Vendor Rating: Accenture

Published 15 January 2024 - ID G00786665 - 23 min read

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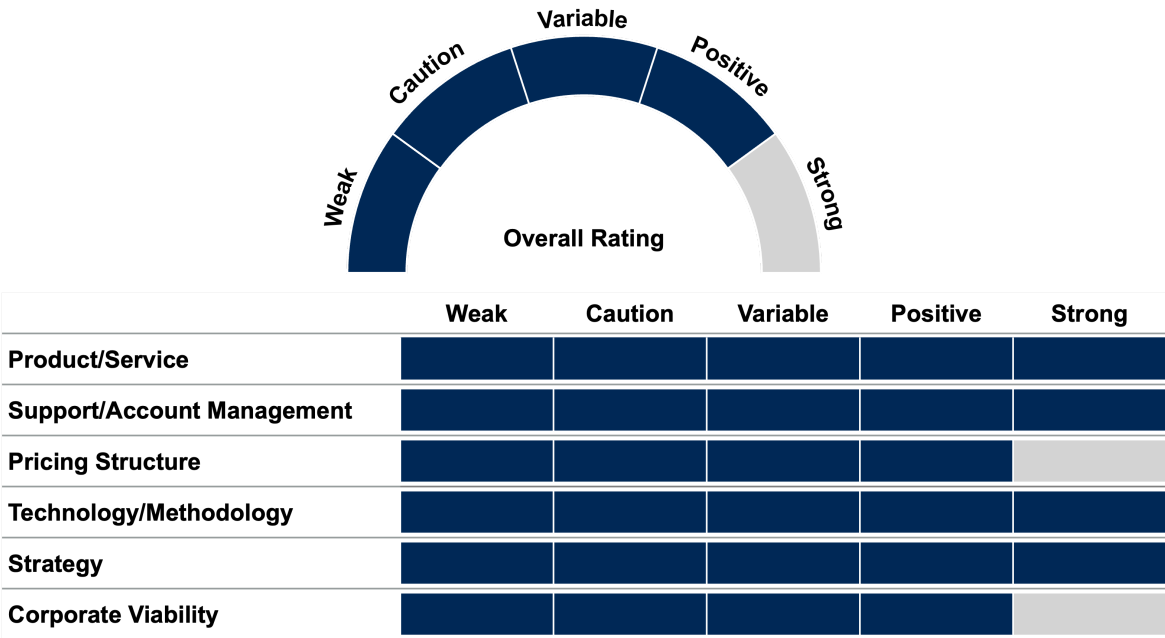
Initiatives: IT Sourcing Strategy Development and Execution

> Accenture continues to be the market share leader in the IT services industry. IT leaders and their organizations should consider Accenture as a global-scale provider of IT services and consulting, with major investments in industry expertise, emerging technologies and an asset-led approach.

Overall Rating: Positive

Figure 1. Vendor Rating for Accenture

Vendor Rating for Accenture

	Weak	Caution	Variable	Positive	Strong
Product/Service					
Support/Account Management					
Pricing Structure					
Technology/Methodology					
Strategy					
Corporate Viability					

Source: Gartner (January 2024)
ID: 786665

Overall Rating: Positive

Gartner's overall vendor rating for Accenture remains **Positive**. Accenture did not have a major change in its strategy and go-forward vision since the last iteration of this report (in January 2023).

Accenture is a global professional services company that provides specialized skills across more than 40 industries and offers Strategy & Consulting, Technology and Operations services to clients in more than 120 countries.

Since 2020, Accenture has been the worldwide market share leader. In fiscal 2023, it surpassed $64 billion in revenue, with an increase of 8% in local currency from fiscal 2022. Critical success factors include its talent pool of about 733,000 professionals (as of 31 August 2023) with technology, functional and industry expertise, and a global delivery capability powered by a large network of advanced technology and intelligent operations centers.

Accenture's growth strategy is centered on delivering 360-degree value to its clients, employees, shareholders, partners and communities, helping them to continuously reinvent. Accenture helps its clients use technology to drive enterprisewide transformation including:

- Building their digital core

- Optimizing their operations

- Accelerating their revenue growth

In addition, the company's portfolio of services and solutions continues to expand and evolve, especially in the strategic areas of Cloud, Song, Industry X and Security, by capturing a wider reach within enterprise organizations and, often, placing Accenture ahead of its peers.

To achieve this growth, Accenture utilizes an organic and acquisitive investment strategy. Recently, acquisitions have played a more meaningful role in scaling the business in high-growth areas, adding skills and capabilities in new areas, and deepening functional and industry expertise. In particular, acquisition-related investment capital was $2.5 billion in fiscal 2023. Acquisitions were spread across 25 companies around the world, mostly in the areas of cloud and intelligent platform services, Industry X, data, artificial intelligence (AI), and security. Accenture also made significant investments in R&D, with a $1.3 billion investment ($200 million more than in its fiscal 2022), and a $1.1 billion investment in learning and professional development for its people. Accenture is planning to invest $3 billion over three years in AI to accelerate clients' reinvention, expanding its Data & AI practice and doubling its AI talent to 80,000 people through hiring, acquisitions and training.

In a very competitive labor market impacting all IT service providers, Accenture reported a 13% annualized voluntary attrition in fiscal 2023, down 6% from fiscal 2022. Accenture, like many of its peers, had to adjust compensation in order to attract and retain appropriate numbers of qualified employees. Given the overall inflationary environment, compensation has been increasing faster than in prior years, though this is moderating. In fiscal 2023, Accenture has reduced the impact of these compensation increases by improving pricing (which it defines as the contract profitability or margin on the work it sells), driving cost and delivery efficiencies, and changing the mix of people and technology it uses. [1]

Accenture's ability to grow revenue and maintain or increase its margin could be adversely affected if it is unable to:

- Match people and skills with the services and solutions clients are demanding

- Recover or offset increases in compensation

- Deploy employees globally on a timely basis

- Manage attrition

- Effectively assimilate new employees

- Effectively leverage advances in technology and assets to augment people-based delivery

Detailed Rating

Product/Service: Strong

	Weak	Caution	Variable	Positive	Strong
Product/Service	■	■	■	■	■

Accenture offers professional services in three key areas — Strategy & Consulting, Technology, and Operations. We continue to rate the company's offering as **Strong,** based on breadth and depth, completeness of vision, competitiveness, and a solid track record of execution.

At the core of Accenture's offering is its extensive network of about 733,000 employees who deliver deep industry and domain expertise. The service offerings are propelled by an ecosystem of strategic partners that includes more than 250 technology companies and emerging startups, across which Accenture has various levels of expertise and scale. Its top alliance partners — namely SAP, Oracle, Microsoft (see Note 1), Salesforce, Workday and Adobe, which collectively represent 33% of the worldwide enterprise software market [2] — are associated with roughly 40% of Accenture's revenue per Gartner estimates. These strong partnerships extend Accenture's skills and capabilities in the areas of modernizing core IT systems, transforming business processes and practices, and growing a more resilient enterprise, which combined represent the bulk of the current enterprise budget for IT services.

Accenture also leverages its 8,300 patents and pending patent applications worldwide to propel its innovative services and solutions. These include its proprietary platforms, software, reusable knowledge capital and other innovations, and it is supported by its innovation approach, which includes Accenture Research, Accenture Ventures and Accenture Labs, as well as its Studios, Innovation Centers and Delivery Centers.

This holistic approach, combined with an expansive service offering and robust portfolio of proprietary asset-based solutions, contributed to having 106 clients with quarterly bookings of greater than $100 million in fiscal 2023, up from 100 in the prior year. [3]

Below are brief descriptions of Accenture's three main service segments:

- **Strategy & Consulting.** Accenture's Strategy & Consulting works with Global 2000 organizations, helping them drive greater growth, enhance competitiveness, implement operational improvements, reduce cost and deliver sustainable 360-degree stakeholder value. Strategy & Consulting services rely heavily on industry and functional expertise, as well as on a globally standardized set of methodologies and proprietary assets and platforms (often co-developed with its ecosystem partners) that enable consistent and accelerated consulting sales and delivery. Sustainability is embedded throughout all service offerings. At the end of fiscal 2023, the Strategy & Consulting business reached approximately $14 billion in revenue, a decrease of 3% from the prior year, due to a slowed pace and level of client spending for smaller contracts with a shorter duration, and reduced demand in the Communications, Media & Technology industry group.

- **Technology.** Accenture Technology delivers cloud; application development, implementation and managed services; system integration; security; intelligent platform services; infrastructure services; software engineering services; and data and AI solutions. Accenture Technology includes the company's global network of Advanced Technology Centers, from which it delivers its services and is responsible for building and maintaining its extensive partner ecosystem. It leads the innovation and R&D activities on new technologies, including blockchain, robotics, 5G, edge computing, metaverse continuum and quantum computing. In fiscal 2023, Accenture Technology reached $41 billion in revenue, an increase of 12% from the prior year.

- **Operations.** Accenture Operations delivers business process services including (1) intelligent enterprise functions in finance, sourcing and procurement, supply chain, and human resources, (2) intelligent growth services including marketing, sales and customer operations, and (3) core industry-specific solutions, including banking, insurance, network operations and health services. Delivering compressed transformation through strategic managed services, Accenture Operations' portfolio focuses on accelerating clients' digitalization journeys, increasing business resilience, and providing talent development and scale to deliver 360-degree value, including growth, efficiency, profit optimization and sustainability. Accenture Operations services over 1,000 clients, using its proprietary operations platform, SynOps, as the core engine for workflow orchestration, process performance insights and operational management. In fiscal 2023, Accenture Operations reached $10 billion in revenue, an increase of 10% from the previous year, and employed 215,000 people.

Support/Account Management: Strong

	Weak	Caution	Variable	Positive	Strong
Support/Account Management	██	██	██	██	██

We continue to rate Accenture as **Strong** in Support/Account Management, based on its approach to building and retaining long-term client relationships and delivering value.

Core to Accenture's account management strategy is a keen focus on developing long-term relationships with its clients. This encompasses a strong adaptation to customer needs and taking advantage of new business opportunities, like GenAI or sustainability, where Accenture invested heavily in the current calendar year. Feedback from Gartner clients reports that account leaders work closely with practitioners and delivery professionals in order to architect the right solution, emphasizing value as a core performance metric and striving to mitigate delivery execution risk. This approach builds a strong degree of trust and continuity with the most senior-level executives of the client organization. As trust and continuity build, upsell and cross-sell opportunities emerge, often sole-sourced, leading to operating model efficiencies.

Accenture's approach to account management produces high client retention and wallet share expansion. Notably, its top 100 accounts have been clients for 10 years or more. Clients with Diamond status also increased in fiscal 2023, to 300 from 267. [3] This progress reflects the senior-level sponsors' ability to leverage Accenture's increasingly comprehensive portfolio of services, industry expertise and capabilities, in an effort to deliver 360-degree value for all its clients and stakeholders.

Accenture continues to have a well-diversified customer base across industry groups and geographies, while focusing mostly on Forbes Global 2000 companies, governments and government agencies. [4] Smaller enterprises may not be the right fit for its services.

Pricing Structure: Positive

	Weak	Caution	Variable	Positive	Strong
Pricing Structure	██	██	██	██	

Accenture scores a **Positive** on Pricing, but at the low end of the value range, due to less-competitive price points, contract rigidity and complex commercial practices. While this rating is the same as last year, we do see improvements in this category, particularly in the investments Accenture is making in its compressed transformation methodology, aiming to deliver projects 20% faster and 30% cheaper.

Accenture is also trying to reduce its structural costs to create greater resilience, and it initiated a business optimization initiative in March 2023. It already invested over $1 billion primarily for employee severance (about $770 million) and office space consolidation (about $300 million). This initiative will continue in fiscal year 2024 and is expected to incur an additional $450 million.

Also in fiscal 2023, Accenture was impacted by the overall market compensation increases, and tried to improve pricing (which it defines as the contract profitability or margin on the work it sells), driving cost and delivery efficiencies, and changing the mix of people and technology it uses. [1]

Accenture's global delivery model, powered by a wide network of Advanced Technology Centers and Intelligent Operations Centers around the world, is designed to provide clients with price-competitive services and solutions. However, Accenture positions itself as a premium provider, so it is not surprising that the persistent client feedback on Accenture is that its price point is high. Accenture prefers to leverage its holistic 360-degree value-based approach, which can increase the size and breadth of the teams deployed, thereby driving up costs. As such, this approach may not be the right fit for enterprise buyers outside the Forbes Global 2000 companies. [4]

Lastly, in terms of pricing structures, Accenture deploys a full range of options, mainly divided into two categories — outcome-based and effort-based. In the outcome category, the contracting is linked to metrics or deliverables and encompasses:

- Performance-based deals with fees at risk and shared success

- Milestone-based deals with deliverables

- ROI deals with fixed prices

- Transaction-based deals (per unit)

In the effort category, the contracting is linked to price by rate, duration, and time and materials (T&M) and can utilize a team run rate, a blended team rate or a role-based rate. On top of these commercial options, Accenture aims to provide additional client value, revenue generation and upsell with its intellectual property, Innovation Hubs, research capabilities and external experts.

Technology/Methodology: Strong

	Weak	Caution	Variable	Positive	Strong
Technology/Methodology					

We continue to rate Technology/Methodology as **Strong,** based on the well-defined, integrated approach around Accenture's ecosystem of partners, innovation methods and R&D investments.

Accenture provides comprehensive services and solutions to help its clients use technology to drive enterprisewide transformation. The offerings span key areas such as:

- Cloud

- System integration and application management

- Security

- Intelligent platform services

- Infrastructure services

- Software engineering services

- Data and artificial intelligence

- Automation

- Managed services

all delivered through its Advanced Technology Centers.

Accenture continuously invests in innovating its services, capabilities and platforms through early adoption of new technologies such as generative AI, blockchain, robotics, 5G, edge computing, metaverse and quantum computing. Accenture continues the pace of investment in R&D, demonstrating a financial commitment to innovation — a core attribute of the Technology/Methodology rating. In fiscal 2023, the company allocated $1.3 billion in R&D, assets, platforms and industry solutions ($200 million more than in its fiscal years 2022 and 2021).

In June, Accenture announced a $3 billion investment in its Data & AI practice over the next three years, planning to double its AI talent to 80,000 people and expecting to invest in assets, industry solutions, ventures and acquisitions. It appointed a chief AI officer, launched a global Generative AI Center of Excellence, and created comprehensive AI training for its entire workforce. While still in the early stages and at the Peak of Inflated Expectations, generative AI technology is maturing rapidly, and Accenture believes it will be a significant source of value for the company and its clients over time. These investments are intended to help Accenture to further enhance its differentiation and competitiveness in the marketplace.

Accenture leverages a very large partner ecosystem to deliver business value to clients. This includes audited certification with AWS, Google and Microsoft. Accenture also has deep relationships with other leading IT companies, including Alibaba Cloud, IBM, VMware, Dell, Hewlett-Packard Enterprise and Oracle, as well as software partners such as SAP, Salesforce, ServiceNow, Workday, Adobe, Databricks, Snowflake and others.

Accenture also performs well with its delivery methodology, which is a foundational element for professional services organizations. Its broad portfolio of proprietary tools, frameworks, accelerators and platforms, its consulting, industry and functional expertise, and its change management and talent capabilities are critical to support its clients' enterprise reinvention.

Strategy: Strong

	Weak	Caution	Variable	Positive	Strong
Strategy	███	███	███	███	███

We continue to assess Accenture as **Strong** in Strategy. Despite its size, the company continually demonstrates an ability to anticipate and quickly adapt to changing market dynamics. Accenture has shaped a clear strategy to deliver 360-degree value to enable its clients to transform their organizations through technology, data and AI to create value. The core of the strategies starts with the identification of the five key forces that companies will need to harness in the next decade (total enterprise reinvention, talent, sustainability, metaverse continuum and ongoing tech revolution). The strategy is meant to equip Accenture business for the future, founded on industry specialization, powered by tech, data and AI, and focused on talent. Two areas to watch include the slowed growth in consulting and the future effectiveness of its investments in AI.

Accenture brings industry-specific solutions and services as well as cross-industry expertise, leveraging its scale and global footprint, innovation capabilities, and strong ecosystem partnerships together with its assets and platforms including myWizard, myNav, SynOps and AI Navigator for Enterprise to deliver tangible value for its clients.

The tech, data and AI-powered approach starts with an AI and data-first mindset: looking internally across Accenture and outside to partners, competitors, startups, clients, academia and analysts, to learn, challenge assumptions and apply the innovation.

On the talent side, Accenture continues to invest in tools and accelerators that support talent transformation at the strategic and operational levels. In fiscal 2023, $1.1 billion was invested in the professional development of its people, resulting in approximately 40 million training hours delivered.

As a professional services company, Accenture places talent at the center of its strategy. Despite this, it initiated actions to streamline operations and transform its nonbillable corporate functions to reduce costs, therefore adding only roughly 10,000 people in fiscal 2023 and ending the year with about 733,000 total employees. On the other hand, it promoted approximately 123,000 people. [5] For fiscal 2023, attrition, excluding involuntary terminations, was 13% (lower than the average of the cohort), down from 19% in fiscal 2022. Accenture continues its work toward gender parity, race and ethnicity goals.

Accenture is organized around three geographic markets: North America; Europe; and Growth Markets (Asia/Pacific, Latin America, Africa, and the Middle East). Each geographic organization provides consulting and outsourcing services to clients across different industries. The geographic "market leads" manage client relationship activity, sourcing talent across disciplines and fusing technology, industry and functional expertise, and they are well-positioned to achieve revenue objectives, potentially with less cyclicality. Contracting and risk mitigation efforts reinforce these attributes, leading to a solid track record of execution. The consistency of execution and Accenture's change management capabilities build trust with clients, driving client retention, which should lead to a more efficient and profitable model.

Accenture's current growth strategy is guided by the strategic priorities of Cloud, Song, Industry X and Security (see Note 2). Over time, other areas of growth will emerge and, with scale, will be carved out as their own strategic priorities, creating a constant cycle of what is new and diversifying revenue sources for resilience over the long term.

Corporate Viability: Positive

	Weak	Caution	Variable	Positive	Strong
Corporate Viability	████	████	████	████	
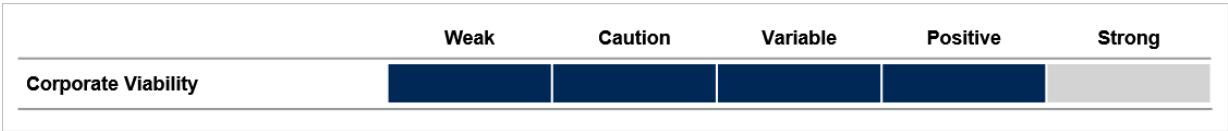
Similar to last year's analysis, we've given Accenture a **Positive** rating in Corporate Viability. We continue to favor the company's balanced approach to growth and profitability, with equitable accountability to its clients, employees and shareholders. When assessed against Gartner's formulaic approach, Accenture's financial score was negatively impacted relative to other more-scalable business models, particularly regarding net income margin, across the broader technology sector.

Specific to the financial score, Accenture's rating equates to the high end of the **Variable** range (25 points with the range being 20 to 26) based on the Gartner methodology of analyzing four financial measures (see Figure 2 and Note 3). These measures are revenue growth, net profit margin, operating cash-flow conversion to revenue, and the modified current ratio, which reflects balance sheet liquidity.

Financial: Variable

Financial Statement Scorecard: Accenture
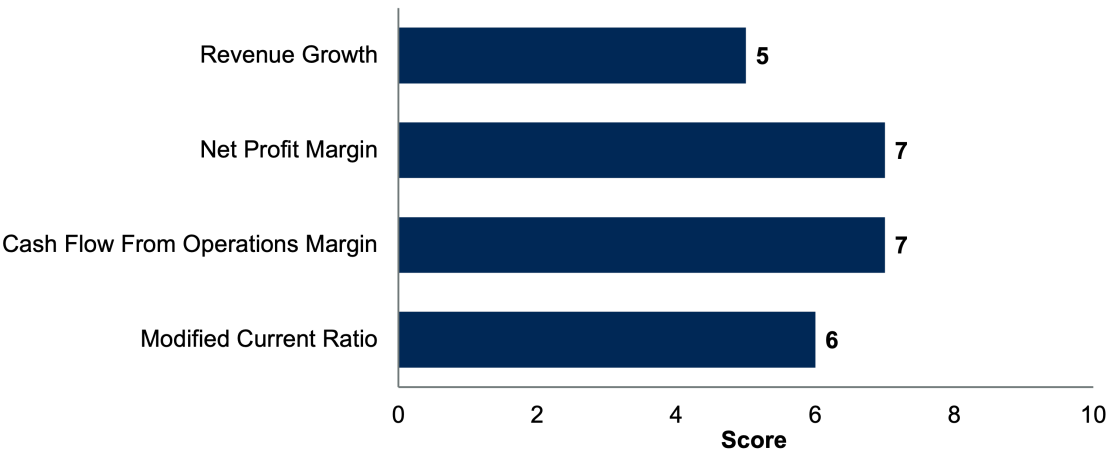
Source: Gartner (January 2024)
ID: 786665

The Financial section evaluates Accenture based on Gartner's Financial Statement Scorecard methodology, which measures growth, financial strength, liquidity and profitability (see Note 3). For the trailing 12-month period ending 31 August 2023, Accenture's total of 25 points gives it a Variable rating.

Net income margin is solid at 11% of revenue (generating 7 points in our model). Its cash flow from operations, representing 15% of revenue (7 points) is also very solid. Revenue growth at 4% generates 5 points in our model.

On the balance sheet, Accenture's modified current ratio of 1.42 earns 6 points. The company's cash balance exceeds its debt, and therefore the company has no net debt.

In short, the vendor is financially healthy due to its balanced profile and is therefore not in danger of fiscal insolvency.

Evidence

[1] Accenture Fiscal 2023 Annual Report (Page 54, People Metrics), Accenture.

[2] Market Share Analysis: IT Services, Worldwide, 2022

[3] [Accenture Fiscal 2023 Annual Report](#) (Page 3, 360-Degree Value in Fiscal Year 2023), Accenture.

[4] [Accenture Fiscal 2023 Annual Report](#) (Page 21, Business), Accenture.

[5] [Accenture Fiscal 2023 Annual Report](#) (Page 28, The Way We Develop and Reward Our People), Accenture.

Note 1: Avanade — Accenture Joint Venture With Microsoft

Established through a joint venture between Accenture and Microsoft in 2000, Avanade has roughly 60,000 professionals in 26 countries who deliver technology consulting and managed services expertise in the Microsoft product and platform portfolio. Avanade has a global presence for midsize to large organizations in all industries and government agencies. Accenture owns a majority stake in Avanade.

Note 2: Strategic Priorities

Accenture Cloud, Song, Industry X and Security represent the company's strategic priorities. Below we share brief descriptions of each.

Accenture Cloud

Accenture launched Cloud First in September 2020, and at the end of fiscal 2023, the company reported overall Cloud revenue of $32 billion, the biggest of the strategic priorities, up 27% from last year. Through a network of over 130,000 Cloud First professionals and more than 124,000 cloud certifications, Accenture offers a full continuum of cloud IT services capabilities, including advisory, design, planning, implementation and engineering services in addition to ongoing managed services. Its partner ecosystem includes the largest hyperscale cloud providers and software partners like AWS, Google, Microsoft, Alibaba Cloud, IBM, SAP, Oracle, Salesforce, ServiceNow, Workday and others.

Accenture's cloud industry solutions combine industry and third-party solutions with its cloud capabilities. Accenture has created more than 120 industry-specific and preconfigured cloud solutions across 20 different industries. Industry solutions include support for industry-specific compliance and regulatory requirements.

The company uses an industrialized approach to cloud planning, delivery and execution, leveraging proprietary tools and automating extensively in order to standardize and streamline the cloud experience for its clients. Examples of Accenture's tools and capabilities include:

- myNav — Platform to discover and assess business needs, architect and execute cloud migration, and manage and optimize the cloud estate. It includes Green Cloud Advisor, which enables enterprises to operate more sustainable and efficient cloud environments.

- myConcerto — Accenture and third-party digital solutions and delivery platform.

- Cloud Factory — Workload migration and cloud deployment.

- myWizard — an intelligent automation platform that brings AI-driven technology.

Accenture Song

Accenture Song combines creative and technology capabilities, with services that span design, build, communicate and run. From ideation to execution, the offering includes growth, product and culture design; technology and experience platforms; creative, media and marketing strategy; and campaign, content and channel orchestration.

Accenture says that, in fiscal 2023, Song reached approximately $18 billion in size, up 14% from last year. Accenture Song has a broad global base of clients, deriving from the following industry groups (in order of size): health and public services; communications, media and technology; financial services; products; and resources.

Accenture Industry X

Industry X combines Accenture digital capabilities with engineering and manufacturing expertise. It

uses the power of data and AI and digital technologies — such as digital twins, IoT, cloud, edge computing, 5G, advanced automation and robotics, and the industrial metaverse — across the whole product life cycle, to help clients develop new intelligent products and services while embedding greater resilience, productivity and sustainability into their core operations.

Industry X has a significant partner ecosystem and platform expertise with companies including AWS, PTC, SAP, Microsoft, Dassault Systèmes, Siemens and AVEVA, alongside a portfolio of assets and interoperable solutions to help clients accelerate their digital transformations. Client engagement with Accenture Industry X professionals is facilitated at over 30 global Innovation Centers, Innovation Hubs and near- and offshore delivery centers. In fiscal 2023, Accenture Industry X reached $7.5 billion in revenue, an increase of 20% from the previous year, and employed 23,000 people.

Security

Over the last 20 years, Accenture has been steadily investing in security services and solutions (see Accenture Security Overview). At the end of fiscal 2023, its Security practice reached $7 billion in revenue, an increase of 24% from the previous year. Delivered by more than 20,000 security professionals, the company's comprehensive portfolio includes strategy, protection, resilience and industry-specific cyber services for 19 industries, spanning across consulting, implementation, and cybersecurity-as-a-service. Accenture Security has reached more than 4,500 security clients across 67 countries and addresses client requirements through a network of 37 global and local cyber centers and capabilities.

Accenture's investments in this area are focused on leveraging AI to drive scale and efficiencies and better protect businesses against emerging threats. Accenture is empowering organizations with GenAI, highlighted by recent joint investments with AWS, Microsoft and Google. Accenture is enhancing its adaptive Detection and Response offering and MxDR service by integrating new capabilities and technologies. Accenture will be the first company to utilize the Google Cloud Security AI Workbench to significantly accelerate incident detection, analysis and response, mitigating the impact of security incidents. Accenture's mySecurity suite of assets enables optimized efficiencies, scalable growth and risk resilience, leveraging emerging technology and integrations with partners including AWS, CyberArk, Google, SailPoint, and ServiceNow. aimed at providing value for Accenture and its clients over time.

Gartner clients favor Accenture's industry-focused approach, its proprietary methodology, and access to its talent and cutting-edge Innovation Centers.

Note 3: Gartner's Financial Statement Scorecard for Public Companies

Gartner's Vendor Financial Statement Scorecard methodology measures a combination of growth, profitability and liquidity based on a company's financial results from public financial statements according to generally accepted accounting principles (GAAP). Gartner uses a standard methodology to derive its Vendor Financial Statement Scorecard to provide a like-for-like view among a pool of more than 750 vendors using publicly available financial information. The four basic criteria are:

1. Revenue growth (trailing 12 month [TTM] year-over-year revenue growth)

2. Profitability (TTM GAAP net profit margin) with net income as a percentage of revenue

3. Balance sheet liquidity (current ratio) as current assets divided by modified current liabilities (which adjusts for the presence of deferred revenue)

4. Cash flow based on the TTM cash flow from operations as a percentage of the TTM of revenue

For companies with large amounts of net debt, a fifth criterion, net debt divided by TTM cash flow from operations, is incorporated.

Gartner's policy is to use financials based on GAAP in calculating the ratios needed for the Vendor Financial Statement Scorecard (see Understanding the Methodology Behind Gartner's Financial Statement Scorecard for Public Companies).

Company Overview

Accenture

Headquarters: Dublin, Ireland

www.accenture.com

Accenture is publicly traded on the New York Stock Exchange (NYSE) under the ticker symbol ACN. Accenture is a leading global professional services company, providing a broad range of

services in Strategy & Consulting, Technology, Operations, Industry X, and Song. The company's target market is the Forbes Global 2000, and its client roster includes more than three quarters of the Fortune Global 500, governments and government agencies. It has about 733,000 professionals in more than 120 countries, with services delivered from a global network of technology and intelligent operations centers, of which the largest concentration of staff is in India, the Philippines and the U.S.

Accenture reports revenue in two segments — consulting and managed services — which represented 52% and 48% of the mix, respectively, in fiscal 2023. The company has expertise across 40 vertical markets organized into five industry groups. In order of size, the groups are as follows:

1. Products (30% of fiscal 2023 revenue)

2. Health and public service (20%)

3. Financial services (19%)

4. Communications, media and technology (18%)

5. Resources (14%)

By geography, North America is the largest region with 47% of revenue, followed by Europe at 33% and Growth Markets at 20%.

Overall Rating Definitions

Strong	Is viewed as a provider of strategic products, services or solutions: ■ Customers: Continue with planned investments. ■ Potential customers: Consider this vendor a strong choice for strategic investments.
Positive	Demonstrates strength in specific areas, but execution in one or more areas may still be developing or inconsistent with other areas of performance: ■ Customers: Continue planned investments. ■ Potential customers: Consider this vendor a viable choice for strategic or tactical investments, while planning for known limitations.
Variable	Shows potential in specific areas though still variable in more than one of the required categories: ■ Customers: Consider the short- and long-term impact of possible changes in status. ■ Potential customers: Plan for and be aware of issues and opportunities related to the evolution and maturity of this vendor.
Caution	Faces challenges in multiple required categories and execution is inconsistent: ■ Customers: Understand challenges in relevant areas, and develop contingency plans based on risk tolerance and possible business impact. ■ Potential customers: Account for the vendor's challenges as part of due diligence.
Weak	Has difficulty responding to problems in multiple areas: ■ Customers: Execute risk mitigation plans and contingency options. ■ Potential customers: Consider this vendor only for tactical investment with short-term, rapid payback.

Document Revision History

Vendor Rating: Accenture - 24 January 2023

Vendor Rating: Accenture - 20 December 2021

Vendor Rating: Accenture - 10 August 2020

Vendor Rating: Accenture - 23 May 2018

Vendor Rating: Accenture - 11 November 2015

Vendor Rating: Accenture - 30 October 2014

Vendor Rating: Accenture - 26 November 2013

Vendor Rating: Accenture - 27 August 2012

Recommended by the Authors

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Magic Quadrant for Outsourced Digital Workplace Services

Magic Quadrant for Finance and Accounting Business Process Outsourcing

Magic Quadrant for Data Center Outsourcing and Hybrid Infrastructure Managed Services, Worldwide

Magic Quadrant for Public Cloud IT Transformation Services

Magic Quadrant for Custom Software Development Services, Worldwide

Magic Quadrant for Cloud ERP Services for Service-Centric Enterprises

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