



High performance. Delivered.

## High Performance in Higher Education

Achieve sustainable transformation with the help of the right team and tools

  
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Higher education institutions today are under immense pressure to manage escalating operating costs, eroding funding streams, competition from non-traditional educators entering the higher education space and mounting concerns about the value of the education dollar among students, parents, taxpayers and public officials. In response, institutions must develop new strategies to implement sustainable, structural change that will ease administrative costs while attracting target student populations, enhancing the quality of services provided, improving program efficiencies and optimizing opportunities for revenue generation.

Accenture has teamed with educational institutions around the world to design and deploy successful strategies and technology solutions that improve efficiency and performance. As a result, universities can redirect resources to support the academic and research mission.

### The building blocks for high performance in higher education

From concept to creation, from aspiration to application, Accenture's Higher Education professionals are ready to help. Our experience and intimate knowledge of industry challenges, combined with our alliances with leading-edge technology partners, allow us to rapidly deploy an unparalleled set of experienced, knowledgeable resources.

We understand the constraints within which education institutions have to operate, including serving diverse constituencies and incorporating input from faculty, administrators, state officials, students, alumni and other stakeholders. We apply the full breadth and depth of Accenture's capabilities, experiences and approaches to help institutions improve operations and enhance delivery in new and unique ways.

Our services for higher education include:

Operating model strategy, design and implementation

Higher education institutions must draw from leading operational and administrative practices to better leverage institutional capabilities, streamline processes, and reorganize to satisfy demands for new modes of delivering education and services.

Accenture helps universities to analyze current administrative and technical strategies and capabilities and evaluate what is required to meet the service needs of the university community. This effort involves the formulation, evaluation and selection of the major operating alternatives available to achieve the operating objectives. We also develop structured roadmaps appropriate to the pace and style of project implementation in higher education environments, work with clients to define the framework for success, and track progress along the way.

### Administrative services transformation

Accenture research indicates that education institutions spend an average of 10 to 15 percent of funds on administrative functions (e.g., human resources and payroll, finance, procurement, student and alumni services, facilities) that are often widely distributed, fragmented, inconsistent and inefficient. Schools and universities frequently lack a comprehensive strategy for administrative transformation. Investments often tend to be ad hoc and driven by technology initiatives. Administrative services transformation can enable economies of scale in administrative processes and eliminate redundancies in common transaction processing and inquiry management capabilities across the organization. Through our services, we help institutions achieve an average of 20 to 40 percent reduction in administrative costs.

Accenture's Education team of more than 200 people has worked with over 60 institutions across 28 states, serving K-12, higher education, oversight agencies and for-profit education providers.

Operational efficiencies realized through the implementation of shared service models, leading enabling technology and streamlined processes allow more funds to go directly to student, research and community services while providing higher quality administrative support and improved outcomes for the university. We also help create the case for change that can provide regents and senior leadership with the expected quantitative benefits from a transformation project (e.g., lower unit labor costs) and the costs of the project (e.g., project costs, infrastructure costs).

### Technology selection, implementation and innovation

Accenture's higher education team has worked collaboratively with schools, universities and academic medical centers across the US and abroad to bridge the gap between existing IT capabilities and the vision for achieving high performance. We have helped institutions to deal effectively with large amounts of disparate data and have developed the necessary strategy and structure to ensure that data will be governed, viewed, managed and stored as an integrated whole to support the lifecycle of information—from capture through transformation.

Accenture has more than 30 years of global systems integration experience across 18 industries and all administrative functions.

### Enterprise resource planning (ERP) and software as a service

ERP systems can provide a number of benefits, from increasing productivity through collaborative networks to reducing administrative burdens and expanding operations. Our business-driven ERP implementation goes beyond just installing a system. We work with you to link business processes to technology strategy to enable faster implementation, higher quality and lower implementation risk.

ERP sets the foundation for the agility, equipping the institution to provide value to the campus community. Some higher education organizations are using software as a service (SaaS) to better harness emerging technologies such as social media, mobility, big data and advanced analytics to transform their organization, while also being more student-centric. These on-demand technologies can meet the needs of students both on and off campus.

SaaS applications are hosted via the cloud, so they also provide students and administrators the latest and greatest functionality, without requiring the institution to make significant investments or dedicate resources to support these applications. Institutions can avoid the expense of installing and maintaining hardware and software, and they only pay for what they use.

Accenture provides an iterative approach for delivering SaaS and cloud technologies that enables organizations with the agile methods and tools needed to help them implement third-party SaaS solutions—from strategy and architecture to execution and ongoing operations.

### IT strategy and optimization

The objective of IT rationalization assessments is to determine the use of technology resources in order to cost-effectively serve the diverse academic missions of the university. To achieve this, we take a service-oriented view of IT. We quickly understand the mission and strategies of the consumers of IT services and determine how well the different department, school, campus and university-wide providers of IT services meet the needs of the university community. IT rationalization also reveals what IT needs to 'get right' in terms of cost transparency, cost recovery and service quality.

### Strategic sourcing and procurement

Accenture's strategic sourcing and procurement team analyzes current cost structures and drivers and identifies strategies to reduce costs, increase performance and drive value across the institution. Sourcing products and services, successfully negotiating procurement agreements, and proactively managing contract usage and suppliers are critical elements of effective budget management.

We combine commercial leading practices and innovative technologies to help colleges and universities take advantage of consolidated buying power and aggregated demand to achieve reduced prices from their suppliers—especially important in these times of budget crunches. We also provide alternative funding arrangements, including value-based business models.

### Organization design and leadership development

We have helped many institutions improve the performance of their people and keep that performance continuously aligned with strategic goals—helping them reduce costs, improve efficiency and productivity, enhance service and build competitive advantage. Our people are experienced in higher education and can analyze and enhance organizational effectiveness, streamline organizational design and develop leadership capabilities whether the focus is on the implementation of a system, the transformation of a function (e.g., human resources, finance) or a university-wide transformation effort. Through human resources, talent, organization effectiveness and change management solutions, we can help improve business and operational results.

### Bringing it all together

Our experience developing and implementing leading practices in both the public and private sectors can help institutions get from where you are, to where you want to go—as quickly as possible. We will collaborate with you in every step of your journey to high performance. Working together, we can identify, develop, and implement new strategies to help you meet current challenges and be poised for higher education of the future.

For more information, please  
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**About Accenture**

Accenture is a global management consulting, technology services and outsourcing company, with approximately 281,000 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\$28.6 billion for the fiscal year ended Aug. 31, 2013. Its home page is [www.accenture.com](http://www.accenture.com).