People now expect public services to be transparent, accessible and responsive. Meeting these expectations can be overwhelming. Any organization can make do with incremental change—at least for a while. But building for the future demands bold moves and tough decisions.

As they transform how they serve constituents, public service organizations need a trusted guide—one that brings new and innovative ideas every day. Local, state and federal government agencies, nonprofits and higher education institutions can rely on Accenture Public Service Management Consulting to help them tackle their most pressing challenges by combining deep industry knowledge, meaningful insights and broad capabilities.
WE FOCUS ON THE ISSUES THAT MATTER TO PUBLIC SECTOR ORGANIZATIONS.

CUSTOMER-CENTRIC MISSION ENABLERS:

Industry Architecture & Process
At the core, public sector “businesses” increasingly require innovative and seamless operations to meet customer expectations. These organizations must explore opportunities to implement digital operating models and process excellence, including using lean Six Sigma.

Accenture brings together new and emerging technologies, innovative design thinking techniques and deep industry knowhow to help organizations build and implement better operating models—and identify new and better ways of meeting their missions.

REINVENT THE CUSTOMER EXPERIENCE:

Customers & Channels
Anytime, anywhere, “Amazon-inspired” digital customer experiences are now the rule, not the exception. People expect the same ease of use from the public sector that they get from other sectors. In fact, more than 70 percent expect government digital services to deliver the same or higher quality as commercial digital services.1

Whether getting a driver’s license, opening a business or applying for benefits, people look for 24/7 availability, mobile apps and easy transactions. While the public sector has made progress, most have more work to do. Success starts with knowing constituents—who they are, what they need and how they behave. Comprehensive data insight is critical to creating relevant, simple, secure and efficient service experiences that reflect how customers, stakeholders and students live and work. In addition to deriving insights from data, organizations must protect and secure it, earning—and keeping—people’s digital trust.

Drawing on our public service industry knowledge and tapping into the best of what works across industries, we help our clients become data-driven, citizen-centered organizations. And, we design and implement service experiences grounded in the latest user experience principles.
BUILD TOMORROW’S WORKFORCE:

**Talent & Organization**

The workforce of the future is already taking shape, with Baby Boomers retiring and Millennials becoming the largest generation in the workplace.\(^2\) To adapt, organizations need to reshape how they attract, engage and retain talent. And it is not easy; in fact, 64 percent of public service leaders say they find it hard to attract and retain the talent they need.\(^3\)

As the workforce changes, so, too, are the skills essential to meeting constituent expectations. More than ever, government and other public service organizations need a focus on customer service. They also need a digital workforce—and must make the necessary cultural and organizational changes to build and sustain it.

Our teams guide organizations through these and other evolving workforce dynamics. We look at the whole picture, helping reimagine talent management within the broader context of organizational change—whether focusing on a specific goal or overall capacity to flex and adapt.

OPTIMIZE THE SUPPLY CHAIN:

**Supply Chain & Operations**

In today’s digital environment, the traditional, linear supply chain can become much more dynamic and intelligent—a digital supply network that is fast, flexible, efficient and responsive.

We help public service organizations streamline how they acquire vital goods and services. Our teams use strategic sourcing practices aimed at lowering costs while preserving quality and reliability.

We also help public sector organizations manage highly complex infrastructure delivery—even when hundreds of projects are being executed at any one time. Coordinating across these projects is key to ensuring that assets are developed and delivered for the benefit of the citizens. Without such oversight, government agencies risk wasted resources, project overruns and, ultimately, public dissatisfaction.
DRIVE BUSINESS OUTCOMES:

CFO & Enterprise Value

Today’s digital technologies empower public service organizations to develop exciting new solutions to an age-old challenge: using tax dollars more efficiently. Agencies can derive insights from data to support more informed decisions—and realize better business outcomes.

We work with our clients to help them transform their finance management capabilities, focusing on digital solutions, shared services models and efficient, effective revenue management.

A DIFFERENT KIND OF EXPERIENCE

Everything we do is built on the same foundation: We approach every challenge as if it were our own, and we do things with and for—not to—our clients.

Accenture Public Service Management Consulting is different because we know all aspects of this industry well. As a Forrester Research recognized leader amongst Business Transformation Consultancies, Q3 2017 we take on the most complex business and technology projects. Our public sector experience runs the gamut—spanning all missions and functional areas.

We are uniquely positioned to tailor relevant commercial leading practices for the public sector’s unique needs. In addition, we combine:

- **Business and technology**
  Our solutions draw on Accenture’s strengths in business, technology and operations strategy.

- **Innovation**
  We are passionate about harnessing innovation to tackle even the most complex issues, exploring how to combine bold ideas, rich data insight and emerging technologies to deliver breakthrough solutions.

- **Ideas and outcomes**
  We never lose sight of outcomes. We take a hands-on approach from concept development straight through to implementation so our clients realize their goals.

- **Trusted advisor approach**
  Because we have “been there and done that,” we offer clients proven perspectives and peace of mind.

- **Knowledge sharing**
  Our teams are backed by the resources, capabilities and perspectives of a global professional services company.
THE FUTURE IS WAITING

Public service organizations are at a tipping point. They must meet new demands in a rapidly changing environment. Will they get by making small changes? Or will they make bold moves to build the future of government? One thing is certain: Real progress demands real transformation.

We are proud to help public service organizations reinvent how they serve citizens and stakeholders. Whether delivering next-level customer service, building tomorrow’s workforce, streamlining processes and optimizing the supply chain, driving business outcomes, or restructuring the organization, we can help. We combine deep industry knowledge and bold ideas to deliver outcomes that matter. Let’s build the future together—today.
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ABOUT ACCENTURE

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions – underpinned by the world’s largest delivery network – Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With more than 442,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives. Visit us at www.accenture.com.

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3 Accenture, “Recruiting and Retaining Talent in the Public Sector: The Differences Make the Difference,” 2014  