



CATEGORY

Managed Services

REGIONS SUPPORTED

North America
Latin America
Europe/Middle East/Africa
Asia-Pacific/Japan

YEAR FOUNDED

1989

CORPORATE HEADQUARTERS

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Efficiency First® Certified Solution Vendor Profile

ACCENTURE

Accenture is one of the world's leading professional services companies, with capabilities in strategy, consulting, digital, technology and operations. We help organizations maximize their performance and achieve their vision. We develop and implement technology solutions to improve our clients' productivity and efficiency—and may run parts of their operations on their behalf. Ultimately, we enable our clients to become high-performance businesses and governments.

Accenture is uniquely differentiated in the marketplace through our...

- Trusted client relationships
- Industry differentiation
- Global footprint
- Technology leadership
- Operational excellence

Everything we do to execute our strategy and deliver our vision comes to life through our more than 336,000 people, all connected by the Accenture Way. The Accenture Way is how we do things, how we innovate, collaborate, operate and deliver value. It's how we interact with our clients—and each other. From giving back to the communities where we work and live, to inspiring our people, to serving our clients and creating value for our shareholders—in everything we do, we deliver high performance.

KEY SERVICES

- Invoice Processing
- Invoice Management
- Contract Management
- Audit and Optimization
- Inventory Management
- Service Ordering / Provisioning
- Dispute Management
- Reporting and Analysis
- Telecom Management Consulting



SERVICES OVERVIEW

Accenture offers a variety of Telecom Expense Management Process Outsourcing (TEMPO) to meet the demands of customers. Basic services include invoice management, auditing, dispute resolution, inventory management and reporting capabilities. Extended managed services encompass service order management, financial and accounting management and audit/optimization services.

The TEM practice operates from seven (7) delivery centers across the world and supports 17 different languages.

EFFICIENCY FIRST® SOLUTION CERTIFICATION

During the extensive Efficiency First® Solution Certification Program, Accenture TEMPO's alignment of fixed and mobile telecom expense management services was evaluated and certified against stringent Efficiency First® Framework principles; performance and client experience were also evaluated and scored.

Accenture TEMPO's solutions were certified for alignment with the Efficiency First® Framework Model activities as follows:

Fixed Telecom Service Management Solution Alignment:

- Asset Inventory Management
- Auditing
- Budgeting & Forecasting
- Business Analysis
- Change Control
- Contract Management
- Disaster Recovery
- Exception Management
- Governance
- Help Desk
- Invoice Processing
- KPI Measurement
- Network Design
- Optimization
- Policy
- Project Management
- Regulatory Compliance
- Reporting
- Risk Management
- Security
- Service Delivery
- Service Inventory Management
- Service Ordering
- Sourcing & Procurement
- Strategy



Mobile Telecom Service Management Solution Alignment:

- Asset Inventory Management
- Auditing
- Budgeting & Forecasting
- Business Analysis
- Change Control
- Contract Management
- Disaster Recovery
- Exception Management
- Governance
- Help Desk
- Invoice Processing
- KPI Measurement
- Mobile Device Management
- Network Design
- Optimization
- Policy
- Project Management
- Regulatory Compliance
- Reporting
- Risk Management
- Security
- Service Delivery
- Service Inventory Management
- Service Ordering
- Sourcing & Procurement
- Strategy

KEY STRENGTHS

AOTMP Perspective

AOTMP identified several notable strengths during the Efficiency First® Solution Certification Program:

Process: Accenture TEMPO helps clients harmonize lifecycle management processes across the globe resulting in efficiency gains.

Automation: Innovating to continuously drive process automation benefits its clients by delivering consistent and reliable client experiences.

Value Proposition: Accenture TEMPO maintains a laser focus on delivering scalable and cost-effective TEM solutions with experienced offshore delivery resources equipped with deep IT and telecom billing knowledge.

Resources: Managed services team resources engage in continuous training to enhance service levels for clients.

Customer Experience: An assigned Client Service Manager serves as a single point of contact and support advocate for each client during the life of the engagement. By maintaining a single point of contact, clients benefit from continuity of knowledge, experience and performance in true trusted advisor fashion.



Enterprise Perspective

Accenture TEMPO's clients identified financial and operational benefits gained by the business relationship.

Clients specifically cited a cost savings benefit that delivered positive financial impact. Additionally, service-to-cost performance of nearshore delivery as compared to the high cost of onshore options in certain countries was cited as a positive benefit.

Operational benefits cited by clients include reductions in internal staff requirements, unified global process efficiencies, and process visibility.

Efficiency First® Solution Certification

AOTMP Efficiency First® Certified Solution status is achieved by vendors that complete a certification program. The Program consists of diagnostic and scoring elements in which the vendor's solution capabilities are evaluated for alignment with AOTMP's Efficiency First® Framework, a disciplined best practice-driven approach to managing telecom, mobility and technology environments.

Solution capabilities are then analyzed and scored against a standardized Efficiency First® Vendor Solution scoring scale, using performance data collected from the vendor and client performance ratings collected directly from the vendor's clients.

AOTMP Efficiency First® Certified Solution vendors possess solution capabilities aligned with Efficiency First® Framework principles and are likely to positively impact the efficiency of an enterprise's telecom, mobility and technology environment and their adoption of the Framework.