Accenture Academy

Proven, cost-effective learning solutions for a more versatile workforce and a more agile organization
Skills shortages within critical workforces can hamper an organization's ability to execute strategy, serve customers and drive innovation.

At the same time, organizations have a need for broader and more integrated employee skillsets—deep functional capabilities coupled with relevant specialty and business management skills—to be able to respond quickly to new opportunities.

A worldwide leader in enterprise learning, Accenture Academy is a comprehensive and yet flexible approach to building a portfolio of integrated skills that enable your most important workforces to increase productivity, improve business outcomes and support greater business agility.

Leveraging leading, cost-effective technologies and tailored to your organization's specific needs and performance environment, Accenture Academy is already in use by more than 100 organizations across multiple industries.
Meeting today’s complex workforce and organizational performance challenges

For many corporate executives, the attraction, development and retention of talent is a top business priority, given the importance of the workforce to serving customers, spurring innovation and driving competitive advantage. Yet many essential skills remain in short supply and new employees often take too long to reach competency.

At the same time, the demands of a rapidly changing business environment require that workers become more versatile. That means augmenting the knowledge they have within their primary function with specialty skills and other, broader business management capabilities. The speed of business also requires helping employees quickly acquire different skill sets to meet changing business needs.

Many in-house learning departments struggle to meet such challenges. And most off-the-shelf learning offerings can touch only a portion of the overall need.

Accenture Academy is a powerful way to meet the complex learning and performance needs of your most critical workforces. Currently in use by more than 100 clients, Accenture Academy has already served the learning needs of more than 80,000 users in 140 countries.

Accenture Academy meets the needs organizations have for broader, diverse and more integrated employee skills sets—a portfolio of skills and knowledge to create a more versatile workforce and a more agile organization in general.

Integrated learning for a more versatile workforce

What’s different about Accenture Academy? We meet the needs organizations have for broader and more integrated employee skill sets—a portfolio of skills and knowledge to create and sustain a more versatile workforce. And that helps to create a more agile organization in general.

How do we do it? We offer extensive, proven curriculums in core functional areas including supply chain and finance, tailored to the needs of your organization and its people. But to deliver on the promise of a more engaged and versatile workforce, we integrate those curriculums on an individualized basis with a variety of specialty skills in areas such as analytics, process excellence, project management, risk management and sustainability. And then we support that mix of skills with a broad base of business management curriculums—general business acumen, planning, partnering and more.

We can also develop a custom learning solution for other functions, workforces, groups or topics. Clients have worked with Accenture to develop integrated, custom learning environments in a range of areas including sales, quality control, risk management, engineering, HR, change management and leadership.

What’s the result of Accenture Academy’s integrated approach? A workforce effectively “cross-trained” to be able to meet the rapidly changing needs of your business—to better serve customers, drive organizational efficiencies and improve productivity, and even translate new ideas into tomorrow’s revenue-generating innovations.

The integrated training approach of Accenture Academy helps employees become more versatile. Like elite athletes who use a cross-training approach, they develop the speed and focus to deliver in the short term, and the flexibility and stamina for the long run.
Relevant and timely learning

Accenture Academy offers access to more than 1,000 online courses, assembled in building-block fashion to tailor a curriculum to your organization’s needs based on a detailed assessment of current skills and skill gaps. The curriculum and its courses are targeted at specific job roles and competencies, keeping the learning relevant to timely performance needs. Accenture Academy learning content is kept up to date using the knowledge and real-world experience of industry specialists. Our learning programs benefit from the knowledge and experiences of Accenture’s learning consulting practice, helping to shape Accenture Academy content based on what’s working in the real world.

Interactive and engaging

Accenture Academy provides a blended, interactive and highly engaging learning environment. To address each individual’s personal learning style and performance needs, we have developed a range of learning formats—online self-study, live webinars, scenario- and case-based learning, and other resources including web articles and white papers. We support formal learning with a broad range of informal learning and through social media, creating opportunities for interaction with experienced peers within and outside of your organization.

Innovative technologies and approaches

Our learning management system is the platform from which users of Accenture Academy access their learning—a cloud-based system currently in use by more than 100 clients. This hosted delivery infrastructure enables rapid scalability while reducing your costs for delivering and maintaining the learning environment. A robust learning management system in its own right, it can also be seamlessly connected to your corporate training platform.

As an advanced learning service, Accenture Academy continuously drives learning innovation through our approaches and technologies. We now offer expanded and integrated content libraries, a scalable skills assessment tool, a new high-fidelity course architecture, additional informal learning capabilities, and post-assessment exams to test learners’ knowledge and performance behaviors.

Learning based on an assessment of your real needs

Just as successful athletes require effective training plans and good coaching to help them improve over time, employees need ongoing guidance to keep their skills fresh and focused. With Accenture Academy, our curriculums provide that guidance because they are based on up-to-date functional competency models and job frameworks.

At the same time, an Accenture Academy solution is tailored for your organization, your people and your strategic goals. That means assessing your organization’s current skills inventory, analyzing the gap between where your people are and where they need to be from a training perspective, and then matching learning plans to those needs.

How do we do it? Our experienced learning consultants, leveraging an advanced and proprietary skills assessment asset, can inventory the skills and capabilities of individuals, groups or departments, based on the relevant competency model. That means you get just the learning you require at the appropriate scale, with spending focused on real needs and opportunities.
More than better training—better business results

The benefits of Accenture Academy are measured in terms of how quickly it can close employee skills gaps, as well as how the learning approach leads to improved organizational performance. Our clients around the world are achieving measurable results in both areas:

Closing skills gaps
A multinational oil and gas company selected Accenture Academy for its ability to deliver high-quality training on demand, regardless of where an employee is located around the world.

A global packaging company saw closure of its skills gaps by 28 percent in the first year of using Accenture Academy, and leaders attribute their investments in talent to helping them meet and exceed their business goals, even in times of economic turmoil.

A diversified global healthcare company collaborated with Accenture Academy to launch a customized training program to instill in the company’s workforce the broad set of skills needed to maintain market leadership.

Improving business performance
A large consumer goods company selected Accenture Academy to deliver the learning components of a broader procurement transformation program that helped the organization identify significant cost savings.

A large financial leasing organization engaged Accenture Academy as part of a larger workforce transformation program that helped employees identify more than $100 million in savings.

A major heavy-equipment manufacturer developed a blended learning program with Accenture that made a significant impact on business results and contributed to a transformation of the company’s global workforce in support of the long-term corporate vision.

Accenture: A global learning leader

Accenture is an industry leader in delivering advanced learning solutions that are scalable and flexible, harnessing innovative technologies and learning approaches in a way that is also standardized and cost-effective. With thousands of deeply-skilled learning, HR and talent management professionals, and a global development and delivery network of more than 50 centers across the Americas, Europe, Africa and Asia Pacific, we deliver comprehensive, end-to-end learning solutions that help our clients drive improvements in business performance.

Accenture Academy also leverages the research and insights of the Accenture Management Consulting practice. Drawing on the extensive experience of our 17,000 management consultants globally, Accenture Management Consulting helps clients identify and deliver value with pace, certainty and strategic agility.

Accenture Academy: Meeting the need for workforce versatility

Employees know that their professional growth depends on acquiring more diverse skills; the problem is that in many cases their employers aren’t making that happen.

According to the 2012 Accenture Skills Gap Study, which surveyed more than 1,000 employed and unemployed US workers, although 55 percent of employees say they feel pressure to acquire additional skills, less than a quarter report they’re getting the support they need from their organizations.

Only 21 percent of respondents reported developing new skills in the past five years through formal training programs offered by their companies.

Executives and employees alike are saying, “There must be a better way to acquire relevant skills.” With Accenture Academy, there is.
Creating a more productive and agile workforce: The integrated approach of Accenture Academy

At Accenture Academy, we know how to help your most important workforces perform at higher levels and deliver business value more consistently and predictably. The key is in our multilayered approach to learning and curriculum design. Our curriculum helps to create a more versatile workforce by integrating three types of skill sets (see Figure):

Core functional skills
At the foundation, we provide your employees with timely, relevant and engaging learning experiences that can keep them at the forefront of the functions and processes at the heart of their jobs—supply chain, finance and more.

The Accenture Academy supply chain curriculum offers hundreds of courses covering supply chain fundamentals, product innovation and lifecycle management, supply chain planning, sourcing and procurement, manufacturing, logistics, and customer and service management.

Our finance curriculum covers a broad spectrum of content in finance fundamentals, finance process and operations, performance management and several specialty finance areas. With this approach, consistent knowledge and processes can be delivered across an organization’s locations.

Specialty skills
Based on an assessment of your organization’s industry environment and performance needs, we integrate core functional skills with relevant specialty skills: analytics and business intelligence, risk management, process excellence, sustainability, project and program management, and innovation. Such skills, when integrated with the functional perspective, can help employees adapt more readily to new challenges and opportunities.

Business management skills
We also integrate into the curriculum relevant business management skills in areas including business acumen, professional skills, integrated business planning, and business partnering and stakeholder management.

What’s the benefit of this more comprehensive and integrated approach? It helps employees become more versatile. Like elite athletes who cross-train, they develop the speed and focus to deliver in the short term, and the flexibility and stamina for the long run. That’s what helps your entire organization to be more agile in the marketplace.
Some organizations also look to Accenture to create a custom learning program for other functions, workforces, groups or topics. With our custom learning option, your organization works with our Accenture Academy team as well as professionals from the Accenture Talent & Organization group to plan and scope a learning solution to your unique needs and goals. We then leverage our established hosted delivery environment to roll out a custom learning solution fast and cost-effectively.

“When we compared the available training resources, nothing came close to the value offered by Accenture Academy. We knew Accenture would provide our people with a very broad range of content, all of which would reflect global best practices and would be available on a convenient and flexible basis.”

Jaime Ochoa, Director of supply chain for Latin America, SABMiller

**Learning chains: How to deliver better retention and performance over time**

For enterprise learning to have a lasting effect on employee performance, it is important to engage learners with a variety of media and modalities—not only for the sake of variety but also because different learning needs are better addressed through particular formats. Furthermore, it is important to reinforce learning over time through follow-ups, new experiences and social interactions.

At Accenture Academy we employ a variety of learning approaches using different formats and media—from instructor-led training to web-based learning to online resources to social media and much more.

These experiences are integrated into what we call a “learning chain”—a tailored series of reinforcing learning events from formal courses to short videos to real-time web events to articles to social media interaction and more—to support better retention of knowledge and improved performance over time.
Accenture Academy:
Established track record—measurable results

Currently in use by more than 100 clients around the globe, Accenture Academy has already served the learning needs of more than 80,000 active users. Following are examples of how Accenture Academy is helping our clients achieve measurable improvements in workforce and business performance:

Enhancing training and skills development
Creating consistent skills in a global workforce. A medical technology company invested in Accenture Academy to create more consistency in its global workforce’s understanding of key business processes.

Up-skilling in developing countries. A large, international chemicals company selected Accenture Academy for the up-skilling of its employees in developing countries.

Achieving sustainability certification. A multinational pharmaceutical company asked Accenture Academy to develop and implement a certification program to instill and expand sustainability principles that promote environmental citizenship, social responsibility and business growth.

Increasing speed to competency. A European bank implemented a multi-year learning solution with Accenture to speed staff time to competency and improve the consistency of employee skills.

Up-skilling the finance workforce. Accenture helped a global high-tech and consumer products company create a training solution that increased the competencies of their finance workforce in a rapidly changing business environment.

Improving workforce performance
Improving supply chain maturity. At a large international brewing company, overall supply chain management maturity has more than doubled since implementation of an academy, leading to improvements in terms of inventory management and working capital.

Driving more efficient operations. An international manufacturer of durable consumer goods involved Accenture Academy to develop a custom, blended learning program that resulted in multimillion dollar annual savings.

Boosting productivity. A leading telecommunications and information services company has partnered with Accenture to implement an academy that has contributed to a more than 54 percent increase in productivity in their field work force.

Improving customer and supplier relations
Improving customer loyalty. A large international chemicals company selected Accenture Academy to up-skill its employees, helping the company to triple its annual productivity savings in two years and increase its customer loyalty scores by 15 percent.

Enhancing sales skills. An international provider of office equipment selected Accenture to develop a custom sales academy, which helped the company move ahead of the competition in customer satisfaction.

Developing suppliers’ capabilities. A Fortune 100 retailer partnered with Accenture Academy to develop a certification program to build the skills of the company’s suppliers, which also improved relationships with suppliers. In addition, the program has improved on-shelf product availability and overall profitability for the company.

Attracting, developing and retaining top talent
Boosting employee morale and retention. A public healthcare organization, facing the challenge of dealing with difficult economic conditions, decided to invest in Accenture Academy, which resulted in improved development opportunities and a positive impact on morale of the staff, among other benefits.

Building technical competencies. A leading chip manufacturer embarked on a partnership with Accenture Academy to support the development of technical competencies, and enhance efforts to attract and retain talent.

Equipping the workforce for growth. A large fertilizer manufacturer selected Accenture Academy to help equip its procurement organization with the talent and tools necessary to be a significant contributor to the enterprise’s pursuit of high performance.
The Accenture Difference

Accenture is an acknowledged innovator in enterprise learning and has business, industry, training and technology skills unmatched in the marketplace. Accenture Academy offers the following distinctive advantages to organizations:

**Outcome-driven and agile.** Our curriculums are designed to help our clients achieve measurable business outcomes, and our learning professionals help organizations keep learning plans aligned with changing strategies and business goals.

**Award-winning course design.** Accenture Academy creates engaging and highly interactive learning experiences through the use of advanced technologies. Accenture Academy was honored at the "eLearning DemoFest" in the category of "Best Soft Skills Course." The awards program is part of the prestigious international industry annual event, DevLearn Conference and Expo. In addition, Accenture Academy was one of the winners of the Articulate Guru Awards.

**Informed by specialists.** Our engaging curriculums are continuously refreshed with new content from academic and industry specialists, as well as leading practices Accenture has developed from working with our clients around the world.

**Anytime access to learning.** Our extensive online learning curriculum is available on demand, 24/7—offering flexible access to learning for our clients around the globe. In addition, Accenture Academy supports learning around the globe through built-in translations in many of its courses.

**Learning services tailored your needs.** Tired of a "one size fits all" approach to your organization's learning needs? Accenture conducts an inventory of your people's actual skills and capabilities matched against what your organization needs to execute strategy. The result: Just the learning programs you need—not more, not less.

**Relevant and competency-based.** We deliver content tightly aligned to functional- and industry-based competency models and job frameworks so that your learning programs meet real and relevant performance needs. Our "cross-training" methodology means that multiple learning experiences in relevant areas build upon and reinforce each other.

**A proven infrastructure.** Our patented learning environment is based on a highly flexible and scalable software-as-a-service (SaaS) model. All of our learning solutions leverage the Accenture Academy delivery infrastructure including the platform, an automated competency and course mapping function, help desk, and administration services. This approach reduces your costs for hosting and maintaining the learning environment.

**Industrialized, scalable, flexible.** Our industrialized and flexible architecture enables our clients to adapt the learning delivery platform to their specific needs.

With broad consulting, outsourcing and technology experience, Accenture can help your organization drive measurable improvements in workforce and business performance—continuously, with pace, certainty and agility.
Contact us

For more information about Accenture Academy—and about how Accenture can help your organization drive toward high performance through differentiated, skilled talent—please contact us at info@accentureacademy.com.

Visit us online

Additional information as well as a tour of Accenture Academy can be found at www.accentureacademy.com.

About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with approximately 259,000 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$27.9 billion for the fiscal year ended August 31, 2012.