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**accenture**

*High performance. Delivered.*

Leading IT Today and Tomorrow

Robert E. Kress, COO, Internal IT  
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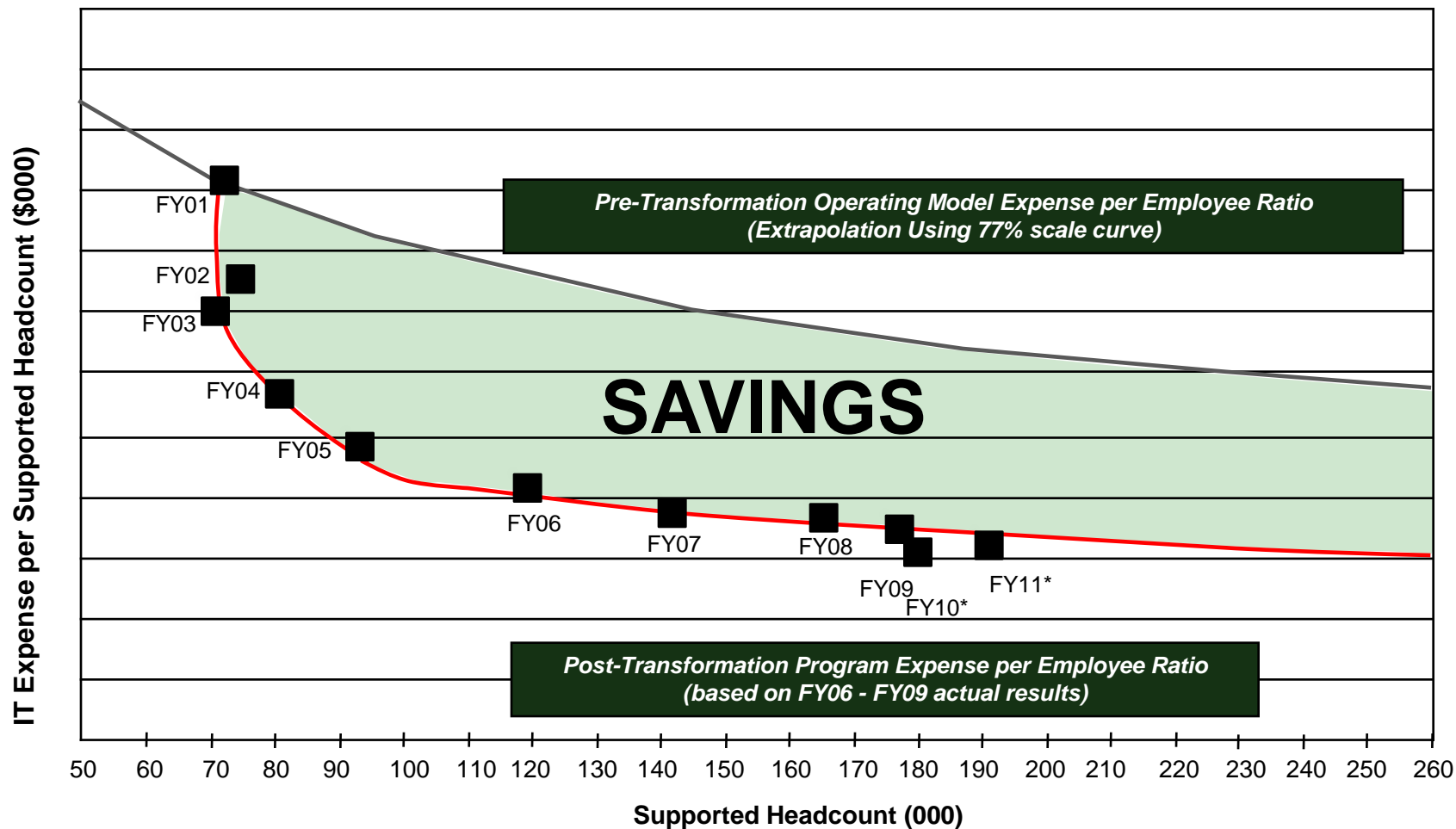


Accenture:  
181,000 Employees,  
\$21.6 Billion in Revenues





# The Return on Accenture's IT Investment





## Before and After

**2001**

**75,000**

**\$11.44 Billion**

**67%**

**Baseline**

**Baseline**

**Baseline**

**0**

**600**

**1,500**

**Multiple**

**Not Measured**

**Employees**

**Revenue**

**% of Satisfied Sponsors**

**IT Spend in \$'s**

**IT Spend as % of Revenue**

**IT Spend per person**

**Sourced IT Staff**

**Global Applications**

**Local Applications**

**Technology Platforms**

**Benefits Realized**

**2010**

**181,000**

**\$21.6 Billion**

**89%**

**Down 22%**

**Down 59%**

**Down 69%**

**2,900**

**356**

**195**

**One**

**124%**



## Accenture's IT Journey



- Separate
- Build base technology capability
- Establish IT strategy
- Align with the business
- Run IT like a business
- Centralize, rationalize & standardize
- Global single instance ERP
- Low cost locations
- Collaboration 2.0
- Network transformation
- Integrated Forecasting
- Migrate Avanade to ERP
- Opportunity Management
- Engagement Contract
- Delivery Management
- Outsourcing Product Costing



## Accenture Runs IT Like a Business

- IT Strategy

- IT Governance



The Foundation

- Managed Services

- Performance Measurement & Communications



## Accenture IT Strategy

- Create a strong, central IT governance
- Align IT operating model to go-to-market strategy
- Run IT like a business based on a managed services approach
- Focus the workforce strategy on variable resources and low cost locations
- Consolidate, standardize and centralize operations
- Strengthen IT performance measurement processes
- Communicate, Communicate, Communicate



## IT Steering Committee

<b>Operating Groups</b>	<b>Growth Platforms</b>	<b>Corporate Functions &amp; Geographic Services</b>
Products, COO	Management Consulting, COO	Finance, COO
Health & Public Services, COO	Business Process Outsourcing, COO	Human Resources, COO
Resources, COO	Technology, COO	Geographic Services, COO
Financial Services, COO	Technology, CTO	
Communications & High Tech, COO		



# Managed Services: Tailoring Choices to the Business

## IT Products and Services Catalog

### Communications

- Network Connectivity
- Remote Access
- Arranged Services - Communications

### Technical Support

- Self Service (eSupport)
- Service Desk
- Local Support
- Arranged Services - Tech Support

### Hosting

- Data Center Hosting - Physical
- Data Center Hosting – Virtual
- Local Server Room Hosting

### Workstation

- Hardware
- Software
- Services
- Print Services
- Arranged Services - Workstation

### Unified Communications and Collaboration


- Unified Messaging (includes Email)
- Collaboration
- Team Services
- File Services
- Telephony
- Conferencing and Streaming
- Mobile Device Services
- Identity and Access Services
- Arranged Services – Unified Communications and Collaboration

### Business Applications

- Consulting, Outsourcing, BPO, Pricing, Sales, Geographic Services, Finance, HR, Corporate Services, Local Applications

### Publishing Services

- Managed Portal Channels
- Publishing Sites

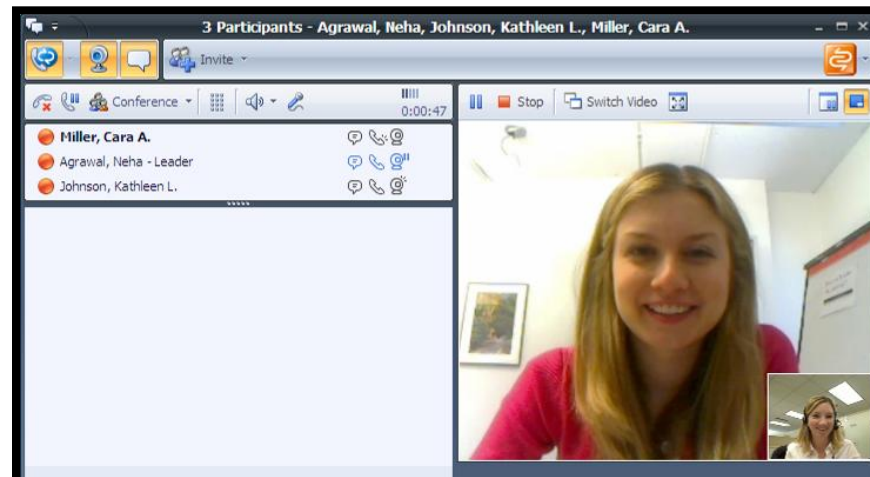


Accenture IT:  
The Power of Today

- IT aligned with business (applications < 4 years old)
- Investment budget (↑%) vs. operations budget (↓%)
- Easy to introduce new capabilities to end users
- Single technology image on desktop globally
- Clean technology environment
- Easy to integrate acquired companies



# Accenture Collaboration 2.0





## Winning the War for IT Talent – the Millennial Generation

- Interesting work
- State-of-the art technology (37%): social networking tools, more
- “Inside the enterprise” channel for innovation and creativity
- Balance the contradictions with data privacy and security
- Flexibility: technology (46%), work from home, work hours, etc.
- Corporate citizenship: Green IT, volunteerism
- Successful organization



## Insight from Hindsight

- Leave the past behind.
- Right strategy, good implementation -- we would have liked to go faster.
- You are never done. As soon as you complete one cycle, get ready to begin again.



Questions or Comments

Robert.E.Kress  
robert.e.kress@accenture.com