accenture

High performance. Delivered.

avanade®
Results Realized

Microsoft®

Leveraging
the power
of innovation
to improve
business
performance

For over a decade, Accenture and Microsoft have been teaming to deliver business and technology solutions on the Microsoft platform, quickly and at scale. The alliance is one of the largest and most significant relationships of its kind for both companies and becomes stronger each year.

In 2000, Accenture and Microsoft founded Avanade, a business technology services firm dedicated to the Microsoft platform. Armed with leading, innovative enterprise solutions and services, as well as a track record of performance, Accenture and Microsoft—working together with Avanade—are uniquely positioned to deliver business and technology solutions on the Microsoft platform designed to improve performance.
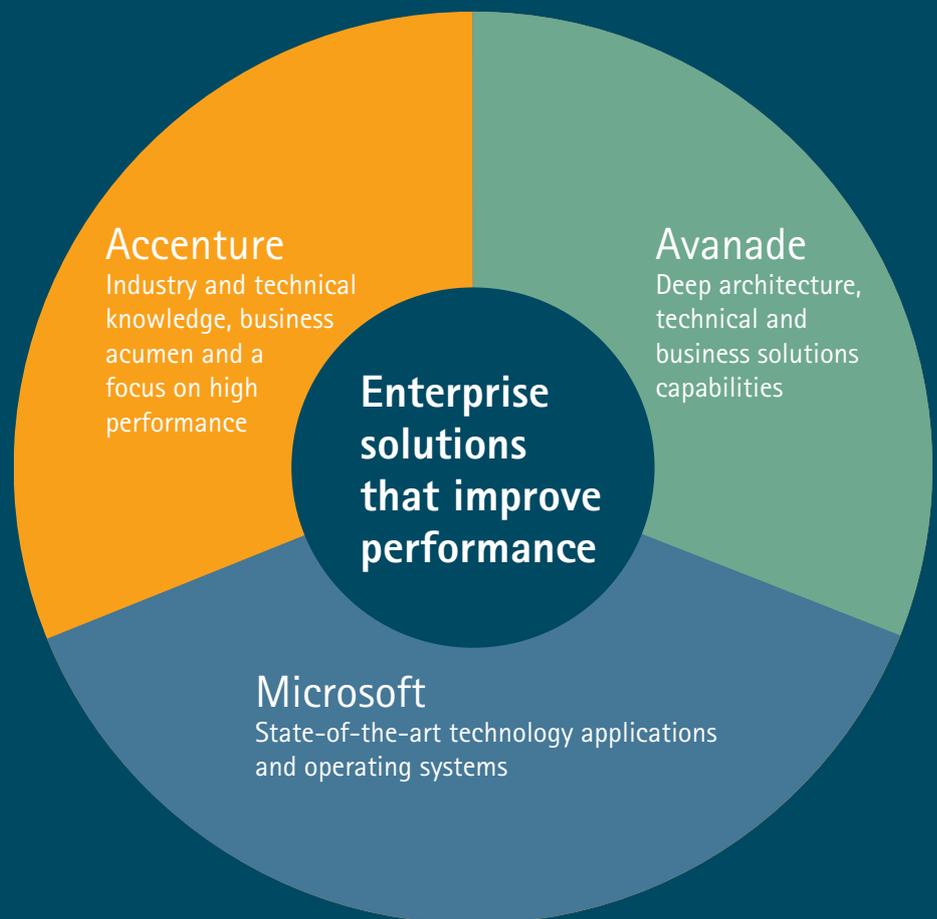
Accenture and Microsoft are distinguished in the marketplace by the complementary depth and breadth of our capabilities:

Accenture brings industry and technical knowledge, strategic insights, business acumen and extensive implementation experience to help align your business and technology strategies and help you achieve high performance.

Microsoft offers market-leading, enterprise-ready technologies, platforms and services to help you enhance your technology investments.

In addition, **Avanade** provides deep technical capability in Microsoft technologies while also providing established architectures, frameworks, methodologies and a worldwide network of Microsoft-certified consultants to help you define a road map for cohesive deployment.

Together, these companies give clients access to broad, deep knowledge pools and extensive shared leading practices— with more than 110 implemented solutions and over 55,000 skilled Microsoft consultants. Avanade alone has grown to over 16,000 employees, with over 17,000 Microsoft certifications. Together, Accenture and Avanade have earned 24 gold competencies in the Microsoft Partner Network. We also have been selected as Microsoft's Enterprise Partner of the Year for an unprecedented six years—and the only one to have won in three consecutive years.

Accenture
Industry and technical knowledge, business acumen and a focus on high performance

Avanade
Deep architecture, technical and business solutions capabilities

Enterprise solutions that improve performance

Microsoft
State-of-the-art technology applications and operating systems

Accenture and Avanade: Improving business performance with Microsoft-based solutions

As a decision-maker, your goal is to enable your organization to achieve and sustain high performance in its chosen marketplaces. In pursuing this objective, you come up against key challenges that change and evolve in line with ongoing shifts in the customer, competitive, economic and technology environments.

If your core responsibility is line-of-business decisions, you may be facing one or more of these challenges. Perhaps you need to help senior management and employees balance current needs and future opportunities more effectively by determining where and how the organization should look to invest and compete. Or maybe your current requirement is to guide your organization to outperform the competition in terms of revenue, profitability and total return to shareholders. Then again, perhaps your most pressing need is to achieve sales and business performance improvements over current levels.

If technology decisions are your main focus, then you may have a different set of immediate priorities. It may be that you need to align your organization's strategic technology investments more closely with business goals to take advantage of growth, operational and competitive opportunities. Alternatively, you may be seeking to implement technologies that will improve the effectiveness of the enterprise workforce. Or perhaps you need to be able to introduce business solutions more rapidly and effectively to take advantage of changing market conditions and improve organizational agility.

Accenture and Microsoft: teaming with Avanade for delivery success

All of these challenges are united by a single core theme: improving performance. According to Accenture's ongoing research into the characteristics of high-performance businesses and governments, there are three building blocks of high performance:

• Market focus and position, which results in better decisions.

• Distinctive capabilities, which results in better practices.

• Performance anatomy, which results in better organizational mindsets.

For organizations looking to improve performance, Microsoft-based solutions have the ability to help build distinctive capabilities in critical areas and improve the effectiveness of the workforce, in turn supporting the journey towards high performance.

The Accenture and Microsoft alliance achieves these outcomes for clients by delivering business and technology insights that enable and drive improved performance, backed by enterprise solutions and services with a track record of performance.

Accenture works closely with Avanade and Microsoft to offer clients in all industries the unique combination of Microsoft's market-leading, enterprise-ready services and solutions. Microsoft's value and lower total cost of ownership, combined with Accenture's deep industry knowledge, strategic insights and world-renowned delivery skills, along with Avanade's Microsoft capability and innovation make an unbeatable match to achieve successful results. This one-of-a-kind blend of ingredients enables us to work closely with organizations to quickly develop and implement innovative solutions that help them improve performance and achieve extraordinary business value.

Accenture, Avanade and Microsoft: Creating value for our clients

For all of our clients, the Accenture, Avanade and Microsoft relationship brings:

Innovative and game-changing ideas that drive competitive advantage

Accenture's ability to create new solutions based on Microsoft's enterprise technologies is due, in large part, to the strong relationships that Accenture and Avanade have forged with Microsoft. Our deep relationship within Microsoft and access to Microsoft product groups, consultants, labs and new technologies provides unmatched insight into innovative uses of the Microsoft platform and technologies at scale. This also enables the alliance to work with clients to utilize next-generation Microsoft technology to their advantage through participation in Microsoft early adopter programs.

We frequently engage in a three-way exchange of ideas, brought to life in client locations around the world and through client-facing demonstrations at the Accenture Technology Labs, Microsoft Technology Centers and the Accenture and Avanade Solutions Showcase at Microsoft.

The Accenture and Avanade Solutions Showcase at Microsoft is dedicated to demonstrating the benefits of bringing together the business process and industry knowledge of Accenture with Avanade's technology skills to deliver mission-critical solutions on the Microsoft platform. The Showcase builds proofs of concept, shares cutting-edge solutions and gives businesses and governments the opportunity to experience these innovations first hand through interactive demonstrations and comprehensive briefings.

In addition, we are currently developing industry-specific prototypes using Kinect for Xbox 360, a user interface that gives individuals or groups the opportunity to interact with devices and content by using hand motions and gestures to manage objects on the display. Kinect-enabled applications help users simplify increasingly complex purchasing decisions by providing all the relevant product or service information at their fingertips and making the purchasing process collaborative.

Accenture and Avanade are also committed to implementing cloud computing solutions on the Windows Azure platform that can help clients improve performance and reduce costs. Our number of client successes continue to solidify our position as a leading Windows Azure implementer. For example, we implemented a solution that delivered a scalable, cloud-based IT infrastructure that enhances a client's supply chain and volunteer management solutions and lowers its IT costs with a pay-as-you-go model.

A delivery excellence approach marked by quality and speed

With established methodologies, process and tools, we accelerate the predictable delivery of solutions to clients with the objective of reduced risk. We serve our clients through multiple delivery options—onshore, offshore, near-shore or any combination thereof—to drive quality solutions, greater efficiencies and cost savings.

A record of performance

Drawing on our extensive experience across all industries and business functions, we help clients reduce the risks associated with designing and implementing mission-critical solutions. Together, Accenture and Avanade have collaborated on more than 10,000 Microsoft-based business and public services projects for more than 3,700 global clients.

A collaborative model that continually strengthens our delivery capability—thereby sharpening our clients' competitive edge

Accenture and Avanade know first-hand how to use Microsoft technologies for maximum advantage. For example, Accenture and Avanade run their own company-wide business applications on the Microsoft platform. Both companies are able to apply valuable insights from internal deployments and operations to help clients around the world meet their business requirements. Microsoft also uses Accenture and Avanade services. Currently, we are managing a range of finance, accounting and procurement functions for Microsoft under a seven-year outsourcing arrangement.

A deep understanding of technology

We understand the issues that keep executives up at night. We offer practical, insightful solutions that allow you to address your most pressing business challenges.

In short, the synergies generated between Accenture, Avanade and Microsoft are strong—and getting stronger all the time. Our combined experience and knowledge are unmatched and our collaborative approach is second to none.

Alliance
delivering results

A Fortune 500 healthcare provider migrated its 35,000 employees to Windows 7 and saved up to $14 million in the process.

A global leader in supply chain management for humanitarian relief moved to a Windows Azure platform, reducing data center costs by 80 percent and server-related costs by 20 percent overall.

Alliance delivering results

A global leader in digital display technology built a new business management infrastructure with Microsoft Dynamics AX and implemented Microsoft Dynamics CRM to help sales and drive revenue, resulting in a 125 percent increase in productivity and a 65 percent reduction in annual IT costs.

Solutions and capabilities

Regardless of your industry, Accenture and Avanade provide a broad range of technology services and solutions that help organizations improve their performance and achieve their business goals. These services and solutions address specific business challenges and opportunities leveraging Microsoft technologies, from creating more efficient and effective IT infrastructures to enabling global collaboration; and from developing and managing applications to delivering a step change in marketing and customer service capabilities.

Working together, Accenture, Avanade and Microsoft offer services and solutions for:

Application Development

As the need for application development increases to meet the growing demands on business, it is vital to take an integrated and standardized approach that can improve cost and speed without compromising the ability to deliver business-critical applications. Using packaged solutions can often mean a gap between what's required and what's delivered. The result? Expensive and time-consuming customization.

We provide an alternative to packaged solutions that offers all the application development flexibility required at speed and at lower cost. Using the Microsoft .NET Framework, we have created countless applications for our clients. As recognition of our accomplishments, Accenture and Avanade were recently named Microsoft's Alliance Partner of the Year—Application Platform for demonstrating leadership in driving Microsoft-based Application Platform solutions.

Over time, many organizations have built up a complex environment for application development that prevents them from reacting fast to new opportunities. By migrating to a cloud-based environment, organizations can increase their agility and speed of response to support development of the applications that enable them to react fast to new business opportunities.

As the distinction between physical and digital collapses, being able to reach customers and collaborate within the enterprise through any number of digital touchpoints is an increasingly critical ability. Accenture and Avanade's digital marketing, mobility and connected commerce services help businesses better understand and engage with customers digitally to drive competitive advantage.

Application Development services and solutions are delivered on a wide range of Microsoft products consisting of Microsoft SQL Server, Microsoft SharePoint Server, Windows Azure, SQL Azure, Windows Server, Microsoft Surface and Windows Phone.

Business Intelligence

Turning data into a strategic asset is a business imperative in today's connected and data-rich world. Our Information Architecture and Enterprise Performance Analytics solutions provide the tools and knowledge to create analytic and data management capabilities that can drive competitive advantage by managing an increasing deluge of data within organizations, turning it into strategic information and ultimately into actionable insights.

We provide a comprehensive solution set that can accelerate deployment, lower costs and reduce risks. Our Business Intelligence services offer:

- Greater enterprise efficiency
- Intelligent insights leading to actionable information
- Rapid recognition and responses to market opportunities
- Sustainable strategy for scalable data management and architecture

Business Intelligence services and solutions are delivered on the Microsoft Business Intelligence platform consisting of SQL Server, SharePoint Server and Windows Phone.

Collaboration

In a global economy, teams can often be dispersed widely across countries and time zones. But they need to share content, information and ideas as if they were in the same room. Creating an effective platform for collaboration is therefore essential, and our services and solutions create agile and responsive platforms to enable teams of any size— and in any location—to communicate and share information.

Our Enterprise Collaboration services have helped many organizations connect their geographically dispersed people with all the tools they need to collaborate effectively. Based on SharePoint Server, Microsoft Lync Server and Microsoft FAST Search Server for SharePoint, our services can make sure that knowledge and information is available where, when and by whom it is needed.

Our industry specialists work with clients to develop solutions that meet exact requirements and goals, and are able to deliver:

• Lower costs and improved organizational effectiveness

• An enterprise class infrastructure with a single platform that integrates digital collaboration, unified communication and presence tools without the need for custom application development

• Support for a mobile workforce across a wide variety of devices

• Role-based portals that deliver extensive information to stakeholders

Technology Infrastructure

From the data center to the desktop, our Technology Infrastructure services help businesses create more efficient, scalable and flexible IT infrastructures. Our services integrate clients' existing investments in applications with an efficient and flexible infrastructure that reduces complexity and boosts agility.

Offerings include migrations to Microsoft Office 365, datacenter optimization and virtualization, desktop and workplace infrastructure and private cloud services.

Optimizing desktop and applications for all employees can be a costly proposition. Accenture and Avanade can help lower costs and enhance users' experience with a number of services and solutions including cloud- based productivity and streamlining application and operating system management.

Related Microsoft technologies for Technology Infrastructure services and solutions consist of Microsoft Exchange Server, Microsoft Office, Microsoft System Center and Microsoft Hyper-V Server.

In addition, Accenture and Avanade were acknowledged for experience in helping clients migrate to Windows 7 by being awarded a recent Microsoft Desktop Partner of the Year award.

Customer Relationship Management

Managing customer relationships effectively has always been important. Today, it's essential.

Customers are more demanding, less willing to tolerate what they perceive as poor service and more willing to consider alternatives if their concerns are not addressed swiftly and decisively. And with multiple channels available for customer interactions it's never been more critical to have a platform that is sufficiently agile, flexible and scalable to address their needs today and in the future.

As leading business services providers of Microsoft Dynamics CRM solutions, Accenture and Avanade come together to deliver integrated industry solutions that help organizations identify profitable opportunities to increase sales, improve customer management and strengthen customer loyalty. As a past recipient of the Microsoft Dynamics CRM Partner of the Year award, Avanade has developed a leading reputation supporting companies to improve their customers' experience with highly adaptable and scalable CRM solutions.

The Microsoft Dynamics CRM platform provides Accenture and Avanade with a powerful platform upon which to create and deliver innovative industry solutions that help our clients better engage their customers through improved business intelligence and process automation. Traditional CRM solutions have focused on sales, marketing and service. Our solutions go beyond these capabilities to generate added value through improved productivity and efficiency across our client's organization. By designing our solutions around the needs of specific industries, we avoid the need for lengthy and costly customization, allowing our clients to deploy custom CRM solutions at a fraction of the price.

To learn more about how your organization can unlock business value and realize results by leveraging Microsoft Dynamics CRM solutions, visit www.CRMx3.com.

Enterprise Resource Planning

Enterprise Resource Planning (ERP) services underpin many organizations' abilities to operate in economies and industries that are subject to rapid change, creating opportunities and challenges. Agility, flexibility and tight integration are all key elements of ERP performance.

Offered as both Software-as-a-Service (SaaS) and on-premises deployment, we provide ERP Design, Build and Run services based on Microsoft Dynamics AX. Services cover two-tier ERP, which is particularly suitable where a global ERP solution exists, but is not deployed in all subsidiaries, branches or locations. Our solutions link manufacturing, supply chain, finance, customer relationship management, business services and human resources management processes intended to simplify your global operations. Most importantly, our solutions are scalable, flexible, cost-effective and designed to boost business productivity and profitability. In addition, Accenture and Avanade have recently been recognized by Microsoft as Dynamics Distribution Partner of the Year for exhibiting excellence in providing innovative and unique solutions based on Microsoft Dynamics to clients in the distribution industry.

Outsourcing

Accenture and Avanade's Application Outsourcing services allow organizations to confirm that they have the Microsoft technologies they need to meet their business requirements at significantly reduced total cost of ownership across the enterprise while maintaining high levels of service. Available across the range of Microsoft enterprise technologies, our Application Outsourcing solutions can increase speed to value and enhance ROI by shifting from in-house application maintenance costs to value-driven projects.

Our Application Capacity services provide a long-term solution for on-demand access to a custom range of skilled IT resources to work on a variety of tasks. Speed of response and flexible service combine with competitive rates to help organizations lower their costs while supporting resource availability for rapid project availability.

We provide Infrastructure Outsourcing services across six key service areas: service desk, workplace services, data center services, network services, security services and Accenture IT spend management. Our high-quality resources can supplement in-house resources in one or more areas, or we offer complete end-to-end management across any and all lines of service.

Alliance
delivering results

A Japanese construction and transportation equipment company cut costs related to reporting by 15 percent with a business intelligence platform using SQL Server and SharePoint Server.

Industry-specific solutions and capabilities

Together, Accenture and Avanade provide a comprehensive portfolio of industry-specific solutions designed to help our clients use Microsoft technologies to improve business performance. Across all industry segments, we have developed specific, pre-integrated solutions built on Microsoft technologies that are designed to address the industry's marketplace challenges and achieve business value faster.

Communications, Media and Technology

We help Communications, Electronics & High Tech and Media & Entertainment organizations leverage innovation and enhance business results by seizing the opportunities made possible by the convergence of communications, computing and content. For example, we offer a solution for Media & Entertainment businesses that integrates a client's broadcast, advertising and financial systems with 360-degree views of advertising sales, inventory and customers.

Resources

With a focus on serving organizations in the chemicals, energy, forest products, metals and mining, utilities, oil and gas, and related industries, our solutions look to integrate processes and technologies to help clients achieve successful results. We provide solutions to utilities, such as fossil fuel-powered generation facilities, wind energy and downstream refineries, including the ability to monitor plant floor equipment performance, thus providing real-time information to decision makers. We also help oil and gas businesses integrate oilfield data delivery and analysis streams for collaborative and connected oilfield operations.

Financial Services and Insurance

We aim to help enable banking, capital markets and insurance companies to transform and enhance their business models, technology, talent resources and customer relationships in ways that create competitive advantage and sustainable results. As one of a number of financial services solutions we offer, our Front Office Transformation solutions for financial services, built on Microsoft technologies, help banks and insurers to improve distribution efficiency, decrease front office costs and drive customer satisfaction. And for Insurance carriers, we offer a suite of core Insurance software that has Claims Components, Policy Components for Property and Casualty and Life Insurance Platform solutions.

Health and Public Service

From helping to improve the quality, accessibility and affordability of healthcare to empowering public-service entities to increase efficiency, improve service delivery to citizens and reduce overall costs to address budget deficits, our Microsoft-based solutions can help. Our solutions for the healthcare industry, for example, enable those organizations to turn information into actionable intelligence using innovative software and services based on Microsoft Amalga and HealthVault.

Products

Our solutions leverage Microsoft technology and help improve processes for air freight and travel services, automotive, consumer goods and services, industrial equipment, infrastructure and transportation services, life sciences and retail organizations. Our solutions for transport and travel businesses, for example, have integrated electronic ticketing systems and Accenture's Navitaire airline management and reservation systems.

Alliance
delivering results

A British utility cut its energy and chemicals consumption by 10 percent in 12 months with a business intelligence solution built on SQL Server with SharePoint.

An oil and gas exploration company cut drilling costs by 20 percent and reduced the platform incident rate by 40 percent with an online application based on .NET and SharePoint Server to track drilling.

For more information on how Accenture, Avanade and Microsoft can help you build a strong foundation for growth and improve performance through innovative and cost-effective business solutions based on Microsoft technologies, please visit:

www.accenture.com/microsoft

www.avanade.com

www.microsoft.com/accenture

About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with 257,000 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 Aug. 31, 2012. Its home page is www.accenture.com.

About Avanade

Avanade provides business technology solutions and managed services that connect insight, innovation and experience in Microsoft technologies to help customers realize results. Our people have helped thousands of organizations in all industries improve business agility, employee productivity and customer loyalty. Additional information can be found at www.avanade.com.

About Microsoft

Founded in 1975, Microsoft (Nasdaq "MSFT") is the worldwide leader in software, services and solutions that help people and businesses realize their full potential. Visit www.microsoft.com.

ACC12-1640U/9-2033

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