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Hello, I'm Andy Clark. I lead global mobilization for BPO in Accenture, and it's my pleasure today to talk to you about how we do mobilization and the key themes that I'm seeing in the industry that are driving the new approaches we're taking in mobilization today.

First of all, let me just talk about how we do mobilization. It starts right at the very beginning of our solutioning process: mapping out the activities, the dates, the milestones and the transfer of the operations from our client activities to Accenture BPO. It focuses on how we do knowledge transfer, how we capture the activities that our clients do today, and how we need to set those up in our delivery centers in Accenture.

Some of the key areas that I'm seeing in the industry today focus around the pace and the speed and the realization of the benefits that we map out in our solutions for our clients. If I look back several years ago, it used to take three to four years to really drive out those benefits. Today we're seeing that benefits realization is required to be focused on year one, setting up the operations at a pace and a speed that far exceeds that that we saw in previous years. Today, in mobilization, we have over one go-live every single day of the year; and we're transferring some 8,000 FTEs worth of work from our client operations to our Accenture locations, seeing that footprint build out on a global scale into areas such as Latin America, into the Far East, and into Europe as well.

I still get a buzz and I still get excited when I see the photographs come back of the wave one go-lives that we have with our clients. Seeing our clients standing next to our Accenture colleagues in a delivery location, celebrating the day one of a go-live—that's what gives me the buzz about mobilization, that still excites me today, every time I see one of those photographs, because it's a real success and milestone that we have with our clients.

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