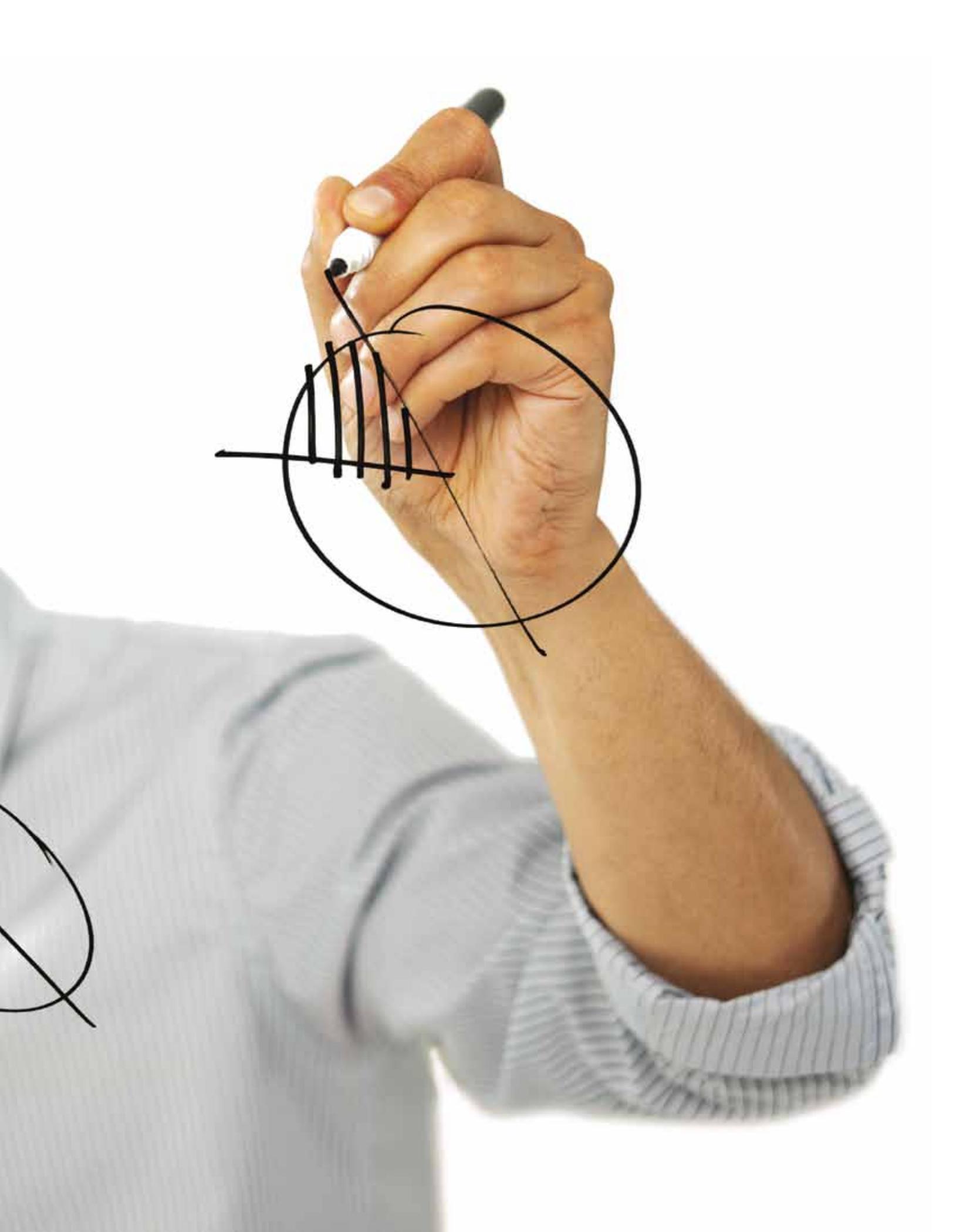


Technology

# Accenture IT Strategy and Transformation Services: Maximizing the Value of IT for Today and Tomorrow



High performance. Delivered.



IT leaders face a formidable challenge: meeting their organizations' high expectations of IT services while controlling costs and preparing IT to meet the future needs of the business.

Amidst increasing globalization and the ever-evolving and complex business and technology landscapes, organizations expect their IT leaders to make strategic investments that will support business growth and agility, capitalize on new and existing technologies to gain competitive advantage, and align IT priorities with business needs.

Accenture's ongoing High Performance IT research reveals that while CIOs want to contribute significant value for their organizations, a host of factors—notably cost-cutting mandates, "keeping the lights on" and fixing troubled projects—inhibit the CIO's ability to be a value creator. Despite

these realities, the research indicates that high-performance IT organizations consistently achieve excellence in IT execution, IT agility and IT innovation, balancing the sometimes opposing demands placed on IT organizations.

To respond effectively to today's challenges, IT organizations need to work differently, leveraging technology in new ways to achieve business results while keeping operating costs low.

Accenture helps organizations quickly identify how IT can fuel high performance. We team with IT and business leaders to plan and deploy IT for the most value, helping them set the technology agenda and position the IT organization and the business for the future.

## How Accenture can help

Combining our deep IT strategy, industry and technology implementation experience with other needed skills available throughout Accenture, we help IT and business leaders guide their organizations in leveraging IT to move the business forward.

We bring both a business and IT perspective, and quickly help you identify how your IT organization can provide greater value to your business. By highlighting the connections between IT and business performance, and determining the specific IT capabilities and strategies needed to exploit emerging business opportunities, we help you dramatically increase IT's value. We can assist you in developing the right IT strategy and application blueprint—as well as a plan we can implement with you, anywhere in the world.

We can also help you to transform your IT function to improve its operations and processes, make it more effective and efficient, and align it more closely to your business strategy. We work with you to address all aspects of this change—from the initial opportunity assessment, planning and strategy development through implementation. Our powerful, tested methodologies and diagnostic tools can accelerate project completion, reduce cost and minimize risk.

Finally, we enable IT and business leaders to get the most business value from their IT investments and position the IT organization to more fully support the business in the future. We work with companies to derive specific, measurable business results from IT spending, balancing cost reduction with the need to support new business capabilities, growth and globalization.

With our assistance:

- A global energy company desiring to use IT to support business growth tripled the net present value of its IT investments, focused them on meeting strategic business needs, and improved IT efficiency.
- A European financial services company freed up 10 percent of its IT budget for high-value strategic projects and achieved \$13 million per year in cost savings.
- A major health insurer that aligned its enterprise architecture with its business strategy substantially reduced IT costs, delivered IT solutions faster, increased IT productivity and boosted IT's contribution to total revenue and profitability.
- A large telecommunications company successfully entered a new market and acquired nearly 500,000 mobile customers in the first year of service launch after a major acquisition and post-merger integration.

## Our services

Through four core services, we bring both business and IT perspectives to assist organizations in evaluating opportunities and developing IT strategies and plans.

### IT strategy

Our comprehensive IT strategy services help organizations shape the direction of IT over the next three to five years to maximize shareholder and business value. The strategies we help organizations develop are detailed and actionable, reflecting our deep industry, IT and business process acumen and our ability to implement as well as plan.

Our services comprise:

- Development of a comprehensive IT strategy, including IT opportunity assessment, shareholder value diagnosis and IT investment prioritization
- Development of IT strategy for mergers and acquisitions, due diligence, divestitures and carve-outs
- Development of strategies for all key components of IT, including information strategy, IT sourcing strategy, IT systems strategy and IT infrastructure strategy

Companies that have worked with us to develop effective IT strategies have increased earnings before income and taxes (EBIT) by up to 5 percent, shaped their IT strategies to support the business strategy, and built capabilities for growth and innovation to sustain high performance.

### Enterprise architecture

Through our enterprise architecture services, we help organizations establish and implement a vision, road map and governance for the use of information technology to address today's business needs and support future growth. We assist companies in identifying where they can leverage IT for greatest strategic impact, defining a target IT architecture that supports business requirements, and reducing costs.

Our services comprise:

- Custom and framework-based enterprise architecture development
- Development and implementation of enterprise architecture governance and architecture team operating models
- Use of industry-specific enterprise architecture blueprints that leverage Accenture High Performance Business industry research and process models, as well as our extensive industry experience

Organizations that use our enterprise architecture services typically reduce IT costs by up to 30 percent, while gaining an additional 10 percent to 50 percent savings from cost avoidance and risk reduction.

### IT transformation

Our IT transformation services help companies drive significant, sustained change to their IT organization's processes, technology and culture. We work with CIOs to assess their IT function and identify areas for improvement, determine the readiness of their IT workforces to change, build a strong business case for broad IT transformation, and shape a change program focused on business results.

Our services comprise:

- Global IT operating model design and implementation
- IT governance and investment portfolio optimization
- IT solution delivery optimization
- IT workforce transformation

Our depth of IT transformation experience helps organizations rapidly achieve high-value outcomes, balancing the attainment of long-term goals with quick wins.

Organizations that have involved us in their IT transformations typically have reduced IT costs by 20 percent to 40 percent, increased IT efficiency and responsiveness, and accelerated roll-out of IT-enabled business solutions.

We can assist you in developing the right IT strategy and application blueprint—as well as a plan we can implement with you, anywhere in the world.

# Using IT to drive high performance

As organizations focus on growth, IT is becoming a bigger competitive differentiator—not to mention a potentially greater driver of operational cost. The way companies manage this critical capability has a major impact on an enterprise's competitive position and ability to make the most of emerging business opportunities. Leading organizations are setting their sights on focusing their IT investments on the overall mission of the enterprise—and, in the process, providing short- and long-term IT support that generates the greatest value for the business.

Accenture is a leading provider of information technology consulting and is well-positioned to help organizations address their IT challenges. We have more than 20 years of experience implementing IT improvements with clients around the world. Through this experience and our ongoing Accenture High Performance IT research, we have developed powerful intellectual property, diagnostic tools, templates and frameworks that we use with our clients to help them quickly achieve their objectives.

Accenture is committed to developing pragmatic strategies that can be implemented rapidly and effectively. Indeed, our people are experienced strategists who are also skilled implementers focused on achieving results.

Our experienced IT strategy professionals assist companies across industries to create and implement effective IT strategies and enterprise architectures. This specialist team can tap into Accenture's broad technology and outsourcing team—more than 100,000 people covering the entire range of technology capabilities—and our global network of experienced industry and business process professionals.

Working with us, companies can create an IT organization that can serve as a powerful leverage point in the pursuit of high performance for years to come.

## About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with more than 246,000 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\$25.5 billion for the fiscal year ended Aug. 31, 2011. Its home page is [www.accenture.com](http://www.accenture.com).

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