Accenture Program, Project and Service Management
Delivering value in a dynamic and competitive environment
Business stakeholders demand innovation as well as on-time delivery—all within budget and scope. At the same time, projects have become larger and more complex with a high degree of technical and functional integration. These pressures have made program, project and service management (PPSM) a valued capability across the enterprise. In fact, only 56% of strategic initiatives meet their original goals and business intent. Leaders must reinvent management practices in their organizations to create value in a dynamic and competitive environment.

Challenge: Pressure to execute well at pace

Competing successfully in a high-velocity, software-driven world places increasing demands on an organization’s ability to execute and deliver projects at a rapid pace.

Only 56% of strategic initiatives meet their original goals and business intent
Source: PMI Pulse of the Profession 2014
A well-defined PPSM capability can help organizations formulate an approach to deliver consistent results at scale while increasing visibility and aligning business and IT objectives. PPSM helps maximize business value by adopting a broader, more strategic focus on program and service management than simply delivering on time and on budget.

At the most basic level, PPSM focuses on defining and implementing standard processes, establishing governance and identifying issues and risks to ensure smooth delivery. Advanced PPSM practices offer transformative outcomes by seeking to fine-tune initiatives to align with business goals and improving reporting content and cycles. With companies under intense pressure to deliver results in an ever-shifting business and technology landscape, they need swift, agile management methodologies to keep up with the high-velocity world. At its most innovative, PPSM can help companies drive insightful analytics to capture competitive advantage quickly while reducing the cost to serve and time to market.

Solution: Effective program, project and service management

Consistency
...delivering dependable results at scale, using one common set of methods, tools and processes

Increased Visibility
...through tighter controls, stakeholder governance and standard metrics and reporting

Business & IT Alignment
...focus on business outcomes delivered and the performance measures that matter most to the business
Accenture's comprehensive services span the application lifecycle to drive high quality and predictable outcomes from our clients.

PPSM involves delivering the desired business results within schedule, quality, effort and service commitments through effective planning and execution. Our services can be used for any application from digital customer-facing systems to large-scale enterprise products such as SAP and Oracle.

Our comprehensive services include:

**Program Management Office (PMO)**
Establish governance model and implement processes and assets to drive consistent execution and enable successful delivery of programs/projects.

**Enterprise PMO**
Establish governance model and implement processes and assets to drive consistent execution and effectively manage broad enterprise or department level programs.

**Program and Project Execution**
Provide resources who can orchestrate delivery and implement projects and programs to achieve a desired set of business outcomes.

**Project Management Center of Excellence**
Combine people, processes and assets to implement and operate an industrialized center to enable clients achieve a “best in class” project management capability.

**Service Management**
Assess maturity and effectiveness of existing service management capability, define improvements, establish comprehensive Service Management processes, deploy strategy for measuring and reporting, and execute processes for the ongoing management and delivery of managed services.
The benefits of working with Accenture

Manage Delivery Volatility
Active risk, issue and dependency management, resulting in more predictable outcomes.

Increase Transparency
Consistent data quality to better understand past and current state, and predict future state, leading to more actionable decisions.

Meet Business Objectives
Projects delivered within budget and on schedule that meet business objectives, up to 20% of projects delivered ahead of schedule.

Yield Predictable Outcomes
Durable project and program delivery methods to produce business outcomes, up to 15% cost savings per project.

Client case study

NBN Co runs pioneering project management system for more than 4,000 network construction projects across Australia

In just six months, NBN Co – with help from Accenture – rolled out a series of robust project management capabilities designed to manage more numerous simultaneous construction projects related to the construction of Australia’s national broadband network.

Having project management capabilities in place is critical to helping the NBN Co team manage to the budget allocated by the Australian government, and meet the timeline articulated in the Corporate Plan.

NBN Co now manages schedules and costs using a single integrated system, driving consistent methods and reporting across all projects. The construction team can closely monitor the progress of thousands of projects, taking actions to mitigate risks and identify efficiency improvements as network construction expands across Australia.
Industry Specialization
We understand your business and your industry, our 30 years’ experience across more than 40 industries brings you the right mix of skills with professionals you know and work with closely to make a real impact on your business’ performance.

Automation
We bring together intelligent tools, seamless collaboration technologies and work stream analytics to enable automated management capabilities, increasing productivity and delivering data faster, in minutes instead of days or weeks.

Global Scale
An unmatched global reach with client work being delivered seamlessly across our Global Delivery Network of more than 50 delivery centers and we’ve industrialized our PMO capabilities, giving us the ability to provide deep expertise in a factory-like model.

Proprietary Methods
Accenture has created a distinct project and program method with accompanying processes, estimators, tools, assets and templates. This proprietary method for project and program management is a delivery vehicle for effective and consistent delivery activities globally across our organization.

Versatility
From the simple to the most complex, Accenture’s vast experience and insights make your project successful. Our integrated approach combines technical delivery with project, program and service management expertise to support enterprise applications as well as emerging technologies.
About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with more than 323,000 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$30.0 billion for the fiscal year ended Aug. 31, 2014. Its home page is www.accenture.com.

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