Accenture Human Capital Management Solutions
Transforming people and process to achieve high performance

High performance. Delivered.

- Consulting
- Technology
- Outsourcing
“The sophistication of our products and services requires the expertise of a special and talented individual to build, launch and support them. In the highly competitive market in which we operate, talent is the differentiator. With the project management and implementation expertise of Accenture, we were able to build a state-of-the art human capital management system that now positions us to more effectively identify key resource needs for the organization and recruit the talent needed to deliver and service the most innovative products to our customers.”

Bill Strahan, Vice President of Human Resources, Comcast

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Powerful people management

As recent Accenture research has shown, the currency of business success today is talent—an organization’s people, from its current and future leaders to its frontline employees. Yet in a knowledge economy, the skills demanded of employees at all levels are constantly being redefined. To deal successfully with that reality, talent-powered organizations are investing extensively in technology to accelerate learning and connect people to better share knowledge and experience. To improve performance while accelerating talent development, talent-powered organizations also use technology to better enable collaboration and distribute work globally. By building individual skills, knowledge and competencies using the right systems, processes, technology and architecture, the organization’s collective capabilities can expand and high performance can be achieved.

Optimizing performance

In a global climate, successful organizations rely on the synergy between the human resources function and corporate strategy to multiply talent and meet the challenge of sustainable, long-term competitive advantage. Typically, between 25 and 45 percent of an organization’s revenue will be spent on human capital, yet these same organizations are often without a definitive means to quantify the extent to which improved human capital management turns into better business performance.

Accenture Human Capital Management Solutions helps organizations adopt a more strategic approach to human resources, using leading, “best of breed” human resources technologies to deliver complex global transformation and talent management solutions. We aim to efficiently release the full potential of complex and powerful systems and solutions for our clients, enabling them to sustain strong, effective IT capabilities, reduce IT spending and drive higher levels of performance—both for individuals and for organizations.

Accenture helps organizations automate manual processes by applying portable, Web-enabled services that operate seamlessly across the enterprise. We use technology to help redesign processes and integrate them with management tools, knowledge repositories and document and data management systems that streamline and expedite workflows and reporting. Our solutions focus on employee-centric services—such as portals for employee self-service or manager self service—to give individuals immediate access to real-time, accurate personnel information. Intuitive user interfaces facilitate fast ease of access and ensure that accurate personnel data can be accessed and shared on demand. As a result, employee satisfaction increases and managers are able to make timely decisions based on accurate workforce information (see Figure 1). What is more, by implementing dedicated shared service centers or employee interaction centers, human resources personnel are freed up from responding to generalized but time-consuming queries from employees and able to concentrate on strategic planning and execution.

Our approach makes it easier to transition existing solutions and services and scale or upgrade to new solutions in response to business demands. Our deep technology skills allow organizations to gain the benefits of standardization as well as customization; we leverage our global delivery network and extensive pool of ERP HCM professionals to deliver value-added results.

Figure 1: Human Resources Workforce Transformation Service Delivery Model
Unrivalled expertise

Whether we provide process definition and design, technology consulting, solution development, implementation or application maintenance, our knowledge in all areas of human capital management enables us to optimize and customize the solution for maximum business benefits. The Accenture Human Capital Development Framework (Figure 2) provides a common language to drive all talent processes, from recruitment to deployment, learning and performance management. An innovative analytical tool, the Accenture Human Capital Development Framework enables organizations to better assess their core human capital capabilities and identify the human resources processes that will enhance those capabilities and prescribe the process interventions needed to improve overall performance.

We enjoy strategic alliances with leading vendors such as SAP. With more than 23,500 SAP-skilled professionals globally—and a 30-year history of working closely with SAP—we deliver projects that focus on practical solutions that can accelerate talent and provide valuable input to business planning.

Accenture Human Capital Management Solutions is one of the largest and most experienced global providers of human capital management services and solutions, successfully completing global end-to-end transformational projects across a broad range of industries.

1 as of August 31, 2007

Figure 2: The Accenture Human Capital Development Framework

Accenture Human Capital Development Framework applies common, objective performance metrics to assess the impact of HR programs on key business results. The framework offers an innovative analytical tool that enables organizations to better assess their core human capital capabilities. The tool also identifies the HR processes that will enhance those capabilities and prescribe the process interventions needed to improve overall performance.
Workforce studies and the experience of Accenture professionals has shown that the issue of attracting, engaging and retaining the right talent is at the top of the corporate agenda, with many organizations feeling the impact of an aging workforce now or expecting to feel it over the next five years.
The Accenture portfolio of intuitive tools, methodologies and applications speeds implementation while increasing security, functionality and productivity. Organizations can then realize improved data consistency and accuracy, streamlined administrative processes and reduced costs to support the human resources business case and drive return on investment.

Focusing on operational synergy, we can help you develop a complete human capital management solution—from design and implementation of human resources systems, business intelligence solutions, e-HR and employee portals to the deployment of the latest Web-based solutions.

Based on a functional approach that employs a logical operating model to focus on talent management, we combine best practice experiences with an organizational and process framework to address all critical elements of your human capital management implementation—from initial feasibility planning, delivery and ongoing support, through to projected return on investment.

It is the unique combination of our interdisciplinary expertise in both human resources and IT that offers the greatest benefit to our clients. By adopting a holistic approach, we help companies and governments address the entire human resources and IT process life cycle to transform their operations. End-to-end delivery in designing, implementing, measuring, monitoring and optimizing human resources business processes and the supporting infrastructure releases powerful efficiencies.

Clients benefits

Close partnering and knowledge transfer
We work closely with our clients, harnessing existing resources to build project teams with the required blend of skills to transfer knowledge and successfully deliver the project within the agreed timeframes.

Scalable sourcing and global reach
Our experts deliver leading human capital management solutions worldwide. We have more than 7,500 dedicated human performance professionals and access to a pool of nearly 60,000 SAP and Oracle specialists to support large-scale solutions.

Maximizing returns
Integrated human resources systems and information—a consolidated database of information providing “one truth” for human resources information and integrated systems to support integrated processes—is one of the key pillars in improving the value of human resources.⁴

The Accenture Global Delivery Network
Comprising more than 83,000 professionals at more than 50 delivery centers worldwide, we deliver systems integration, application outsourcing, infrastructure outsourcing, business process outsourcing and technology consulting services and solutions. The Global Delivery Network enables Accenture to mobilize the right people with the right skills and capabilities to deliver solutions for our clients in a cost-effective and efficient manner. Since our delivery centers consistently use proven Accenture assets, processes, methods and tools, our people are able to collaborate seamlessly toward a collective goal of helping clients achieve high performance.

A proven track record and enduring relationships
We have delivered more than 1,300 human capital management IT-enabled implementation projects so far for the world’s leading companies and government organizations.

Above all, Accenture is committed to helping our clients achieve the greatest return from their human resources and IT investments and transform their business performance.

We work with leading players such as SAP to deliver innovative business processes and human capital management solutions that are tailored to an individual organization’s needs. We combine Accenture assets and core competencies with a clear industry focus to deliver optimized human capital management, taking advantage of our deep human resources and IT functional expertise.

Accenture offerings

**Business process design and optimization**

By re-engineering and automating business processes, managers are freed up from routine administrative tasks to proactively shape the organization while reducing costs and improving service quality. Once the business blueprint for the IT implementation has been delivered, work content, roles and training needs are defined, with process tracking to control the achievement of objectives and continuous improvement.

**Technology consulting**

When investing in IT, your organization needs future-proof standards, making sure that the software supports your existing human resources requirements but has the flexibility to enable you to respond to new business challenges. Our technology consulting services team specializes in defining the global or local human resources IT architecture, while taking into account the required functionality and the human resources processes that must be supported.

**Solutions implementation**

Recognized as a global leader in systems integration, our approach facilitates organizational redesign, risk assessment, training needs analysis and change management, with tools and templates tailored to your business needs. We thoroughly evaluate the project scope and requirements to build the right project team. Our consultants take every opportunity to transfer knowledge and share responsibility to deliver, enabling early self-sufficiency and a quick return on investment.

**Upgrade experience**

We use all our enterprise solutions capabilities to deliver upgrades that generate operational efficiencies and achieve high performance—including deep SAP and Oracle upgrade experience; industry, functional and technical skills; strategic acumen and strong execution capability; the ability to help drive business processes to achieve competitive superiority; and an innovative delivery approach.

**Application maintenance**

Comprehensive support facilities are designed with a specific focus on enterprise resource planning, combining human resources processes and SAP solution support with problem diagnosis and recovery expertise to offer the maximum advantage from your investment in a flexible and cost-effective manner.
In an era of increased economic pressures, organizations that have implemented enterprise solutions are looking for new ways to leverage their investments and create tangible value. Indeed, as Accenture High Performance Business research amongst 310 CIOs has shown, top performers realize much more value from their enterprise systems and use them in distinctly different ways than do their less-successful counterparts.⁵

Business warehouse and business intelligence solutions

Data integration is a significant challenge for data-driven human resources functions because data from human capital management is integrated with many other enterprise resource planning areas, such as financials and operations. There is also a need to integrate data from legacy systems and external data such as salary surveys or spreadsheets. Business warehouse solutions enhance human capital management, bringing together accurate data from across your organization for informed decision making. Accenture helps organizations make the right human resources decisions based on consistent quality of information by transforming data from across the enterprise into usable, timely business information.

Workforce analytics

A complete, out-of-the-box solution that provides companies with the tools and metrics needed to manage the workforce as a competitive asset. Accenture workforce analytics combines Accenture’s functional knowledge, tools for human resources best practices and workforce metrics with leading enterprise resource planning business intelligence suites that deliver a full range of analysis and reporting capabilities. The result is a business and technology solution that offers businesses enhanced visibility into workforce performance. Using Accenture Workforce Analytics companies can take a more fact-based approach to managing the workforce—and look beyond efficiency to achieve greater effectiveness. It provides the tools and insights needed to understand what drives workforce performance and keep talent and overall corporate strategies in step with the company’s business goals—factors that are instrumental in the ongoing pursuit of high performance.


Accenture uses the latest technologies and standards to help our clients move their human resources functions toward high performance through planning and delivering the right IT solutions and offering a supporting infrastructure.

Transformation tools

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Accenture’s human resources software portfolio comprises assets to enhance quality, reduce risk, gain speed-to-market, and introduce cost-effectiveness and predictability across the human resources function.

Accenture solutions

Tools and assets designed to enhance and improve the standard functionalities of leading enterprise resource planning systems, reducing implementation time and costs, improving the ease of implementation and decreasing complexity.

System optimization tools:
- Accenture HR Productivity Suite including Accenture Audit and Compliance Tool, Accenture HR Patch Analyzer and Accenture Clone and Test Human Capital Management
- Accenture Accounting Clone and Test
- Accenture Data Comparison Manager
- Accenture HR Connectivity Suite

Human resources applications and tools to manage, innovate and create human resources processes and workflows, including correspondence, archiving, transformation and data cleansing solutions. Solutions include

Process and workflow design applications:
- Accenture Cost Manager
- Accenture Digital Personnel File Solutions—aconso for SAP®
- Accenture Time and Attendance Suite
- Accenture Quick Document Builder

Process and workflow design tools:
- Accenture Workflow Engine

Visualization and user interface applications to facilitate better decision making and management via reporting, access, simulation, charting and presentation applications. Solutions include

Visualization and user interfaces applications:
- OrgPublisher for SAP® Solutions
- Accenture HR Management Suite
Strategic success

Whatever the demands of an ever-changing marketplace, people are at the heart of your organization’s performance. The business challenge is to manage this key asset efficiently and effectively using an approach that combines pragmatism with performance.

As Accenture research has shown, high-performance businesses are able to respond to changing market conditions, find and develop talented leaders, attract and retain skilled staff, and generate superior business value from technology investments. Indeed, organizations with effective human capital processes that align human resources initiatives with the business strategy deliver better financial performance than their competitors. By partnering with Accenture to align programs that achieve overall workforce transformation, organizations have a real opportunity to both achieve human capital mastery and drive greater value from business performance.
About Accenture Human Capital Management Solutions

Accenture Human Capital Management Solutions provides consulting services and assets to help optimize the performance of a broad range of human resources activities. We combine the deep functional skills of more than 4,900 professionals with strong expertise in human resources strategy and the implementation of IT systems. Alongside a portfolio of software and assets that help improve quality and reduce timelines for both the implementation and maintenance of selected HR IT applications, Accenture Human Capital Management Solutions delivers global, complex, IT-enabled human resources transformation initiatives to help our clients achieve high performance. For more information about Accenture Human Capital Management Solutions, visit www.accenture.com/hcm.  

*as of September 1, 2008

About Accenture

Accenture is a global management consulting, technology services and outsourcing company. 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. With more than 186,000 people in 49 countries, the company generated net revenues of US$23.39 billion for the fiscal year ended Aug. 31, 2008. Its home page is www.accenture.com.

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For more information about Accenture Human Capital Management Solutions visit www.accenture.com/hcm

For more information about the Accenture Human Capital Management Solutions software portfolio visit www.accenture.com/hcmsolutions