





IT Sourcing

From Strategy to Tech Transformation

Lecture

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Your speaker for today



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2013 - 2017 B.Sc. Computer Science @ Uni Koblenz M.Sc. Web and Data Science
@ Uni Koblenz
2017-2020



Junior Consultant
@ LEXTA CONSULTANTS GROUP
2020 - 2021



Consultant

@ Accenture
since 2021



Working Student Cloud Development

@ NTT Data

2017 - 2018



2x Erasmus @ Athens, Greece 2016 & 2018





Agenda



Life as technology strategist @ accenture: A day in the life of a management consultant



Sourcing your IT services - It's more than just outsourcing



Tech transformation & operating model development



Q&A

All consultants do / are / can ...

Which stereotypes do you associate with consultants / consulting?









All consultants do / are / can ...

Common Bias vs. Reality @ Accenture

Working 24/7

"All consultants work all day everyday with no work-life balance".



Overpaid

"All consultants are overpaid for what they are actually doing".



Inappropriate travel

"All consultants are traveling in an inappropriate way with expenses booked to the client."







Working your schedule

Sure, consulting is not your typical 9 to 5. At Accenture **you** are responsible for your working hours.



Pay in line with the market

Every beginning is hard. As you gain more experience you'll get new negotiation opportunities every year.



Travel

Sometimes you will be able to work from home. When it comes to travel, it is highly recommended to travel by train.



As a consultant you should bring along a set of different skills

Skillset of a consultant



As you work in different projects in parallel you must be able to organize and structure your work efficiently. You can adapt flexibly to new requirements.



You can grasp difficult topics and issues in detail and yet you do not lose sight of the big picture.



You are able to solve complex problems and have a solution-oriented attitude.



You keep the overview and foresight of happenings and upcoming challenges.



You are enthusiastic about technological innovations, and you are able to convey this curiosity in your customer projects.



TECHNICAL KNOWLEDGE

With your university degree you have acquired technical knowledge and a set of abilities that enriches our company and projects.

Do not worry if you do not dispose of in-depth IT knowledge!



SERVICE ORIENTATION

As a consultant you are working closely with companies and clients. A service-oriented attitude is vital for the client relationship.

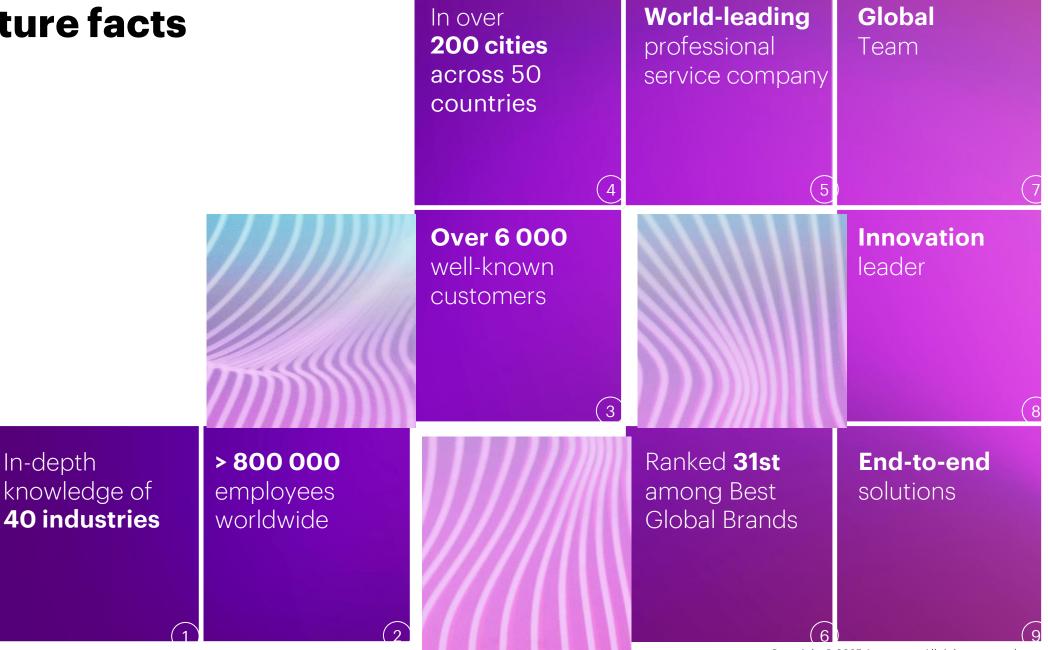


"Teamwork makes the dream work!" You should be reliable, empathic and you should like to work in a team.



Accenture facts

In-depth

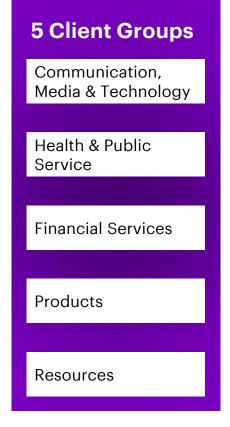


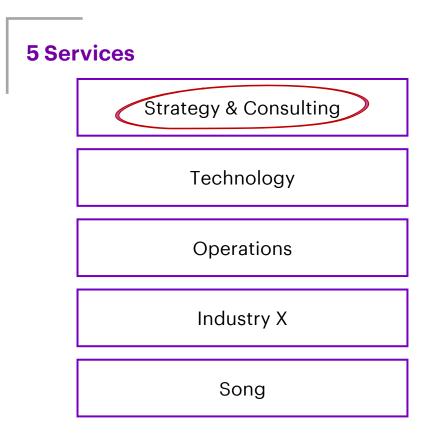
Accenture consists of three markets, five client groups and five services

Accenture at a glance

While the theme of transformation is common across the globe, it plays out at the intersection of industry, technology and geography. We see growing and significant differences by country. We need to be able to move more seamlessly from local to global, and from global to local, to maximize this competitive advantage.







Locally in ASG, our strong team of 3000+ people bundles unique expertise in growth, functional and industry topics



CAPABILITY NETWORK

TS&A is the client's leading advisor in shaping their technology vision and transformation journey Tech Strategy & Advisory

Core Capabilities



Cloud Acceleration & Innovation

Drive the strategic planning of our clients' multi-year Cloud journeys with a clear industry focus



Enterprise Agility / Operating Model

Transforming business and technology to achieve agility at scale and competitive advantage



Data Led Transformation

Using data, analytics, and cloud platform capabilities to provide insights that deliver measurable value to clients



Technology Value

Performance management of the IT organization, cost transparency, value of IT and prioritization of IT initiatives

Industries









Communication. Media & High-Tech

Products & Mobility

Financial Services Health & Public Services

Energy, Resources & Chemicals

Our team



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rank us in 2024:

IT Strategy

Data Analytics & Big Data

Digitization

IT-Implementation

Internet & E-Commerce

Technology &

Telecommunications

Innovation & Growth

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Q&A

Each of us already outsources many processes or services to external providers

(Out)sourcing in your daily life

Mobility

Gaming

Entertainment

etc...

















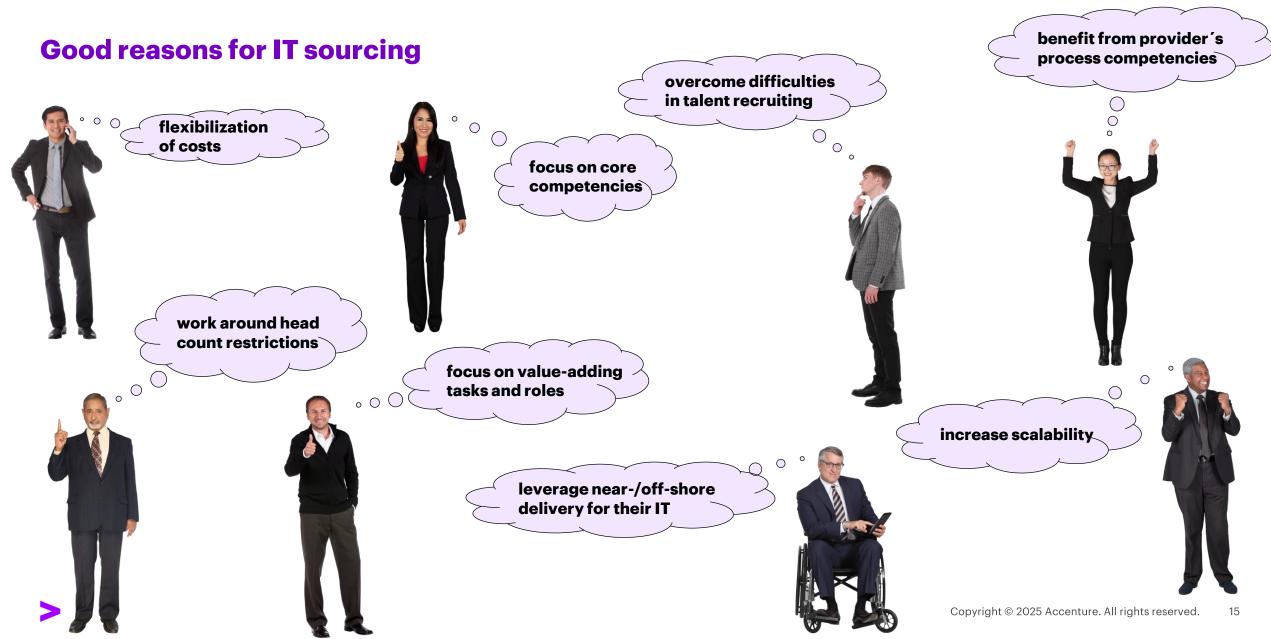








The typical motives for (out-)sourcing are numerous



The holistic approach for IT sourcing can be individually tailored for client demands and needs

IT Sourcing Approach















Sourcing strategy

- Sourcing strategy
- Make or buy assessment
- Restructuring of the IT department

Proposal and tender process

- Requirements analyses
- · Tender management
- Contractualize IT
- Commercial evaluation
- Negotiations

Transition and Transformation

- Project management
- SME support
- Organisational change and transformation

Provider management

- Service Integration and Management (SIAM)
- Provider consolidation
- Price benchmark



Sourcing advisory keeps the competitiveness of global IT services in focus

Areas of expertise

Solution / services

- Mapping customer orientation with IT delivery
- Virtualized / containerized services with technical implementation in hybrid delivery models
- Adjusting performance-based retained organisation
- Market advisory

Transition & transformation

- Determination of transition and transformation readiness
- Provide support for business unit communication across stakeholder whenever appropriate and necessary



Commercial and pricing

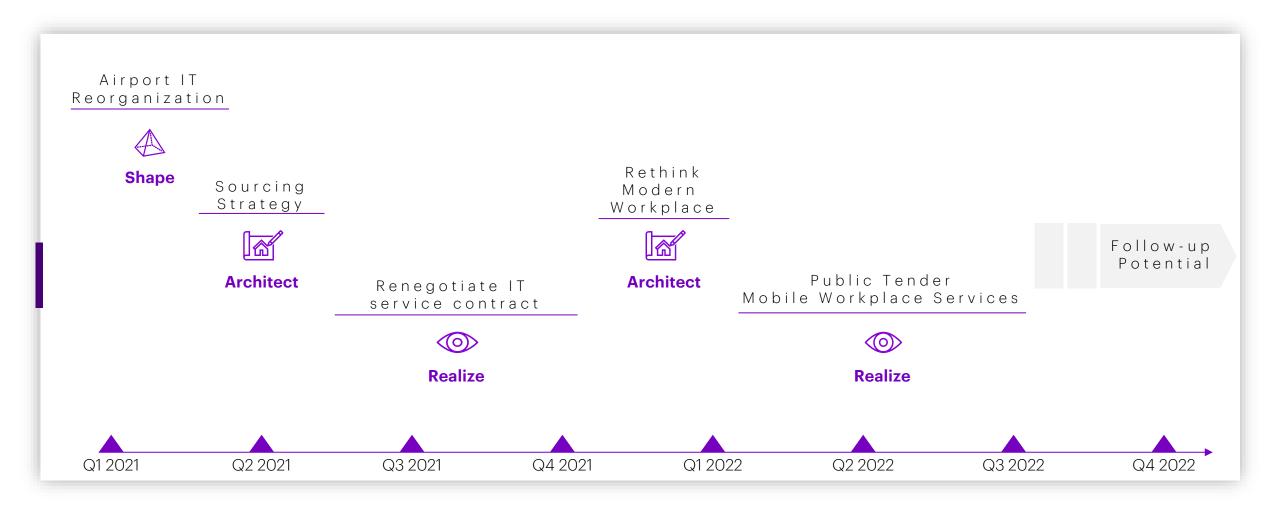
- Improvements to controllability, transparency, flexibility and standardization
- Price **allocation and targeting** with business case calculation
- Evaluation of proposal against market standards and conformity

Contracting

- Modular and flexible contract framework templates and tooling available
- Statements of work include high level of details, especially for service levels and performance indicators
- Using the market-standard will increase contractual usability

Projekt showcase: In several phases, we led our client on his transformative journey

International Airport: Shape, Architect & Realize



The special service provider set-up at the airport has been a barrier to meaningful change in the past

International Airport: Background & client challenges

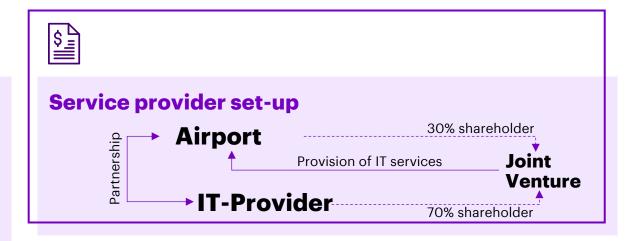


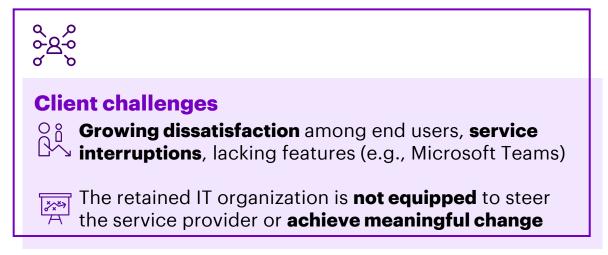
Background





- O > O The airport is a **critical key client** of the joint venture; likewise, it is **dependent** on the provider's know-how
- The 2005 outsourcing agreement is out of date, lacking state of the art governance, SLAs and steering options
- We were **the 4th management consultancy** in 3 years which was hired by the airport







We realize client value by leading the client through its IT service landscape transformation

International Airport: Our Approach & Client Value



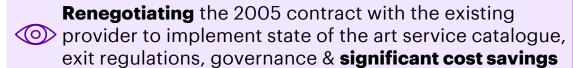
Our Approach



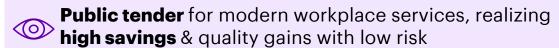
Strategic reorganization of IT by evaluating target scenarios, rebuilding the retained IT organization and drafting a transformative business case

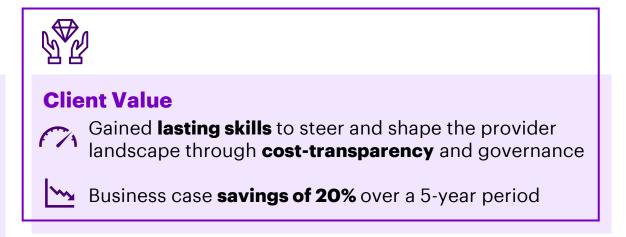


Developing a sourcing strategy that **dissolves the**dependency and implements a multi-provider model













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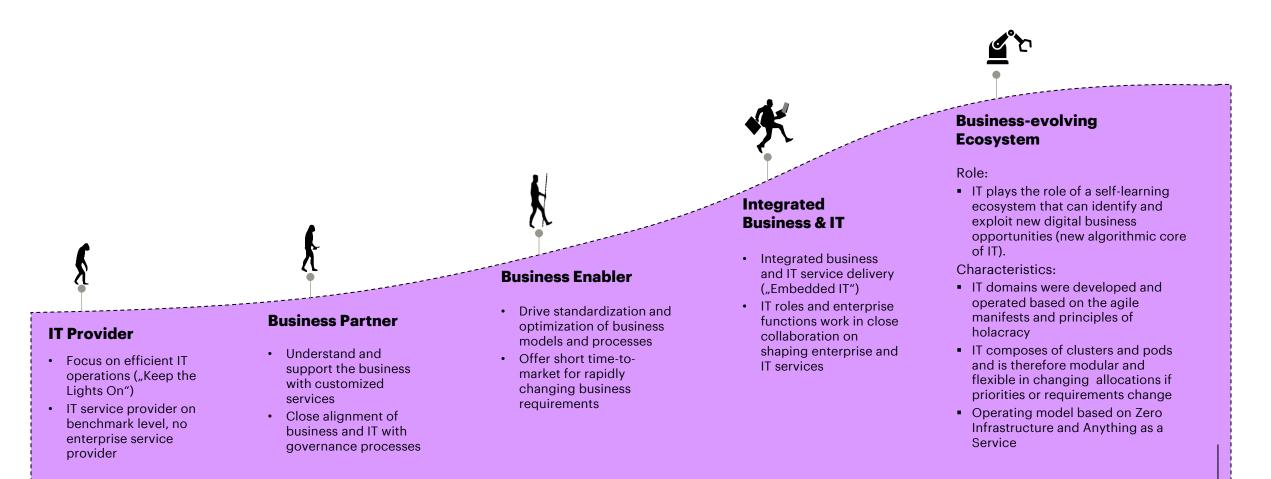
Tech transformation & operating model development



Q&A

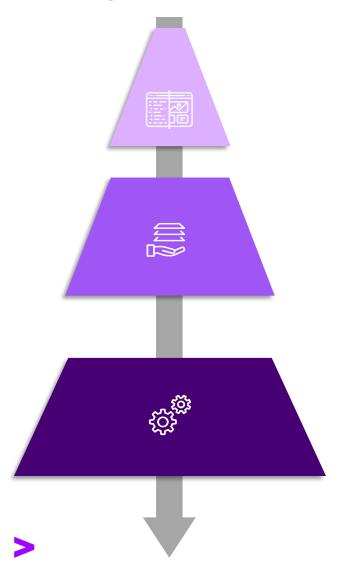
The importance of IT in companies has increased in recent years and will continue to become business-critical in the future

Development and positioning of IT functions



IT sourcing strategy approach shifts focus from just cost to driving business outcomes and value creation

Shifting focus to value creation



Transactional Outsourcing

Service provider with focus on processing outsourcing scope, driving productivity savings

Objective: Labor arbitrage, speed to value, productivity, efficiency

Measurement: Cost per head, cost per transaction, SLAs

Example: Manage and process collections and disputes, and drive productivity in process through RPA

Business Outcomes Enablement

Strategic partner that applies data analytics and other tools to outsourcing scope to drive business outcomes

Objective: Business outcomes, value creation, stakeholder experience

Measurement: Working capital improvements, greater operating cash flows

Example: Run advanced analytics to derive actionable recommendations for collection strategy.

Drives increase in cash collections, working capital savings and decreased bad debts

End-to-End Transformation

Strategic partner that takes an end-to-end view to transform orgs & to reimagine holistic end-to-end processes

Objective: Innovation, retained organization transformation

Measurement: Revenue uplift, value creation, level of digitization, next level performance

Example: Deploy Intelligent Order Application to identify potential issues at the time of order creation

(upstream from outsourcing scope) to generate alerts and prescribe corrective actions.

Drives reduction in order cancellations and increase in cash collections

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Q&A

You would like to join our team?

We offer various opportunities









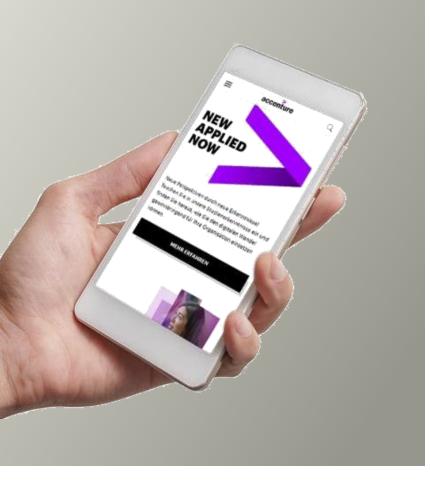
We are looking forward to your application!

What else do you want to know?

Questions and Answers



How to contact us Step into your future



YOUR CONTACT...



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MORE INFORMATION ABOUT ACCENTURE AND YOUR CAREER OPPORTUNITIES ON OUR CAREER WEBSITE:

https://www.accenture.com/de-de/careers

