties.
- Scalability: Leveraging Cloud capabilities resources can be scaled depending on needs
- Fine-grained policies: Ability for participants to specify and enforce policies on how their data is accessed and processed

# Zero Touch Operations Infrastructure Engineering

1-1



## Context and client challenges

- With the growing business needs and explosion of the Hybrid Multi-Cloud platform, organizations are seeking solutions to reduce the impact of infrastructure and application faults on Business and Operation team activities
- This is possible through use of solutions enabling IT Operation team to not only detect problems in real time but reducing these ones predicting them



## New Approach & solution

- Built on the Splunk portfolio for IT Ops, integrated with ITSM and automation tools, the solution shows how to enable a Zero Touch Operation service to get faster insight of problem and incidents
- Splunk's unique capabilities to ingest in real-time logs, traces and metrics across hybrid multi-cloud platforms to get full stack visibility
- Splunk's native AI/ML solution to analyze data in real-time to ensure intelligent end-to-end monitoring of critical service and application to predict future incidents and plan remediation activities



## Client benefits

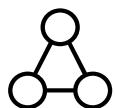
- High resolution metrics monitoring and leverage AI/ML to predict infrastructure faults and intelligently route remediation activities
- Reduce the MTTR leveraging on AI/ML for anomaly detection to automatically adapt thresholds and prevent issues in advance
- Optimized Remediation reducing time & effort to respond to infrastructure issue
- Integration with ITSM tools to automatically categorize and route incoming alerting to the right teams





# Quantum-Ready Security: Embracing Post-Quantum Cryptography

1-2



## Context and client challenges

- The quantum security market is being driven by enterprises proactively seeking safeguards against the future threat posed by quantum computers
- As these technologies move closer to enterprise readiness, commercial interest in quantum-resistant security is accelerating
- These powerful systems are expected to eventually break widely adopted cryptographic standards — including RSA and elliptic curve algorithms



## New Approach & solution

- Leverage Thales technology to generate, via CA, Post Quantum certificates
- Integrate/adopt the certificate in typical customers services:
  - Enabling and protecting HTTPS services
  - Securing VPN Communication
  - Performing a digital signature of sensitive docs



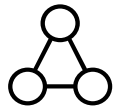
## Client benefits

- Enables early adoption of post-quantum cryptography standards
- Prevents quantum attacks
- Accelerates heavy post-quantum calculations without slowing down user experience
- Prevents private key theft leveraging HW based solution provided by Thales
- Ensures long-term compliance under emerging post-quantum standards



# Data Sovereignty compliance BaaS for O365

2-2



## Context and client challenges

- Sovereign cloud is an approach to cloud solutions that provides control over the location, access to and processing of data, allowing also to comply with specific countries or industries' regulations
- Main issues are related to SaaS technologies. How can we guarantee a Sovereign Cloud compliant data protection when hyperscaler SaaS technology are used?



## New Approach & solution

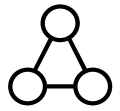
- Leveraging on a solution based on Commvault Metallic Office365 Backup and Thales technology, we have developed a new and innovative O365 Data protection scenario
- Solution provides a comprehensive protection of Customer' Office 365 data safeguarding from deletion, corruption, and ransomware attack...without moving data from the Customer' O365 region. Also, leveraging on the integration with security technologies from Thales, we can protect our backed-up data to avoid unwanted access, protect against unauthorized modifications and ensure the security of backup data to enable service restoration even in the event of an attack



## Client benefits

- Data Protection: prevent data loss and business restart with a secure copy of data
- Data Residency: backup data are always hosted on the same region (HA guaranteed with ZRS storage) of O365 production environments
- Data ownership: data is encrypted with externally generated and held keys. Only customers can restore own data preventing unauthorized access
- Ransomware protection: enable customer to safely restore own business data in case of attack, leveraging cold backup with built-in air gapped storage
- Enhanced monitoring: enables customers to keep full control of email domain (secure access, log monitoring with SIEM integration, e-Discovery) with custom reports for auditing

# Web app for multi-tenant O365 with Veeam backup for Microsoft O365



## Context and client challenges

- Microsoft Office 365 offers several and powerful services to the customers, but a comprehensive backup of Office 365 data is not one of them
- Microsoft itself recommends to their customers to leverage on third parties solutions for data protection and retention aiming the data loss reduction



## New Approach & solution

- Accenture and Veeam, leveraging on Veeam Backup for O365, can address this challenge not only providing an alternative solution to protect Customers data, but also enabling Customers to manage this one through a centralized and customizable API-based web portal



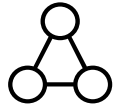
## Client benefits

- Eliminates the risk of losing access and control over your Office 365 data including Exchange Online, SharePoint Online, OneDrive for Business and Microsoft Teams
- Service available through a customizable, multi-user Web Portal
- Enable “Backup-as-a-Service” capabilities





# DR plan management with Veeam Availability Orchestrator



## Context and client challenges

- In the event of a disaster, companies need to recover their systems in a short time, reducing manual steps to a minimum and simplifying approval processes (before confirming target readiness)



## New Approach & solution

- Thanks to the use of Veeam technology, it has been possible to define and organize the typical DR management processes through a centralized and digital solution
- Here, we can define a sequential flow of actions and approvals integrating automations able to reduce the human activities and recovery time accordingly, allowing to manage a DR Plan without specific skills



## Client benefits

- DR plan managed in a digital way
- Automation integrated in the DR Plan
- DR Plan manageable even without specific skills
- Simplify the DR plan updates avoiding dedicated IT Documents



# 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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