

Accenture SAP Consulting

Accelerating performance
through SAP-based solutions

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Accelerating performance through SAP-based solutions

The organizations we are working with tend to share a common goal with their SAP systems: to draw as much value as possible from their investment and to use it as an enabler of high performance.

The routes to achieving high performance are many. We think that's an opportunity. At Accenture, we can help you get more out of your SAP-based solutions. We continue to deliver SAP-related services and solutions to thousands of businesses and public sector organizations around the world, helping them realize high-quality, cost-effective solutions that secure their market position, contribute to their competitive advantage, and accelerate business results.

Here's how Accenture can help you accelerate your performance:

1. Identifying the business value;
2. Injecting innovation for positive business outcomes;
3. Using industrialization for proven, quality outcomes at speed;
4. Understanding SAP and the evolution of the platform; and
5. Teaming with the right people.



"When choosing a partner, Cegelec really wants to have a partner that can always renew himself. We picked Accenture five years ago because... Accenture was definitely the most innovative, the most comprehensive solution. Now once we started implementing and started rolling out solutions we were very eager to get new concepts, new ideas, new value-added propositions. Accenture has always been able to deliver such a proposition that has definitely helped to year after year renew trust and partnership between our two companies."

Laurent Serano, Cegelec

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Identifying the business value

We start by pinpointing your business goals and value drivers. We design and manage programs to tightly align with your objectives. We help you focus on measurable business results and on building the business capabilities that allow you to extend and sustain business improvements.

We understand that in the context of business globalization, you are being asked to rationalize and do more with less. You're expected to deliver increased productivity and efficiency, faster time-to-market and a flexible on-demand operating model that can be scaled up or down as need dictates—all while improving the return on the investment made.

Which is why we focus not only on how to develop the solution, but how to run it with flexible and cost-competitive application and infrastructure outsourcing services designed to reduce total cost of ownership, while increasing productivity, efficiency and reliability.

Whatever stage you are at on your SAP journey—implementation, extension, upgrade, maintenance, or revisiting to identify new business value—we can help you gauge the effort it makes sense to invest relative to the results targeted.



"We have not ever been truly successful in a large IT initiative at the company until really hiring Accenture to help us through this journey. I think a lot of the selection of a system integrator is about the people and making sure that they understand your culture and understand what your priorities are, and we felt like Accenture fit nicely with our culture."

Kellie Barrett, The Home Depot

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Using industrialization for proven, quality outcomes at speed

An essential part of realizing the desired business value is having the right tools. With our broad experience, and a heritage of industrializing that experience into assets, we offer you a world-class range of SAP-based tools, methodologies, architectures and facilities.

We apply these systematically, to drive quality and cost efficiency. They allow you to get value out of your investment more rapidly, leaving more opportunity, investment and energy for focusing on what makes you distinctive.

The Accenture Delivery Suite for SAP—a project accelerator, as well as an invaluable set of tested guidelines for delivering quality solutions—provides a standard approach to delivering SAP implementations in any industry and for any business function. Based on our collective experience across the organization, it provides a consistent framework for our SAP practitioners contributing to both the flexibility and quality of our solution delivery. Our SAP-based solution assets address both specific industry process needs, as well as cross-industry challenges.

Our delivery centers throughout the world bring you the benefits of accelerated, quality SAP solution delivery at lower cost. With more than 30 centers offering SAP skills and housing approximately a third of our SAP practitioners, we pool insight, expertise and capacity, allowing you to get access to the right skills on a flexible basis, improve productivity, increase business value, get better time zone coverage, mitigate risk and lower the cost of delivery. Our centers have gained the highest level of quality and industry certification, including ISO9001 for quality and CMMI level 5 for software development capability.



"...whenever something needs to be adjusted, changed, reconsidered, people are there and we can talk and we can adjust. We have a contract, we have commitments, we can review them, we can change them, we can evolve as the situation evolves. And basically I've always found that Accenture has been listening to me and been really trying to understand what was needed next. Accenture's also looking at the results of what we've achieved and basically they're bringing new ideas. Accenture is telling us there's this, there's that that can be done. Basically there's a whole lot of opportunities that we can now grab from the system."

Stephane Rousseau, Eurovia

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Injecting innovation for positive business outcomes

Pushing the boundaries of the technology is another way we enable high performance. We are frequently SAP's partner of choice on pioneering projects, offering privileged, early access to the latest technologies and trends.

We combine this experience with our market-recognized industry knowledge, developing and industrializing innovative solution assets to support increasingly precise, integrated business processes and services.

Our two Accenture innovation centers for SAP focus on providing process-specific business solutions, thought leadership around existing and emerging SAP-based technology and industrialization of the resulting solution content and delivery methods. Our experts in these centers are dedicated to enabling you to reap the benefits of the latest innovations rapidly, cost-effectively and ahead of the competition.



"And any time you're on the leading edge of doing something, the anxiety level increases quite dramatically. But we had a very good team, both from Accenture and from Purolator working on the project. And while the whole project was very large and high risk because we were dealing with our customers—our customers are understanding, but we knew that if it impacted our service levels, we knew that it was going to create a problem for us—and as a result, we spent a lot of time in the planning of the process, working with the Accenture people, and the project was completed on time, on budget and surprisingly, with capabilities that were in excess of what I had anticipated going into the project."

Sheldon Bell, Purolator Courier

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Understanding SAP and the evolution of the platform

Knowing the product inside out is another essential part of realizing the full value of your SAP solution. We have invested over 30 years getting to know SAP and have built up deep product knowledge focused on business value, as well as a collaborative relationship that we believe is different from our competitors.

We have won more SAP Pinnacle Awards¹ than any other systems integrator, recognizing, over the years, our industry, functional and technological strengths, as well as the global, market-leading character of our business. We worked alongside SAP to introduce SAP NetWeaver and through the various stages on the journey towards the current SOA-enabled SAP platform. Today our solution architects are working with SAP to understand and envision the business process management approach, and our business intelligence experts are looking at the opportunities presented by the integrated and

expanded data landscape and new decision-enhancing capabilities. We are also helping the organizations we work with to consider how they can reduce complexity and total cost of ownership. This includes assessment of "the cloud" and exploration of the benefits of a hybrid approach that blends public and private cloud, or balances tailored, in-house solutions with applications on demand.

1 The SAP Pinnacle Awards Program recognizes the technology, services and software partners who have excelled in providing quality solutions and services to joint customers.



"As we were implementing new technologies that sometimes hadn't been put together before, Accenture was able to draw upon experience that we just never would have had, in order to help us deliver a successful, on time, on budget project."

Melanie Penna, Comcast

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Teaming with the right people

We have more than 30,000 SAP-skilled resources located in 47 countries—the world's largest team of SAP practitioners—meaning we can offer precisely the right functional, industry, language and cultural skills to meet your needs. Added to this, we have experts who bring ideas and expertise to help you maximize your solution agility and minimize disruptions.

Our experts in change management contribute to preparing your teams to embrace new capabilities, while others cover technology considerations such as security, or post-implementation consulting services, such as value realization and process innovation.

We build teams from both onshore and offshore locations—safe in the knowledge that our consistent training and delivery methodologies ensure high-quality solutions and services.

We have highly specialized SAP solution architects who work shoulder-to-shoulder with your team. They are equipped to define the vision, principles, standards and roadmap that guide the selection, deployment, operation, maintenance and refreshment of SAP applications and the underlying technical infrastructure. Above

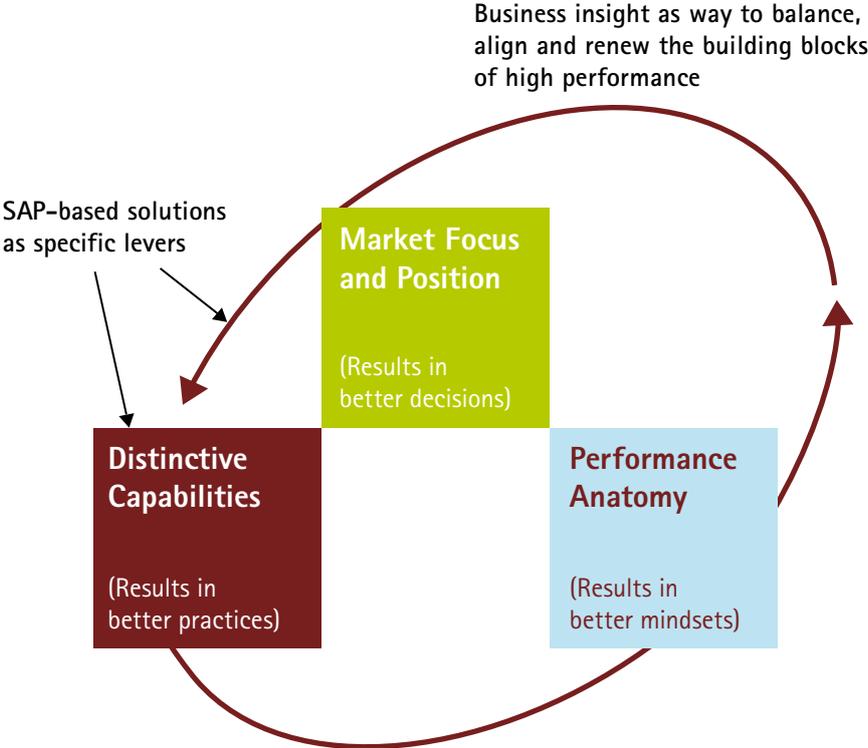
all, since we know most of the organizations we work with view their SAP journey without a finite end date—because there is always an opportunity to drive more value—we have practitioners committed to accompanying you over the long term.

Year on year, we bring together the organizations we are working with at the Accenture SAP Leadership Council to discuss the potential of SAP solutions amongst business leaders. This desire to team with you end to end—to understand your business, the underlying SAP solution and the IT landscape—means that your goals become our goals. In fact, our focus on client satisfaction has been reconfirmed by a leading industry analyst's evaluation for SAP service providers.²



Accelerating business success

Figure 1. Helping organizations achieve high-performance business with SAP-based solutions



Our research shows that enterprise systems, such as solutions based on the SAP platform, provide businesses with the tools to standardize non-core processes so as to drive operational excellence. Additionally, they provide technology-powered levers that businesses can pull to develop distinctive capabilities—the integrated processes and services that contribute to an organization’s competitive advantage. These solutions also provide the business intelligence and analytics capabilities that enable organizations to make better-informed decisions to strengthen their market focus and position and their performance anatomy. Our research identified these factors to have the power to optimize performance and promote business growth.

Our team is poised to help you accelerate your performance—to develop and support those capabilities and processes that make you stand out from the crowd by adding value to the bottom line, driving operational excellence and enabling better-informed decision making.

Whether adding an SAP module to improve the performance of a specific function, or using SAP to drive broad transformation, whether you are in the early stages of implementing SAP into your organization or have been using SAP over a number of years, Accenture provides the insights, know-how, people, relationships, market leading assets and capabilities that help companies optimize SAP solutions to chart their own unique paths to high performance.

To learn more about how Accenture is helping organizations use SAP to become high-performance businesses and governments and how we might help you, contact Accenture at www.accenture.com/sap

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About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with more than 176,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US\$21.58 billion for the fiscal year ended Aug. 31, 2009. Its home page is www.accenture.com.



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