



Accenture Smart Operating Procedures

An end to end solution by Accenture Digital and Accenture Capability Network

(Video Transcript)

Businesses today are faced with a myriad of new challenges, which get aggravated as operations become globalized and decentralized.

Pravesh Kumar

Manager, Accenture Strategy, Capability Network

One of the key challenges is increasing product complexity, which leads to increasing operations cost, longer time to market, and unacceptable down times. In order to address these challenges, Accenture Capability Network and Digital team has developed an end to end solution. This enables multimedia working systems to be used on various smart devices.

Narrator

With the Accenture Smart Operating Procedure, engineers have seamless access to complex procedures, through an editor, which allows creation of multimedia cards, and a platform, which acts as a database for millions of digital procedures and publishes them to end devices, such as iPad or Google Glass. The solution guides the engineers step by step to perform the detailed procedure. In case of an issue, engineers can receive over the shoulder coaching through a second line support engineer. Or, report a problem in real time through the instant feedback. The back end editing team immediately receives the notification and can immediately publish the revised procedure back to the platform, making the Accenture Smart Operating Procedure rapid, scalable, customizable, and industry agnostic.

Vincent Cabanel

Senior Manager, Accenture Digital Distribution Services

In order to bring scale and reliability to this solution, we've built this on top of Accenture Digital Distribution Solution. Accenture Digital Distribution Solutions, enable to distribute any type of digital assets securely, at scale, based on complex business rules. Today this platform is delivering over a million digital assets per day, all around the world for global clients.

Marco Vernocchi

Senior Managing Director, Communications Media & Technology, Global Digital Lead, Accenture

Combining the power of Accenture Strategy, Accenture Digital, and Accenture Operations and leveraging the Accenture Digital Distribution Solution we can help companies define new, smart operating procedures. And running Accenture Digital Distribution Solution as a service, we can help companies accelerate their digital transformation at scale.