About Accenture

Accenture is a global management consulting, technology services and outsourcing company. Committed to delivering innovation, Accenture collaborates with its clients to help them become high-performance businesses and governments. With deep industry and business process expertise, broad global resources and a proven track record, Accenture can mobilise the right people, skills and technologies to help clients improve their performance. With more than 123,000 people in 48 countries, the company generated net revenues of US$15.55 billion for the fiscal year ended Aug. 31, 2005. Its home page is www.accenture.com

The Inside Track on Outsourcing
For Communications & High-Tech Companies

High performance. Delivered.

• Consulting • Technology • Outsourcing
Discover the potential

Delivering high performance through global sourcing

For years, business and technology innovation has changed the way Communications and High-Tech enterprises work. Now, these enterprises are turning the tables, demanding change in the way innovation is delivered.

Keep giving us innovation, they are saying. But, while enterprises are advancing their long-term business strategy and operational efficiency, you must be able to deliver high-quality, low-cost solutions and services to boost their performance in the short-term as well.

As enterprises demand more value from their transformation efforts, Accenture is ready to respond. Our response is a strategic delivery approach that combines Communications and High-Tech expertise, functional capabilities, alliances, global resources and technology to deliver high performance and value at a competitive price. Bringing together a global network of Delivery Centers, highly skilled teams and proven approaches and tools, our Global Delivery Model is enabling the next generation of consulting, technology and outsourcing solutions and services.

Overview

The Accenture Global Delivery Model, our approach to industrialising the delivery of technology and outsourcing solutions, includes:

• A global Delivery Center network, offering the flexibility of 24/7 access to extensive industry-leading capabilities worldwide
• Multidisciplinary teams, who possess a range of skills and deep Communications & High-Tech industry experience
• Standard methodologies, tools and architectures that greatly enhance productivity and ensure discipline, reliability and risk reduction

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Get inside the solution

Delivering solutions and services for evolving needs

While nearly all organisations in the Communications and High-Tech industry are looking for the same basic benefits from technology and outsourcing—low risk with high return, competitive edge with cost effectiveness—no two organisations share the same priorities and immediate needs. That is why we deliver a full range of solutions and services within an industrialised framework, which is consistent and predictable.

Technology, business and industry skills are the core around which Accenture has been built, and it is the foundation of our delivery model. From straightforward to complex, from agile development of small systems to large scale system integration programmes, we bring the knowledge and skills necessary to deliver technical and business results. Our professionals at client sites and Delivery Centers are well-versed in technologies such as enterprise resource planning solutions, high-technology custom solutions, Web services, mainframe legacy platforms, hosting, highly distributed systems for the mobile age and advanced support services.

Complementing these technology solutions and services are our proven outsourcing capabilities. Delivery Centers have the capacity and expertise to assume responsibility for client functions ranging from technology infrastructure through applications development and management to business process outsourcing. Our differentiated approach—from planning to mobilisation to operations—involves applying a variety of global sourcing models, skills and tools. This enables a smooth start-up with maximum cost reduction from the start and helps us continually drive strong business performance over the course of the outsourcing relationship.

Our Global Delivery Model leverages these technology and outsourcing skills from around the world, offering predictable, cost-effective enterprise solutions that address an organisation’s immediate needs. That is why we deliver a full range of solutions and services within an industrialised framework, which is consistent and predictable.

Based in Finland, Tecnomen develops and supplies messaging and charging solutions for telecommunications companies globally.

Tecnomen decided to develop a Next Generation Messaging platform to further enhance its current product generation. The challenge was to continue providing customers with product support while focusing on the new development project—all without expanding the size of Tecnomen’s core development team. The company’s selection of Accenture was strongly influenced by our extensive experience in telecommunications applications development, and our 30-year track record in software development.

Accenture assumed responsibility for additional development and long-term maintenance of Tecnomen’s existing messaging platform and also collaborated to help the company develop its next-generation messaging platform. In addition, we took over responsibility for the product-related training and support of Tecnomen’s customer projects globally.

To ensure that Tecnomen and Accenture could communicate easily, Tecnomen chose a nearby location from the Accenture Delivery Center Network for this project. Part of the team works at Tecnomen’s premises in Helsinki, Finland while another part works at the Accenture Delivery Center in Riga, Latvia.

By teaming with Accenture, Tecnomen found a flexible, cost-efficient way to support the market introduction and penetration of their next-generation messaging solutions. In addition, outsourcing and adopting the open architecture technology of the next-generation messaging platform improved Tecnomen’s responsiveness to customer requests and its sales approach. It is now possible for Tecnomen to test new services in the market and revise them more quickly. This development flexibility has further strengthened Tecnomen’s overall market standing and better positioned them for high performance.

"Accenture was the right choice to help Tecnomen achieve high performance. Our strategic outsourcing partnership with Accenture—built on a long-term service concept—is excellent for our continually changing software development resource needs. With flexible access to resources, we have contained development costs and improved Tecnomen’s responsiveness to customer requests.”

Vesa Kemppainen, Chief Operating Officer, Tecnomen
Realise the Accenture advantage

Advancing the promise of a global organisation

Accenture's global presence has always afforded clients both the convenience of proximity as well as the benefit of vast experience. Now, with Delivery Centers around the world and the technology and communications infrastructure to connect the various locations, we can further advance the power of our global organisation.

Delivery Centers are the backbone of our approach to bringing clients the technology and outsourcing expertise they have come to expect from Accenture. More than 40 facilities are strategically located in Europe, North America, Africa and Asia Pacific, to elevate productivity efficiencies, mitigate risk and realise the benefits of reduced costs in operations delivery.

From India to Spain, from China to Canada—each Delivery Center shares common methods, tools and processes that enable quick and seamless collaboration across the boundaries of time and geography.

Sharing a commitment to performance

Our Delivery Center network brings 35,000 people together to work in multidisciplinary teams and collaborate with Accenture professionals working at client sites throughout the world. This network continues to grow. As it does, its people and knowledge are strengthened by a commitment to proven technology and outsourcing solutions shared by every member of the team.

Accenture’s talent is broad and diverse. Many of our professionals have deep technical skills to build and maintain solutions in a predictable, cost-effective manner—solutions such as application development and systems administration. Others focus on delivering continually improved business operations and processes, like IT logistics, finance and accounting. And, as always, Accenture has an experienced workforce that possesses diversified skills in areas that encompass strategic planning as well as applying technologies to business needs, to day-to-day operations. Working together, these professionals are poised to drive high performance for organisations Communications and High-Tech sector.

Alex Wilson,
Group Human Resource Director, BT

Case Study: Human Resources: BT

BT is one of the world’s leading providers of communications services in Europe, the Americas and Asia Pacific. To drive its global expansion and successfully compete in highly competitive markets, the company needs to manage its workforce effectively.

Since 2000, BT has successfully outsourced parts of its UK human resources functions to Accenture HR Services. The UK HR outsourcing project has delivered excellent results, including 20 per cent cost savings, good customer satisfaction surveys, and over-achievement on service level agreements and key performance indicators. The programme was so successful that in 2005 a new, 10-year contract was agreed to provide HR outsourcing services to all BT’s global employees. This agreement, thought to be the largest renewal of any HR outsourcing contract, will deliver additional cost savings above those already realised and provide the uniform level of service that a global organisation needs. Accenture will provide services to 180,000 pensioners and 97,000 employees in 38 countries, including the United Kingdom.

Under the new contract, Accenture will deliver services including resourcing, pensions, administration, HR advisory services and performance services. Our Delivery Center Network will ensure that BT employees are serviced by the best-qualified staff in the most cost-effective locations. With Accenture HR Services’ help, BT will refine its human resources processes globally, enabling HR executives to focus on achieving high performance. At the same time, it will:

- Produce even greater cost savings for BT
- Improve HR services for all BT employees and pensioners in the affected countries
- Consolidate the company’s core people systems into a single, standard operating environment, create a common way of working across the global organisation, and greatly enhance reporting capabilities
- Free up existing BT human resources executives to focus on supporting business units more effectively.

“Accenture HR Services has a proven track record of consistently high quality service and a true partnership approach, along with its unmatched ability to deliver on a global basis. This agreement will allow our staff to concentrate more on the strategic role of human resources management to our growing global business.”

Alex Wilson,
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Experience the expertise

Transforming experience into disciplined, quality delivery

Clients come to Accenture looking to benefit from our experience. We translate our unparalleled body of knowledge—gained from more than 100,000 people working in all areas of business and technology across every industry—into time-tested methods, tools and architectures, which become the common language spoken throughout our global organisation. This language is defined and supported through the Accenture Delivery Suite.

The delivery suite provides a framework around which our solutions and services are built and delivered—reliably, quickly and collaboratively. By using common architectures, tools, methods and processes, professionals at Delivery Centers and client sites can collaborate on work with reduced risk and move quickly toward reliable, quality solutions. The delivery suite encompasses industry knowledge and integration methods as well as management and development tools that are preconfigured for the appropriate application platforms. Architectures provide a solid foundation to support mission critical applications. When combined, these methods, tools and architectures help us meet delivery consistently and rapidly.

Most Delivery Centers use a robust set of service management and operational enablement models to ensure continuous quality improvement during transition, transformation and long-term operations. Many of these methods, tools, architectures and processes are common to the Accenture global delivery suite.

Connecting high performance and value

Accenture’s Global Delivery model opens up new options for organisations demanding more from technology and outsourcing, and, at Accenture, we are poised to deliver. By channelling the industry experience, skills and standardised assets of our global organisation into a strategic approach, Accenture can continue to deliver high performance to our clients with an emphasis on both quality and value that simply cannot be found elsewhere.

Avaya is the largest supplier of voice communications systems in the United States and the second largest in the world. More than one million businesses worldwide rely on Avaya solutions and services. Facing an aggressive schedule of new product launches, Avaya outsourced its learning function to Accenture to deliver more capability in less time and to better position itself for high performance.

Under the multi-year agreement for end-to-end learning services, Accenture assumed management of Avaya University. Leveraging Learning Call Centers and Content Development Centers around the world, Accenture is now responsible for more than 1,800 product, technical and business courses for Avaya in more than 90 countries. Courses are increasingly delivered via innovative eLearning technologies in virtual classrooms, supplemented by real classroom and laboratory-based training.

Accenture’s performance has exceeded expectations in the first year of the contract—delivering a high-performance solution to 20,000 Avaya employees in under four months and a total population of over 50,000 learners across the globe (more than 90 countries) in under six months. Meanwhile, curriculum restructuring has reduced time to proficiency by as much as 63 per cent.

Case Study: Learning: Avaya

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Case Study: Human Resources: High-tech Engineering Company

This company is one of the world’s leading manufacturers of stainless steel, special alloys and metallic and ceramic resistance materials. It also builds high quality machinery and tools for metalworking and rock excavation. The company has business activity in 130 countries and employs 38,000 people.

In order to achieve business growth, and move towards high performance, the company needed its HR functions to be more strategic and work more closely with the rest of the business.

Accenture HR Services was awarded a 10-year transformational outsourcing contract, initially covering Finland, Sweden and the US, and with the potential to include the UK, France, Germany, South Africa, India and Australia at a later stage.

The outsourcing partnership needed to deliver the following benefits:
• HR becoming more aligned with the rest of the business
• Allowing full-time HR staff to focus on strategy rather than day-to-day administration
• More consistency across all geographies
• Better measurement and accountability of HR services
• Significant cost savings

To meet these goals, the Accenture Delivery Center Network was utilised to support US employees and a new industry-specific Delivery Center was established in Sweden to support the Nordic region.

Accenture HR Services is working towards creating a single, global model for this company’s HR function, supported by PeopleSoft technology and delivered in a consistent and cost-effective way from Accenture’s Delivery Center Network.

Client benefits

The Accenture Global Delivery Model increases performance and delivers value for our clients by
• Improving time-to-market
• Accelerating the solutions-building timeframe
• Removing risk through the use of proven solutions, methods and tools
• Incorporating quality standards and continuous improvement programmes
• Driving cost effectiveness through multidisciplinary teams
• Enabling business continuity with 24/7 operations