

Accenture Technology Vision 2014
Every Business is a Digital Business

From Digitally Disrupted to Digital Disrupter



High performance. Delivered.

Every Business is a Digital Business: The Evolution

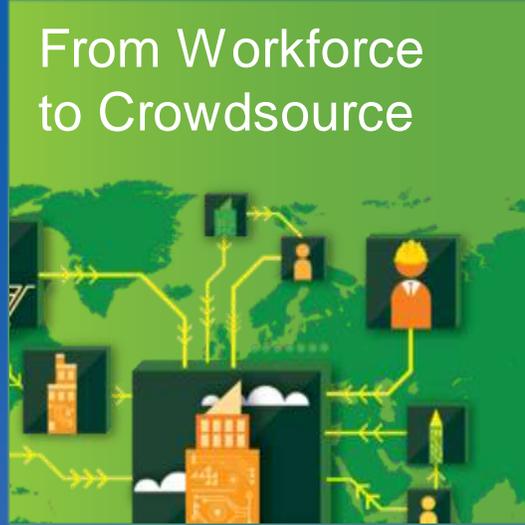


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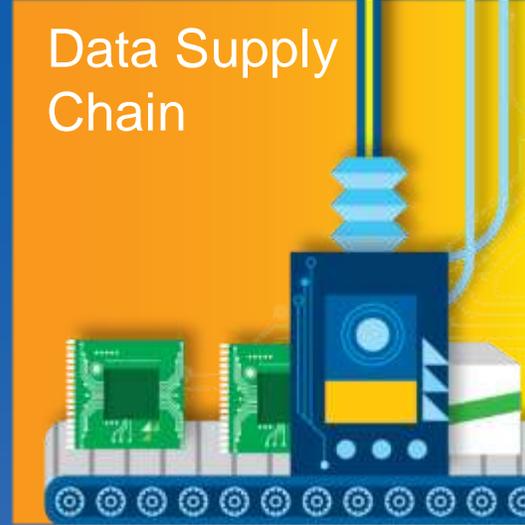
Digital-Physical
Blur



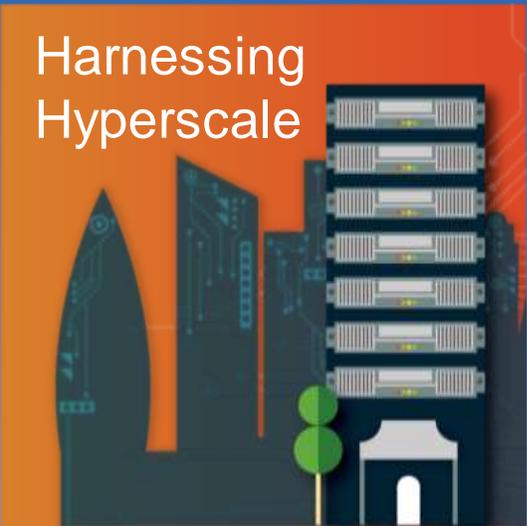
From Workforce
to Crowdsource



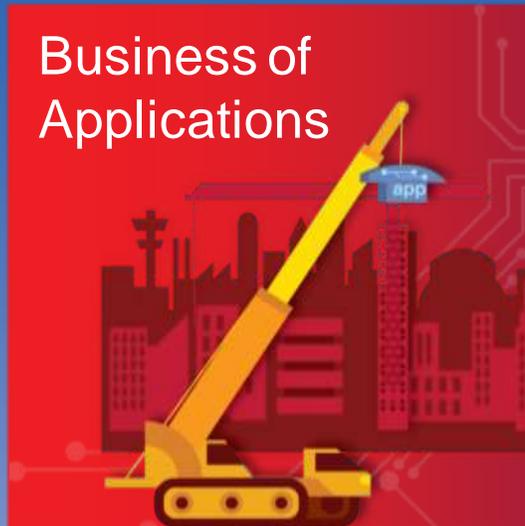
Data Supply
Chain



Harnessing
Hyperscale



Business of
Applications



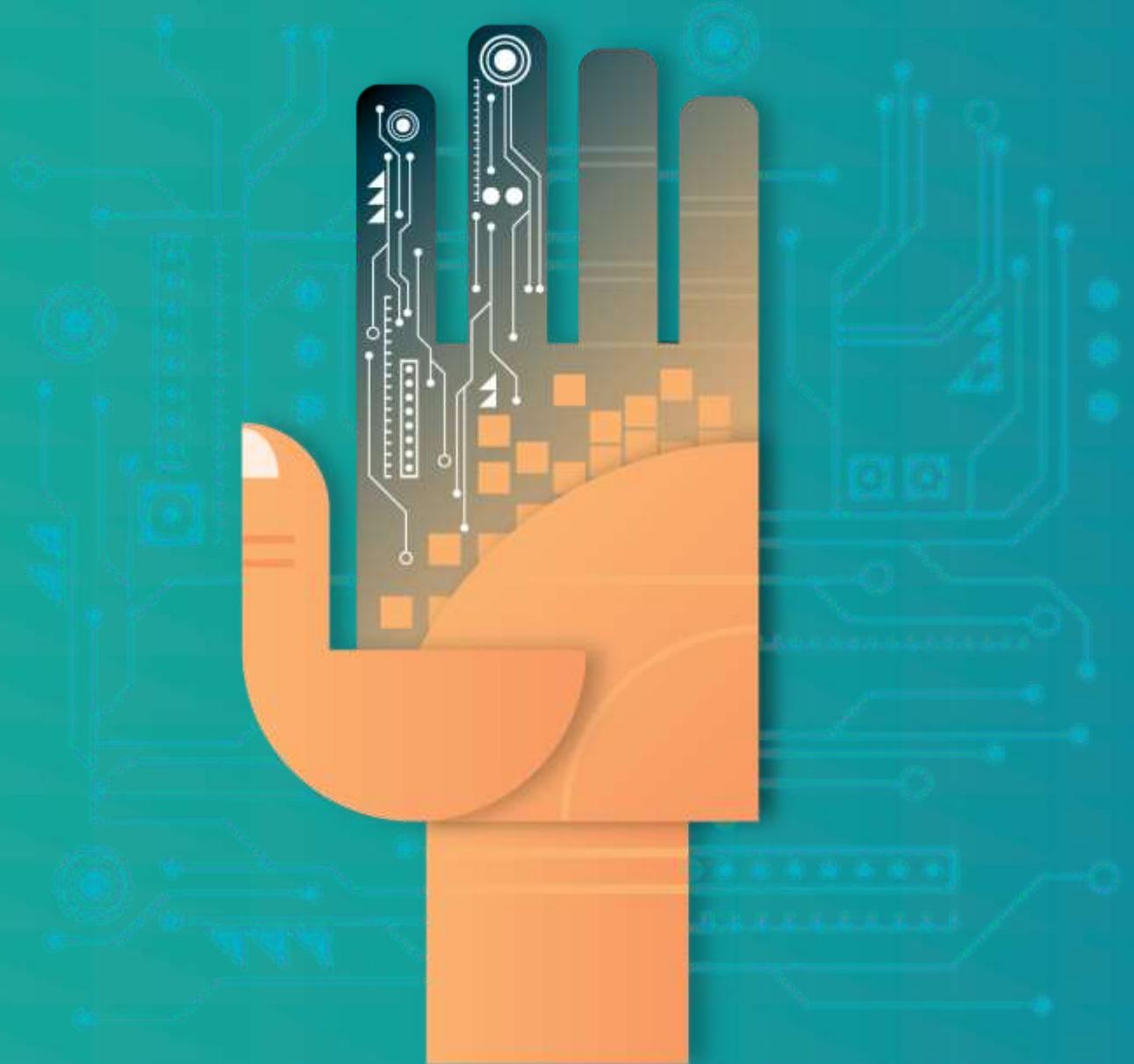
Architecting
Resilience



1

Digital-Physical Blur:

Extending intelligence
at the Edge



From Workforce to Crowdsource:

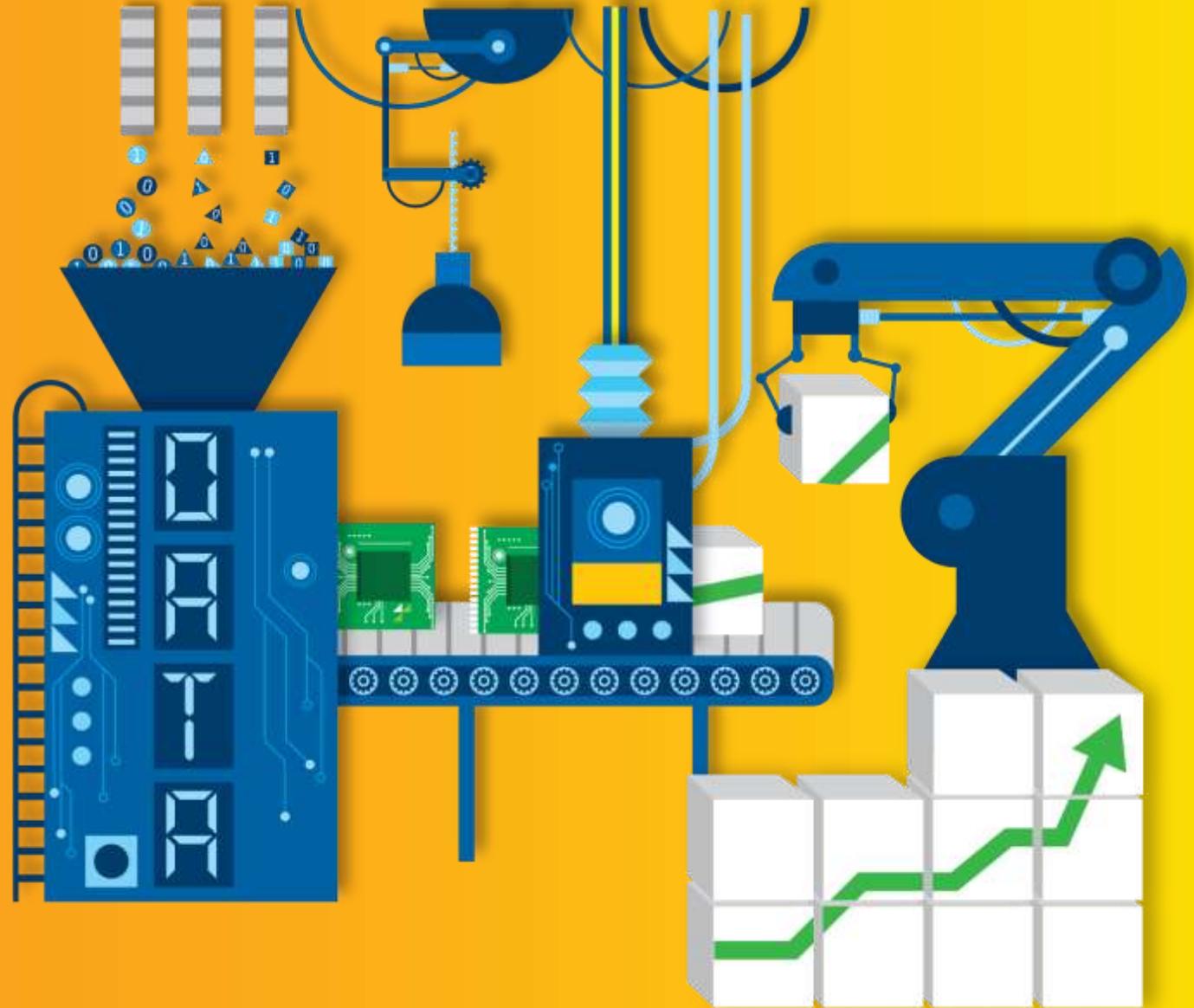
Rise of the borderless
enterprise



3

Data Supply Chain:

Putting information into circulation



4

Harnessing Hyperscale:

Hardware is back
(and it never really
went away)



5

Business of Applications:

Software as a core competency in the digital world



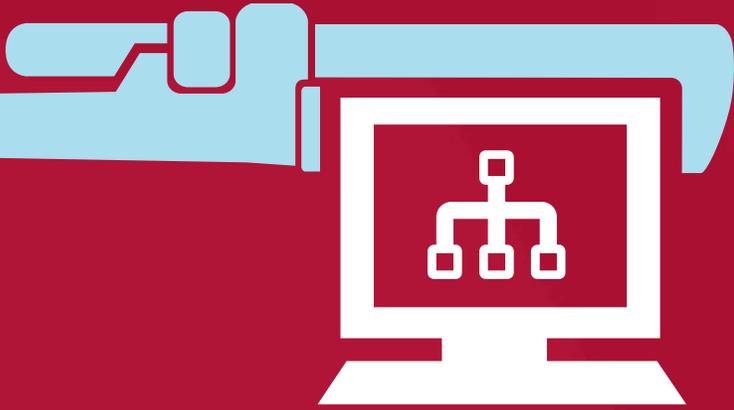
6

Architecting Resilience:

“Built to survive failure”
becomes the mantra of the
nonstop business



The importance of Analytics in keeping Infrastructure Resilient and Intelligent



Today's IT infrastructures are being strained to the breaking point by new technologies and applications.

So what should you do to avoid these pitfalls?

The implications are significant:



Inability to serve customers



Supply chain delays



Compromised security

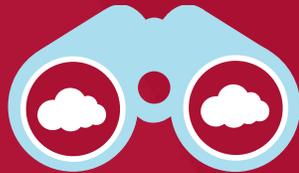


Slower product development

An intelligent infrastructure is designed to:

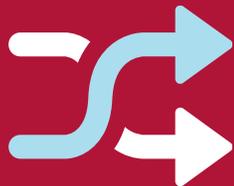
1

Know when extra capacity is needed, and even predict when that capacity might be required again.



2

Optimize services by moving applications and processes to different providers across a hybrid IT environment based on cost effectiveness.



3

Automatically configure unified communications for employees and secure connectivity to the core enterprise.



4

Sense a problem that arises and even take steps to fix the problem itself.



An intelligent infrastructure in action:

A major bank has an extensive infrastructure to support its online presence and worldwide business...



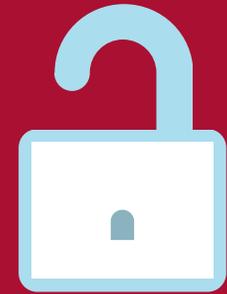
The bank is rolling out a new product. Based on predictive analytics IT engineers are alerted that the current cloud provider will not be able to handle the spike in activity.



Applications are automatically re-routed through a different provider to provide a better price/performance ratio.

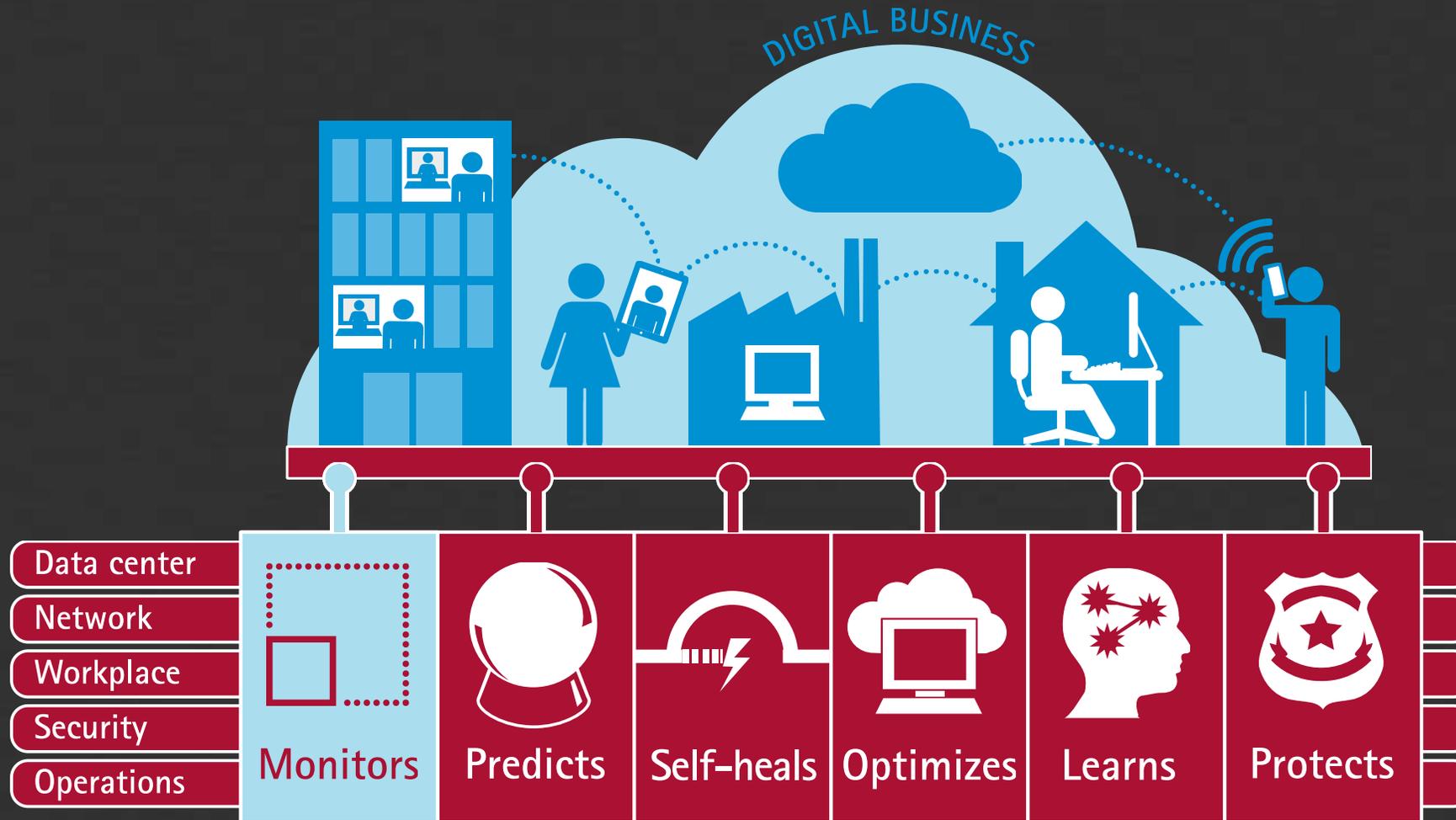


Appropriate bandwidth is allocated to ensure high quality of service.



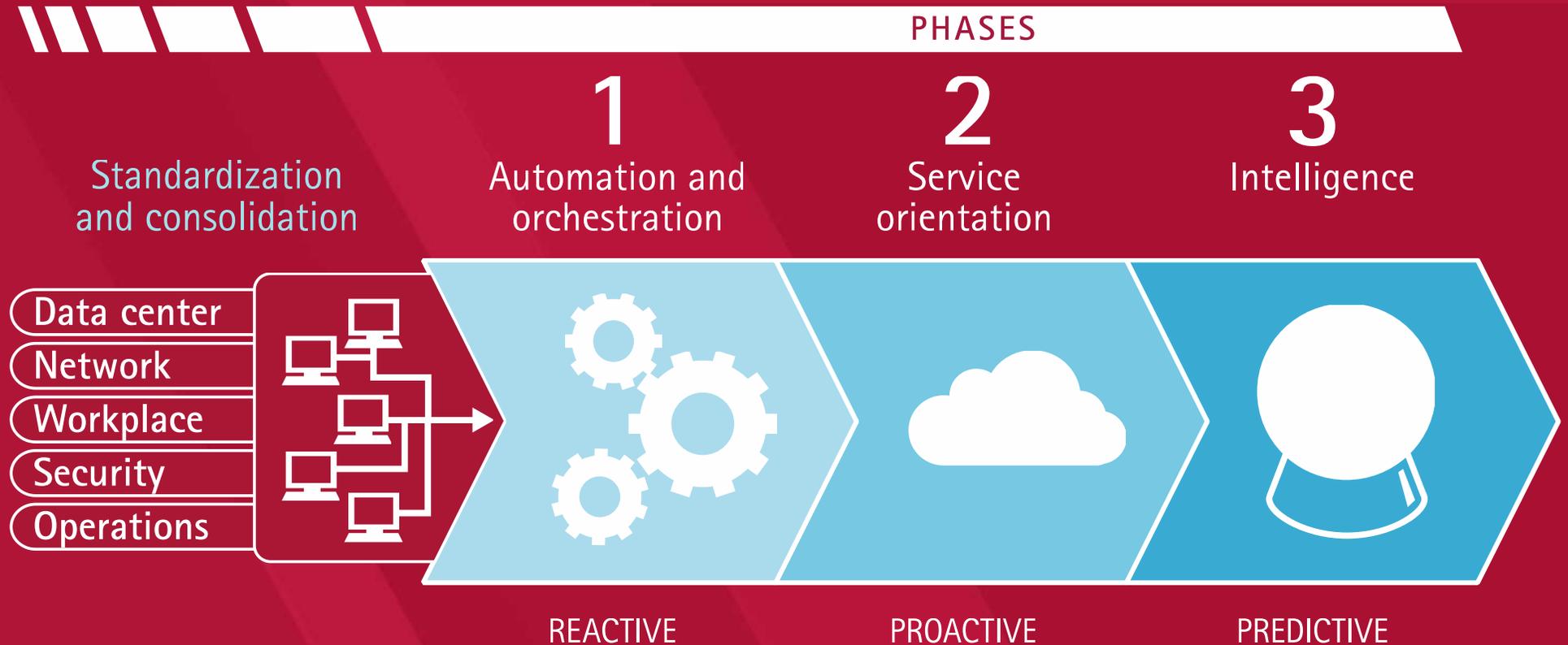
Firewalls are re-configured to provide adequate security protections.

The six capabilities of an intelligent infrastructure



Developing an intelligent infrastructure

In three phases, an infrastructure moves from a reactive to a predictive one:



Accenture IT footprint (2001 to 2013)



Hardware and Network

- 261,000 workstations deployed
- 5,150 devices monitored
- 4,600 servers managed
- 30 gigabytes network bandwidth managed



Collaboration

- 295,000 e-mail accounts
- 8,700,000 e-mail messages per day
- 6,000 Telepresence hours per month
- 13,000 SharePoint sites
- 115,000 mobile devices (iPhone/Android/BlackBerry/Windows)
- 73,000,000 audio conferencing minutes per month
- 3,600,000 videoconferencing minutes per



Websites

- 60,000 unique visitors to Accenture Portal per day
- 35,000 unique visitors to accenture.com per day
- 100,000 unique search queries per day

Applications

- 246 global applications
- 249 local applications supported
- Single instance global SAP ERP



Support

- 910,000 resolved incidents per year through help desk, web chat, local support
- 1,450,000 self-service

Accenture's IT Transformation Journey

2001		2013
75,000	Employees	261,000
\$11.44 Billion	Revenue	\$27.9 Billion
67%	% of Satisfied Sponsors	95%
Baseline	IT Spend in \$'s	Down 15%
Baseline	IT Spend as % of Revenue	Down 64%
Baseline	IT Spend per person	Down 73%
0	Sourced IT Staff	4,370
600	Global Applications	246
1,500	Local Applications	249
Multiple	Technology Platforms	One
Not Measured	Benefits Realized	129%

The business value

Ultimately, the value of an intelligent infrastructure is measured not simply in IT capabilities, but in the new business outcomes made possible:

-  A more flexible, agile business
-  The ability to serve customers more effectively
-  Better support for collaboration
-  More predictable cost reductions

Organizations of all types can benefit from an intelligent infrastructure.

The race is on to get there.



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