



ADDS

CONNECTED WORKER

Businesses today are faced with a myriad of new challenges

Which get aggravated as operations become globalized and decentralized

“One of the key challenges is increasing product complexity which leads to increasing operations costs, longer time to market and unacceptable downtimes. In order to address these challenges, Accenture Capability Network and Digital team has developed an end to end solution. This enables multimedia work instructions to be used on various smart devices.” - **Pravesh Kumar, Manager Accenture Strategy – Capability Network**

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 access a database for millions of digital procedures,

And publishes them to end devices such as iPads and Google Glass.

The solution guides the engineers step by step to perform the detail 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 backend 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.

“In order to bring scale and reliability to the solution, we have 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 rule. Today this platform is delivering over a million digital assets today all around the world for global clients.” - **Vincent Cabanel, Managing Director, Accenture Digital Distribution Services**

“Combining the power of Accenture Strategy, Accenture Digital and Accenture Operations, and leveraging the Accenture Digital Distribution Solution we can have companies define new, smart operating procedures. And running Accenture Digital Distribution Solution as a service, we can help companies accelerate the digital transformation at scale.” - **Marco Vernocchi, Senior Managing Director, Accenture Digital Lead CMT**