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Transcript

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Hi, I'm Shannon Gilbertson. I'm (a) managing director at Accenture within our BPO organization. Technology is changing the way we live and work around the globe. It's also a key enabler for our BPO business. It helps both drive productivity and reducing our overall costs to serve, as well as acting as a way for us to deliver new and creative solutions for our clients, delivering more improved business outcomes.

We use technology extensively in BPO—anything from collaboration to automation, from analytics to mobility, even robotics, and all around our cloud strategy. We also bring the best of Accenture to life. So, collaborating and leveraging from our technology growth platform, from Accenture mobility, Accenture cloud, and analytics, as well as our technology innovation labs.

I'd like to share some examples of how technology is driving innovation in BPO right now. We recently launched our Finance & Accounting Center for Excellence in Bangalore. This includes several areas. We have a designated innovation area where we use collaboration technologies to connect our teams and our clients around the globe. The teams have access to thought leadership as well as industry trends and BPO best practices to come up with ideas and areas of opportunity and innovation for our clients. It also includes a command center which is the centralized area for managers to view data real time for key operational parameters and levers that allow them to deliver the best service for our clients. It also includes multipurpose pod areas where teams can meet together in huddles, intraday, as well as for virtual town halls.

Accenture's BPO Navigator is a portal for our clients and a window into our services and core applications leveraged for that client. It provides views into the key business outcomes and business outcome indicators, allowing our clients, at the glance view, as to how their business is performing. As well as the capability to access anywhere anytime via mobile devices, rapid decision making capability from around the world.

We are also introducing robotics and the impact of driving productivity through the use of unified desktop. This allows us to drastically reduce processing time by mimicking our associates' keystrokes. In several areas we have examples where we're now doing the work with 15 people where it used to be 100.

We have designated technology innovation programs which leverage social collaboration and the capability for our teams to capture their great ideas from around the world in creating new applications and platforms for our clients. We're also looking into increasing the level of robotics and the use of application virtual agents, as well as exploring the capability of artificial intelligence.

We are empowering our people through the use of technology and it's amazing to see the creativity and innovation coming back. It's an exciting time to be part of Accenture BPO.

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