

With clients in 18 industry groups across 47 countries, Accenture is working to address some of the greatest business challenges and opportunities worldwide. Here are some of the ways we are delivering innovation to help our clients rapidly achieve their visions:

We are assisting the **Australian Health Insurance Commission (HIC)** in implementing technology that enables consumers, providers and pharmacists to perform online, self-service transactions in a fast, simple and cost-effective manner.

We are helping **The BOC Group**, a global industrial gases leader based in the United Kingdom, implement an enterprise resource planning system designed to generate significant savings.

We helped **British Gas** in the ongoing development of its utilities business by creating a consumer-friendly website that provides British consumers with comprehensive home-management services, from bill paying to home buying.

By creating an easy-to-use Web-based claims management system, we are helping the **Chubb Group of Insurance Companies** revolutionize its claims handling process.

For **Coca-Cola Bottlers Philippines**, we developed a shared-services strategy for reducing the cost and improving the service of the company's finance organization.

Through an innovative customer loyalty and rewards program, we are helping **Deutsche Telekom** improve customer retention and communications.

We built a customer relationship management system to help Germany's **Dresdner Bank** link its service centers and branches to maximize sales, productivity and profits.

Teaming with **Avanade** and **Microsoft**, we helped **EMI Recorded Music** implement a storage and retrieval solution for more than 135,000 digitized music assets, which can be distributed anywhere, anytime, in any digital format.

We helped Pennsylvania-based **Glatfelter** redefine its mission and strategy, shifting from commodity forest products to higher-margin market segments.

Together with **Highmark Blue Cross Blue Shield**, we developed a Web-based solution to help the insurer control costs and reduce administrative hassles for health care providers.

Together with **Telewest**, a UK communications and media group, we created **Imagine Broadband** to develop the most