



High performance. Delivered.

Experience
Operations Video
Transcript

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Accenture BPO delivery has more than 50,000 people, 450+ clients, and we work across 50+ locations. Our industrialization program really helps us run operations in a standard fashion and driving measurable, predictable, repeatable results for our clients is absolutely necessary for a wide and complex network like this.

Some of the key elements of our industrialization program are Action Networks, which help get people across different locations but belong to same capability and practice together. They come together to share best practices. A global program which helps us drive standard processes and tools. Capability leads develop thought leadership around key capabilities and then really work with operations excellence and delivery teams on the ground to implement them. So we really make sure that we drive as much standardization, industrialization focus, and run our global network in a consistent way.

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