

ACCENTURE REINVENTION CONSOLE – SOLUTION TABLET USER GUIDE

May 2023

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Introducing the Solution Tablet

Overview

One of the most important areas for Accenture is to have a unified and consistent approach to deliver as 'One Accenture' for our clients, with all our key solutions. Accenture Reinvention Console is a single source of truth for how we solve our clients' challenges across all services, industries, and functions through a standardized approach. The Solution Tablets are designed to provide a standardized, consistent approach to building solutions that enable us to sell and deliver client work.

Accessing the Solution Tablet

User can access the Solution Tablet from [Accenture Reinvention Console](#).

A user can access the Solution Tablet as a Reader or a Builder (access request basis – [refer here](#)).

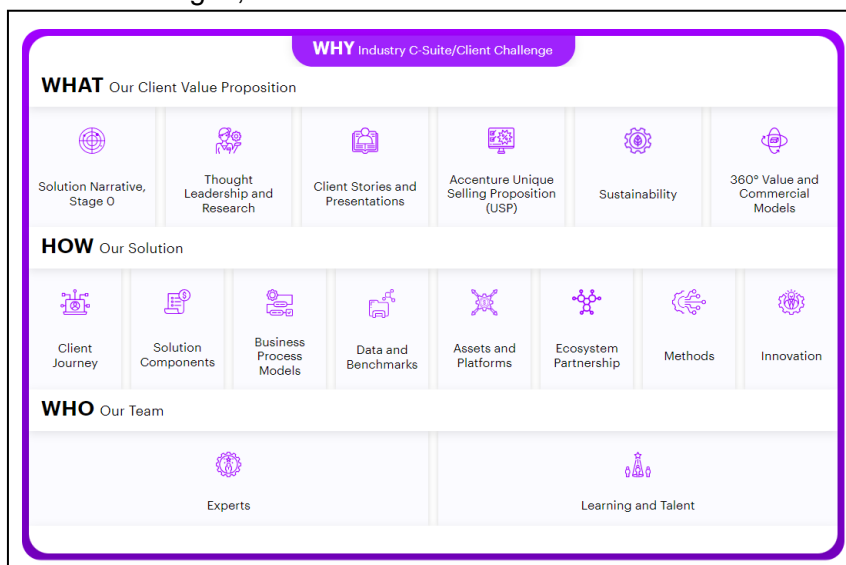
- As a Reader, the user will be able to view the content across all elements of the Solution Tablet.
- As a builder, the user will be able to enter/edit the content for all elements of the Solution Tablet and publish it for the readers.

What is in the Solution Tablet?

A Solution Tablet is a logical construct for all the components necessary to sell and deliver a project, including the client's challenges, our unique selling proposition, our solutions, and the team who can help. A Solution Tablet.

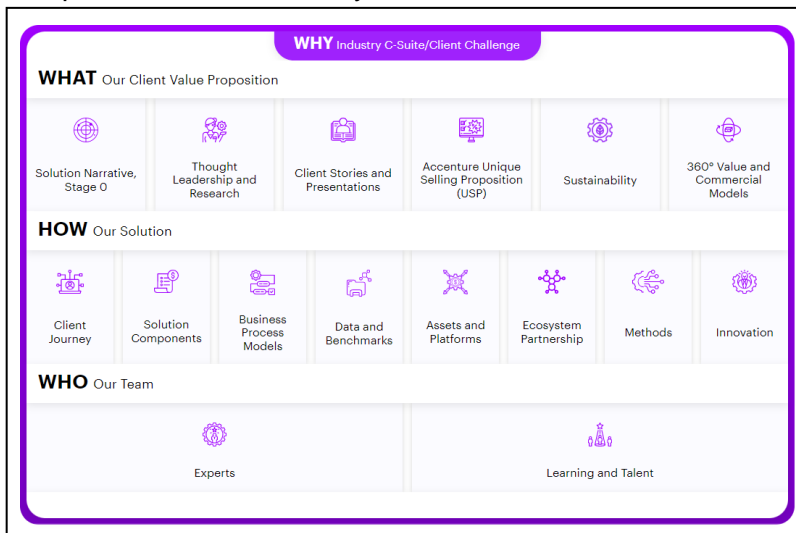
- Provides everything in one place that shows how we solve repeatable client challenges
- Eliminates conflicting messages across Accenture
- Saves time spent searching for the right content for clients
- Enables us to be more insightful and client-focused

It starts with the C-suite/Client Challenges and then provides a consolidated view of the solution components in terms of What, How, and Who: What is our client value proposition? How do we solve client challenges, and with whom?



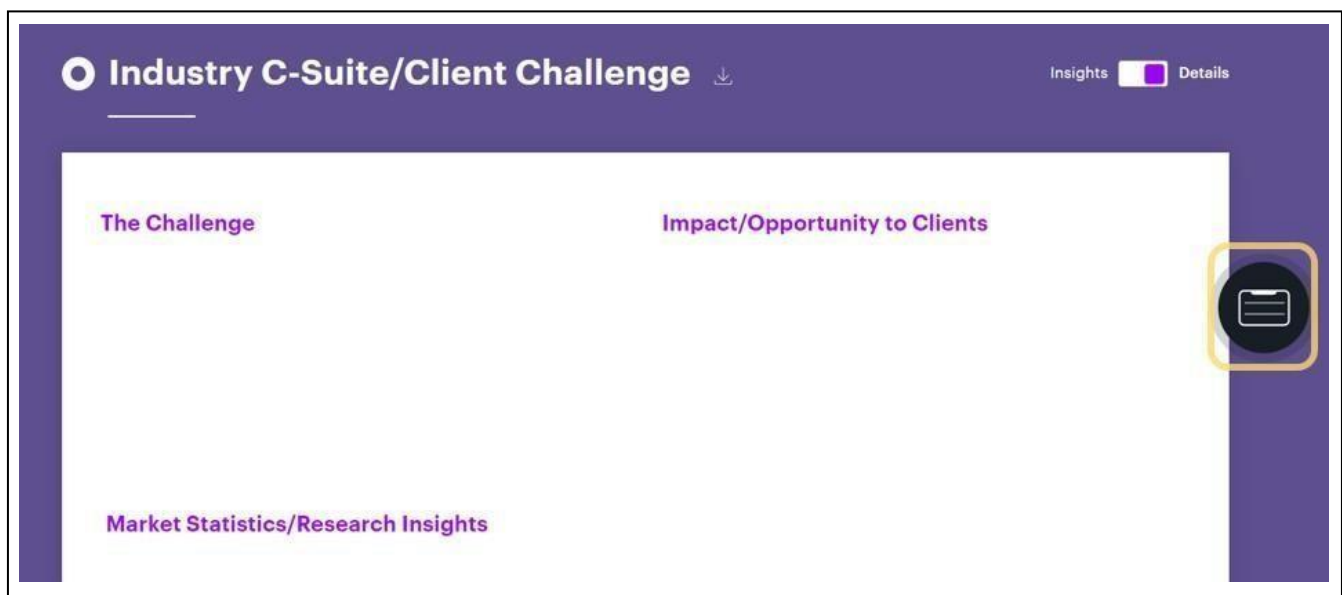
WHY – Industry C-Suite/Client Challenge

The Challenge section provides a description of the significant three to five challenges the clients face today, with market data/research that demonstrates the scale and opportunity. The Client Challenge(s) is the anchor for all the Solution Tablet elements such as the solution components, Unique Selling Proposition, Client Journey, 360 value.



User can view details on the client challenge, Impact/Opportunity to Clients, Market Statistics/Research Insights by clicking on notch of the Solution Tablet and scrolling down on the page to view the Industry C-Suite/Client Challenge section. Toggle to the Insights view using the button on top right, to get a summary view of the challenge to solution components mapping.

To navigate to another Solution Tablet element, either click the Solution Tablet icon on the right, or scroll up

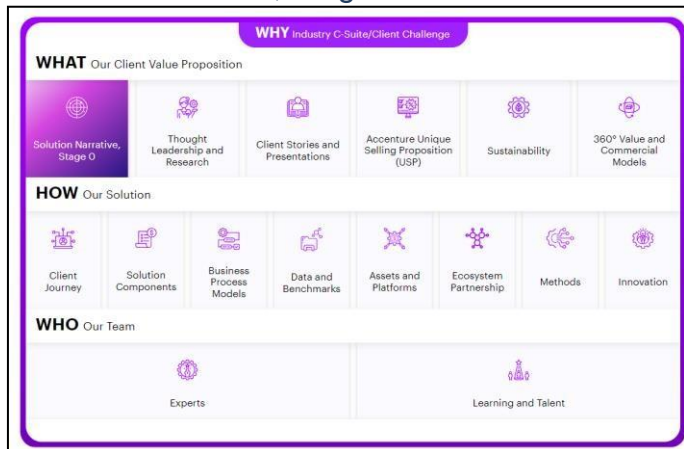


WHAT – Our Client Value Proposition

This section details out the client value proposition through the Solution Narrative, Stage 0, Thought

Leadership and Research, Client Stories and Presentation, Accenture USP, Ecosystem Partnership and 360° Value and Commercial Models. The details of each of the element in this section will be covered next.

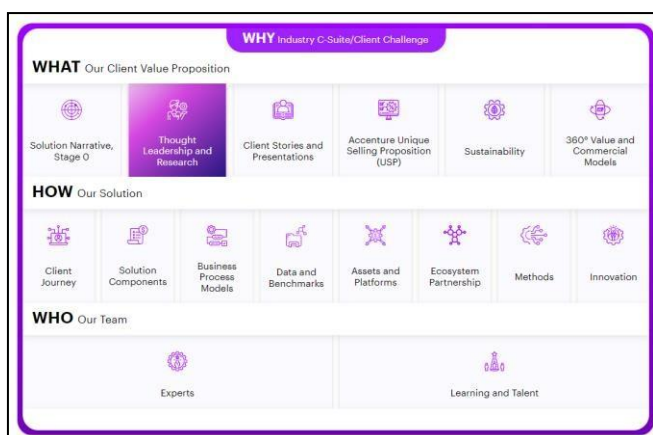
Solution Narrative, Stage 0



This element is intended to create/re-create one global, agreed-to, cross-service, consolidated narrative that describes what is driving disruption or changes at a client. It contains insights supported by research to drive a deeper understanding of the disruption, the ideal solution that will help prepare clients to stay ahead of these disruptions, and how our solution component is positioned to help them. The Solution Narrative sets the stage for the entire Solution Tablet and should be anchored to the client challenges.

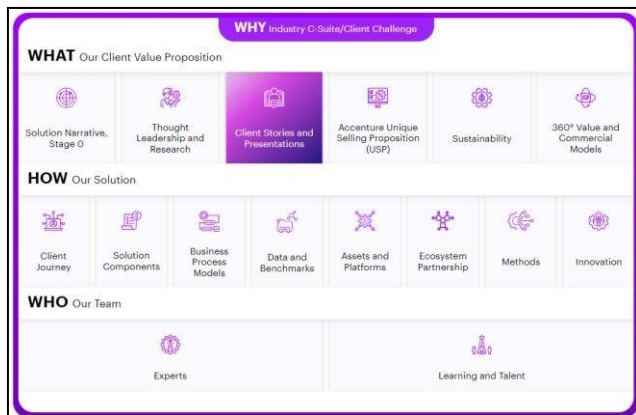
The narratives help orchestrate the development of core content that forms the foundation of all client conversations regarding the solution component. The narrative is built with a storytelling approach.

Thought Leadership and Research



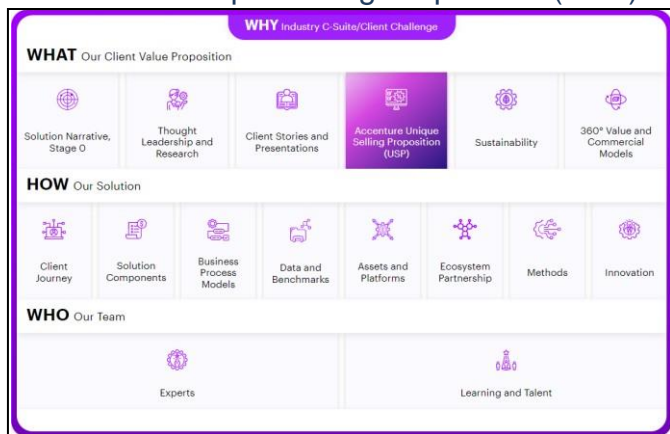
Accenture's formal point of view is covered in this section, that depicts strategic thinking around the current and emerging scenarios relevant to the narrative. The artefacts in this section outline trends that will shape the situation over time, along with best practices, often published on A.com.

Client Stories and Presentations



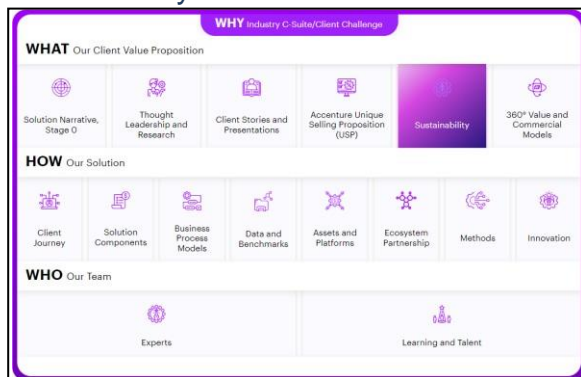
This section covers Internal and/or external case studies, success stories and externalized credentials, if any, that explain how Accenture helped our clients solve their problem pertaining to the challenges in the narrative along with the delivered value.

Accenture Unique Selling Proposition (USP)



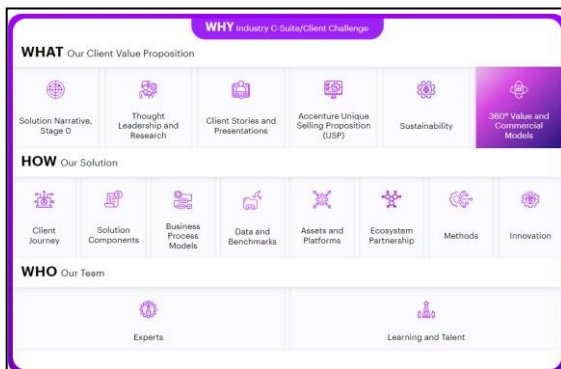
While the Challenge and Solution Narrative elements lay out market pressures, client problems, and the ideal solution, the Unique Selling Proposition is the positioning of our solution component to help solve those challenges. Accenture's value proposition aims to help clients respond to the challenges and it differentiates us from our competitors beyond solution components IP, data, and AI.

Sustainability



Sustainability section Illustrates the Accenture Sustainability narrative and why Sustainability is relevant for this Solution Tablet. The Accenture Sustainability Value Promise helps deliver 360 values to all our stakeholders by embedding sustainability into everything we do, with everyone we work with, creating both business value and sustainable impact.

360° Value and Commercial Models



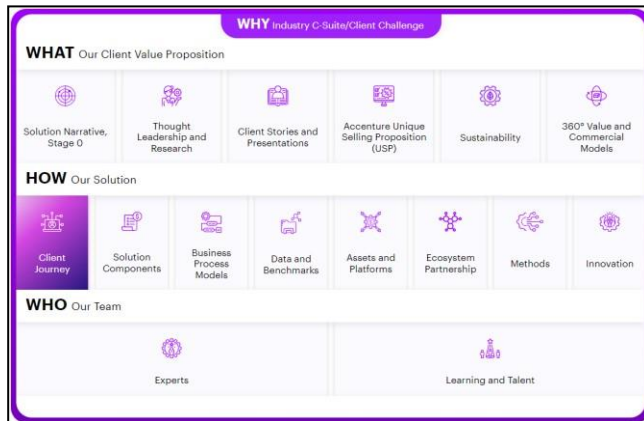
360° Value helps drive meaningful client conversations about multi-dimensional value, moving beyond financials to also focus on people, experiences, and the planet. The metrics that are defined according to the six dimensions describe the value associated with the Unique Selling Proposition of the solution component.

The six dimensions are financial; experience; sustainability; talent; inclusion and diversity; and custom (client-specific priorities).

HOW – Our Solution

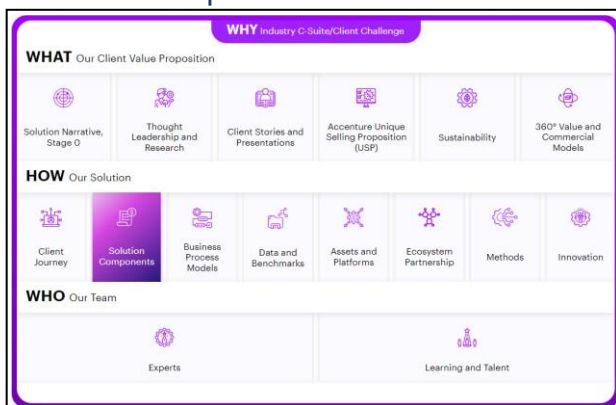
The HOW section encompasses all the information required to describe the solution for the challenge(s). As shown below, it covers the Client Journey, Solution Components, Business Process Models, Data and Benchmarks, Assets and Platforms, Ecosystem Partnership, Methods, and Innovation.

Client Journey



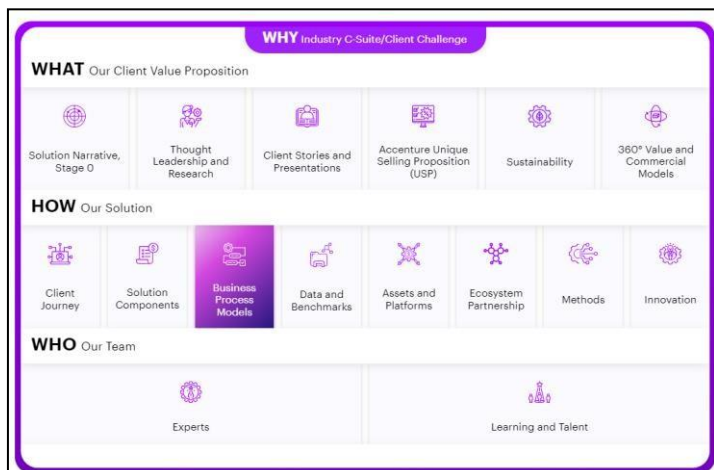
Client Journey contains an illustrative way to discuss with the client where they are today, what they want to achieve, and the milestones this solution offers to get them from 'start to 'destination'.

Solution Components



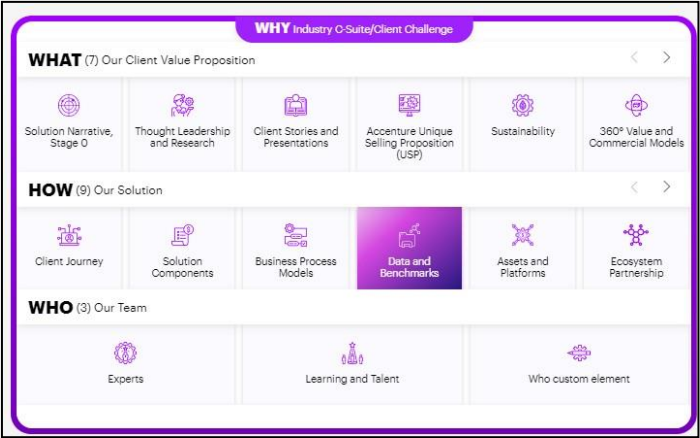
This section contains the logical solution components that can be taken to market, operated, and executed stand-alone. The structure (Level 2, 3, 4 within the primary solution represents the discrete sub-components of work that can be executed within a client engagement.

Business Process Models



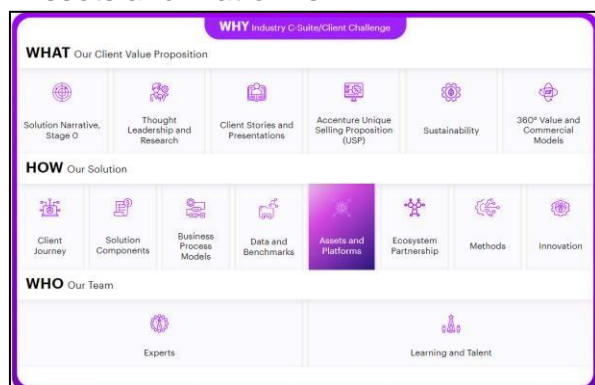
Business Process Management (BPM) is how we help our clients transform across lifecycle management, mining, and automation. This holistic approach fixes broken processes, removes friction, and enables more intuitive, data-driven organizations where improvement, collaboration and innovation happen continuously.

Data and Benchmarks



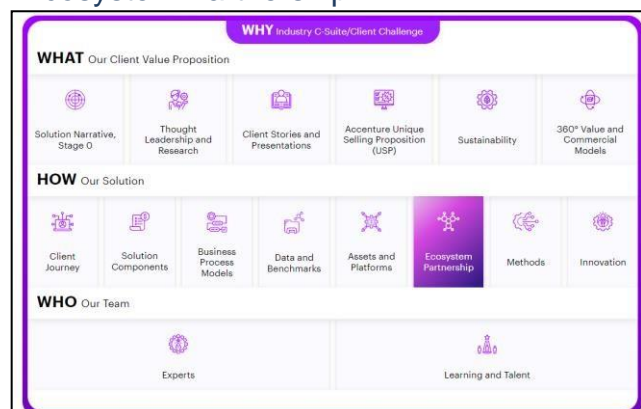
This section provides a view to the Accenture proprietary or third-party data (both structured and unstructured) used to develop insights for delivery or as inputs for building Assets & Accelerators. The available URLS link showcase how the data is leveraged, without needing access to the data source itself.

Assets and Platforms



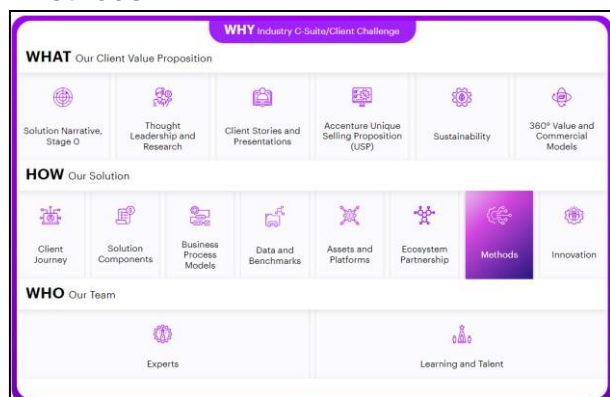
This section provides a representation of the full breadth of our asset differentiation based on the complete Accenture Reinvention Console Asset Catalog. The assets are based on the solution components defined in the Solution Tablet and cover the tools, accelerators, platforms that support the sale and delivery of the items listed in the solution components.

Ecosystem Partnership



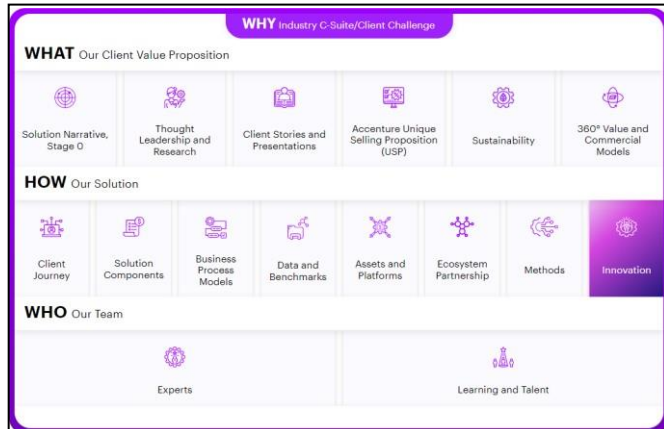
This section summarizes the collaboration with platform partners, external associations, and joint ventures that help solve the client's problems, faster.

Methods



Methods provides a structured approach to identifying the repeatable activities, tasks, and outcomes across each phase of a program, and links content and methods that can be used to accelerate those activities. The Defined and specific phases, activities, outcomes, can be used as a guide through selling, delivering, and managing the client's experience around 360° value.

Innovation

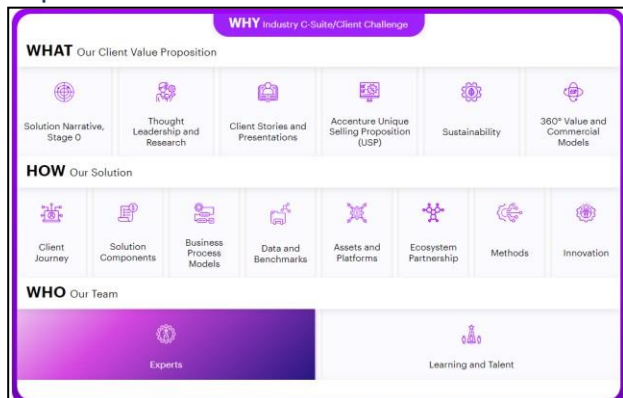


This section showcases the skilled talent we leverage to elevate our thinking and employ innovative approaches and drive repeatable outcomes, in a cost-effective manner, at scale.

WHO – Our Team

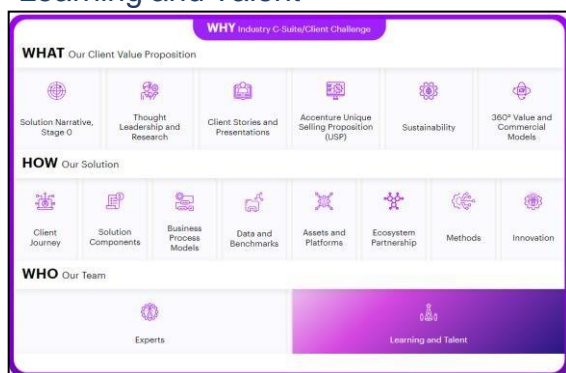
This section covers all the resources we bring to solve the challenge(s) be it the Experts and Learning and Talent resources.

Experts



Experts talks about Subject Matter Experts who have the experience architecting the solution and can help crafting and delivering solutions for the challenges, while delivering value to clients.

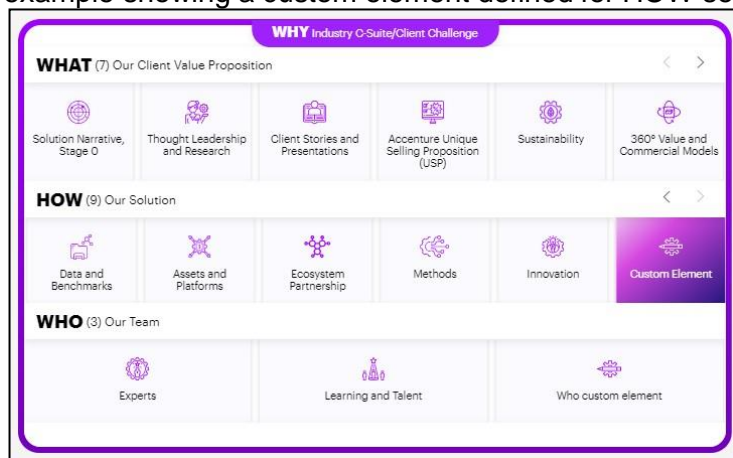
Learning and Talent



This section covers the Key Talent Profiles and Up-skilling resources that help consolidate the skills and learning content, enabling quick learning on the subject relevant to the solution component.

Custom Element

Solution Tablet builders can now add a custom element across sections (WHAT, HOW and WHO). An example showing a custom element defined for HOW section would be available as below.

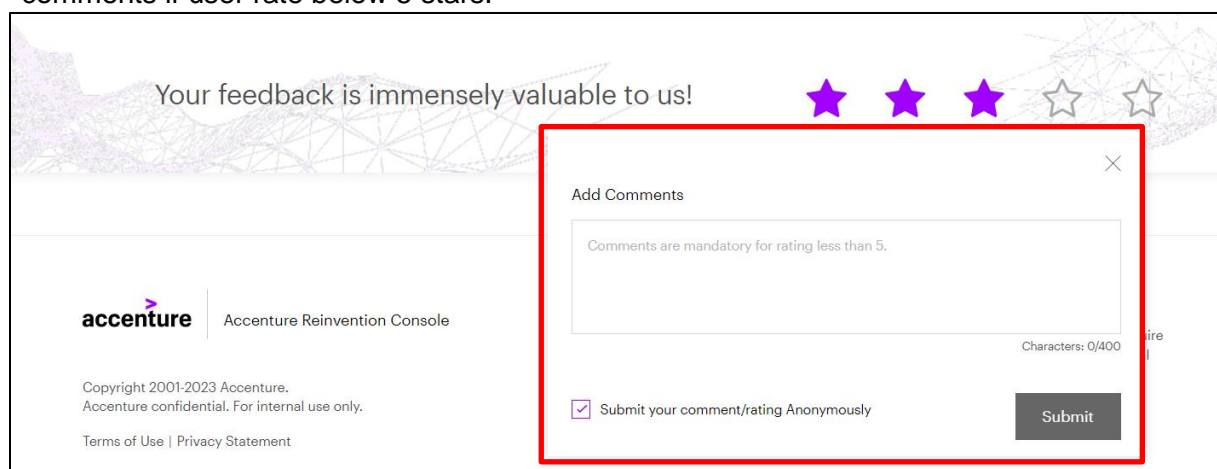


Ratings & Feedbacks

User can rate the Solution Tablet content and share the feedback by entering in their comments at Overall Solution Tablet level, Element's level, and Artifact's level. Solution Tablets are given an overall rating that is based on a 5-star scale. 1 star the lowest rating and 5 stars which is the best rating.

Rating and Comments at Overall Level

User can rate a Solution Tablet at an Overall level and provide their comments. It is mandatory to give comments if user rate below 5 stars.



Rating and Comments at Element Level

User can rate Solution Tablet elements and provide their comments. The ability to rate elements exist across all Solution Tablet element screens. It is mandatory to give comments if user rate below 5 stars.

☆☆☆☆☆ | 3

Solution Narrative, Stage 0

Our Message to the CEO

Narrative

Overall

Add Comments

Comments are mandatory for rating less than 5.

Characters: 0/400

☒ Submit your comment/rating Anonymously

Submit

Rating and Comments at Artifacts Level

User can rate an artifact/document and provide their comments. It is mandatory to give comments if user rate below 5 stars.

Uploads

☆☆☆☆☆ | 1

Add Rating & Comments

☆☆☆☆☆

Add Comments

Comments are mandatory for rating less than 5.

Characters: 0/400

☒ Submit your comment/rating Anonymously

[View All Ratings](#)

Submit

Auto Reminders

User will get rating reminder after ten minutes of exploring the Solution Tablet.

☆ Your feedback is immensely valuable to us !

Help us improve by rating and giving your valuable feedback. It shouldn't take more than a few seconds. We appreciate your time and support.

Later Rate Now

If the user decides to rate by clicking on “Rate Now” Option. S/he will get a pop up where s/he can provide

his/her rating and comments.

Add Rating & Comments

★

★

★

★

★

Add Comments (optional)

rating 1st time for not having ST rating

Characters: 40/200

☒ Submit your comment/rating Anonymously

Submit

If the user decides to not rate, then s/he can choose “Later” Option. User will again get another pop up after 10 mins where s/he can choose “Later” or “Rate Now”. If the user again chooses “Later”, then the pop up again appears for the third time after 10 mins and then the user will only get the option to “Rate now”.

★

Your feedback is immensely valuable to us !

Help us improve by rating and giving your valuable feedback. It shouldn't take more than a few seconds. We appreciate your time and support.

Rate Now

Sort the Artifacts

User can sort the artifacts by User Rating or Date Modified.

WHAT

Solution Narrative, Stage 0

Thought Leadership and Research

Client Stories and Presentations

Accenture Unique Selling Proposition (USP)

Sustainability

360° Value and Commercial Models

☆☆☆☆☆10

Thought Leadership and Research

Overall

☆☆☆☆☆10

State of Cybersecurity Resilience 2021: aligning security and the business for cyber confidence

Internal Use

☆☆☆☆☆10

2021 Cyber Threat Intelligence Report

Internal Use

☆☆☆☆☆10

Future Cyber Threats 2021

Internal Use

Sort by

Rating : High to Low

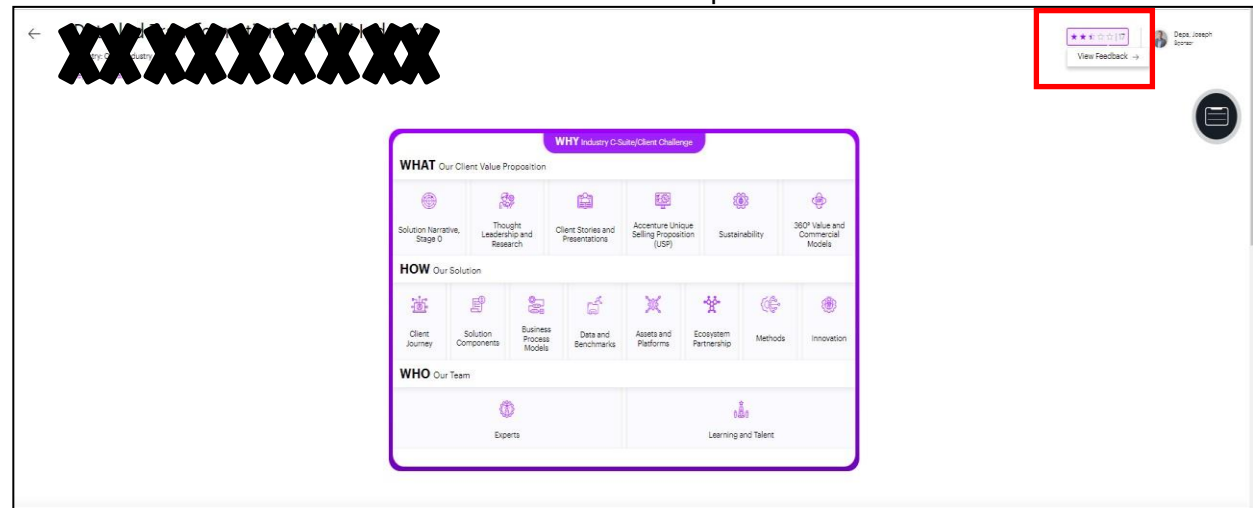
Rating : Low to High

Date Modified : Newest to Oldest

Date Modified : Oldest to Newest

View Feedback

User can view all the feedbacks from 'View Feedback' option from the Solution Tablet.

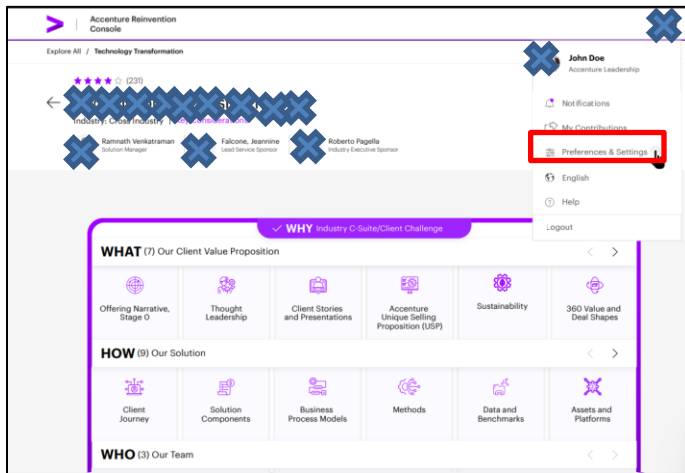


- In the 'View Feedback' page, user can filter feedbacks by Solution Tablet, Element and Artifact level and Sort by User Rating or Date Modified.

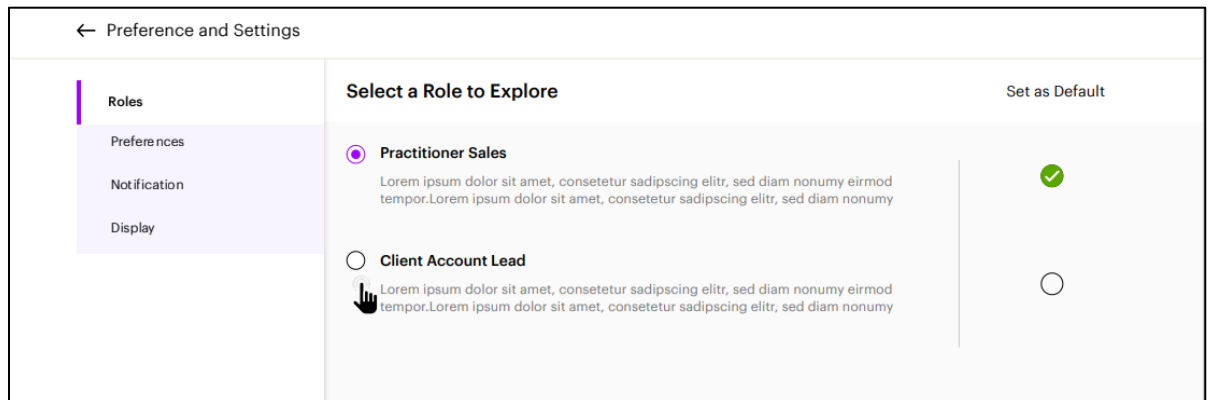


Persona Selection:

Solution Tablet users will be able to choose his/her role from Solution Tablet reader view or explore all pages. Preference & setting option will be available in profile view of ST application pages (Explore all page, My solution tablet page and All reader pages for ST and cartridges.)



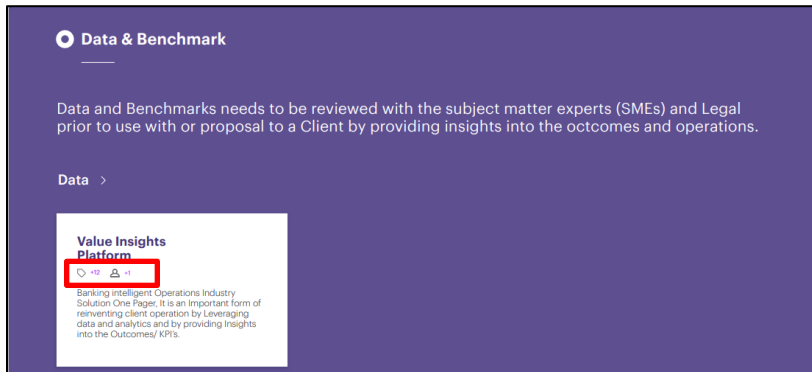
1. Once landed on role selection page, user can choose between 2 roles.
 - a. Practitioner
 - b. Client Account Lead (CAL)
2. By default, Practitioner will be set as default role for all users.
3. User can change the default role to CAL as well. Default role set will be applicable for every new session.
4. User can also set temporary role for the solution tablet for a particular session. For every new session temporary role will be same as default role initially.
5. Users will be able to view the content in Solution Tablets as per the Role that they will set.



Persona based content View for Client Account Lead:

1. When the user chooses the role as Client Account Lead (Default or Temporary) then user will be able to see only the content chosen by builder for CAL for that Solution tablet.
2. User should be able to see artifacts (including the artifacts inherited from Cartridge) as per the role in all reader pages for Solution Tablet.

3. If the Cartridge builder updates any role for existing artifact which is used in Solution Tablet, the updated role should reflect in Solution Tablet
4. Element wise segregation of what artifacts will be affected:
 - Challenge- Uploads
 - Offering narrative, Stage 0 - Also Available, Uploads
 - Thought Leadership and Research - Overall, Solution component, Uploads.
 - Client Stories and Presentation - Uploads
 - Accenture Unique Selling Proposition - Uploads
 - Sustainability - Additional content, Uploads
 - 360 Value and commercial models - Uploads
 - Client Journey - Uploads
 - Solution Components - Uploads
 - BPM - Uploads
 - Methods - Uploads
 - Data and Benchmarks- Data, Benchmarks and Uploads
 - Learning and Talent - Learning Academy, Learning Board and Learning Courses and Uploads
 - Innovation - Uploads
 - Ecosystem and Partners- Uploads
 - Custom Element - Overall, Solution component and Uploads
5. If no data is tagged to CAL for a section in an element, then the respective section should not be available in the CAL view.
6. If no data is available in any element for CAL but the element is configured, then the element should be visible, but there should not be any content inside. Show the default message as "No data available."



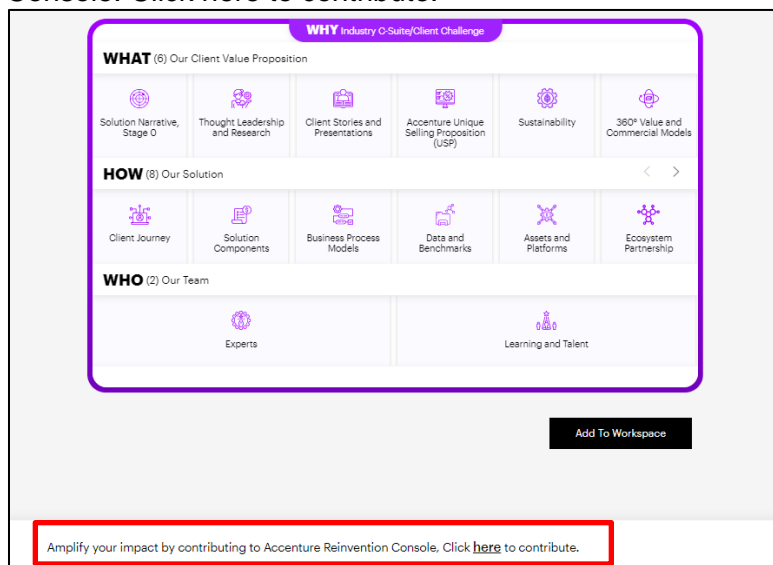
Persona based content View for Practitioner

1. When user chooses a role as Practitioner (Default or Temporary) then user will be able to see the solution tablet content as usual.
2. Practitioner role will have access to all the content/artifacts in all the elements.
3. No explicit tagging for Practitioner role will be done.

Contribute:

Solution Tablet users will be able to access "Contribute" option and make his valuable contribution to Solution Tablet, so that the Tablet Solution Development Lead/Solution Lead evaluates the selected input and approves if it is appropriate to incorporate into the tablet and initiate next steps for processing with relevant stakeholders like legal, industry/service SMEs etc.

1. When users land on any Solution Tablet, they should be able to navigate to 'My Contributions' page by clicking on "Click here to contribute". This option to be present only on the landing page. "Amplify your Impact by Contributing to the Accenture Reinvention Console. Click here to contribute."



2. On "Click here", user must be directed to the My Contributions page (open in a new tab) and s/he must be prompted with Legal considerations message. Only on acceptance, the user must be able to continue with Contribution flow.

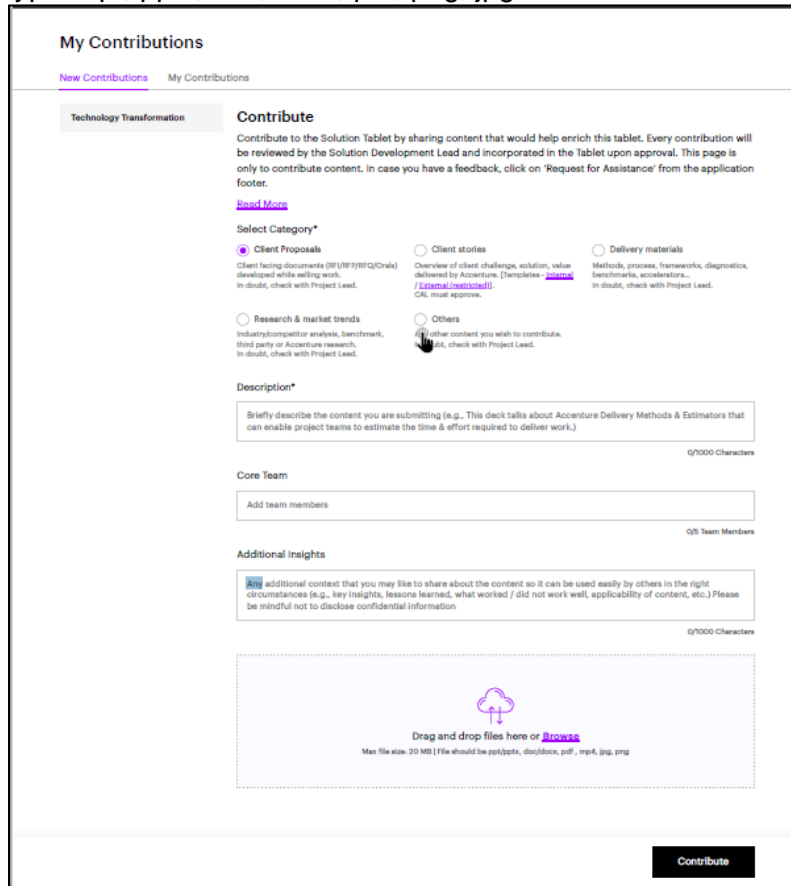
Legal Considerations
☐ By clicking accept below, I certify that I am allowed to share the content and the information I am sharing does not contain client, vendor, partner or other third-party confidential information.
For information about protecting confidential information and your obligations, please read the terms of use for the [Accenture Reinvention Console](#) as well as all relevant Accenture Policies, including [Policy 69 - Confidentiality Policy](#), [Policy 1431 - Data Management](#), [Policy 1457 - Information Security Management](#), and [Policy 57 - Acceptable Use of Information](#). Please also refer to the [guide to scrubbing client data](#).
☐ In order to administer Contribute Back and its associated Reward and Recognition Program, Accenture may process your EID, name and surname once you have pressed the Contribute button. Due to the global nature of Accenture, your personal data may be transferred or be accessible internationally throughout Accenture's global business, between its entities and affiliates, and third parties for the purpose of Contribute Back and its associated Reward and Recognition Program. Accenture is committed to keeping your personal data secure and processing it in accordance with applicable data protection laws and our internal policies, including Accenture's [Data Privacy Policy 0090](#). Please consult Accenture's [privacy statement](#), for more information on why and how Accenture is processing your personal data

Cancel

Accept

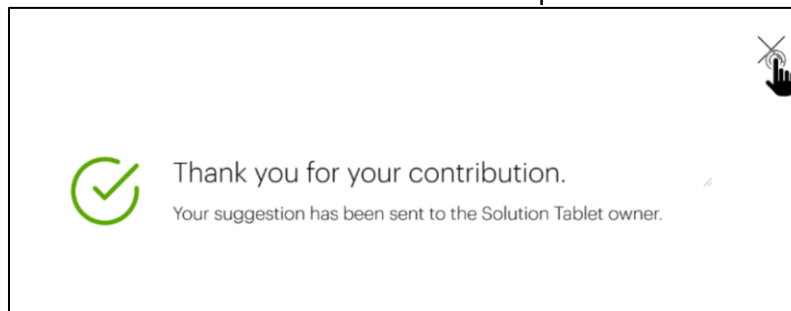
3. On 'My Contributions' page, the default landing page is 'New Contribution' tab. In the 'New Contribution' page, the left panel should only list the tablet from which user has navigated to My Contributions page.
4. A brief description about Contribute must be available on the New Contribution page.
5. Users can add description, select a category, additional insights, and my team members. S/he can also be able to upload a document which is optional.

6. At any time, users should be able to delete the uploaded file and add a new file. User should not be able to upload multiple files, he/she will need to delete the existing uploaded file and then he/she can upload a new file.
7. The type of file uploads must not be more than 20 MB and should be among the listed file type- Ppt, pptx, doc, docx, pdf, png, jpg.

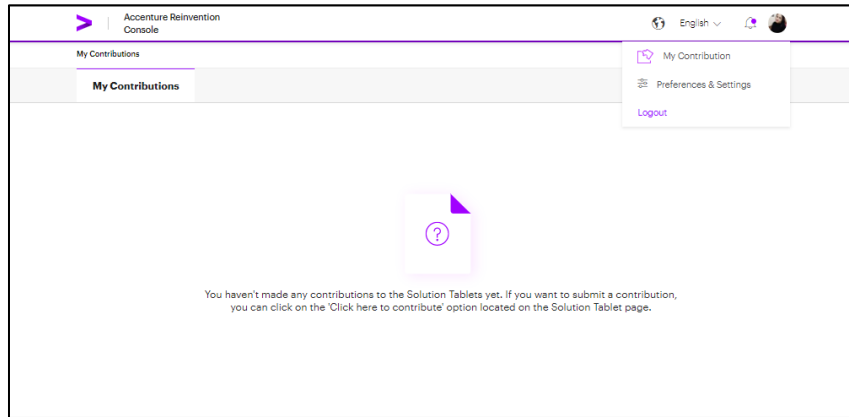


The screenshot shows the 'My Contributions' page with a 'Contribute' form. The form includes a 'Select Category*' section with radio buttons for 'Client Proposals', 'Client stories', 'Delivery materials', 'Research & market trends', and 'Others'. Below this is a 'Description*' text area with a character count of 0/7000. There is also a 'Core Team' section with an 'Add team members' input field and a character count of 0/5. An 'Additional Insights' section follows with a text area and a character count of 0/7000. At the bottom, there is a file upload area with a cloud icon and a 'Browse' link, with a note that the max file size is 20 MB and supported formats are ppt, pptx, doc, docx, pdf, png, jpg. A 'Contribute' button is located at the bottom right of the form.

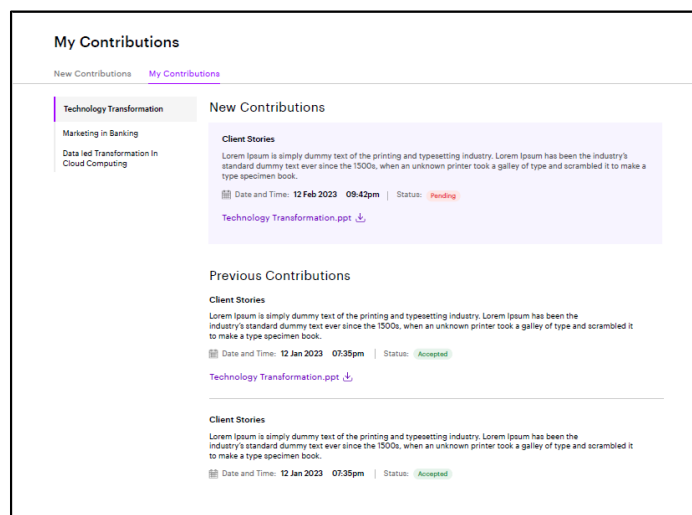
8. On click on the 'Contribute' button the request will be successfully submitted.



9. Solution Tablet users will be able to access the "Contribute" option and should be able to see all contributions in "My Contributions" tab so that they can view what they have contributed so far and get a status update on their contributions.
10. Users can also navigate to My Contributions page by clicking on My Contribution link present in user's profile. If no contribution is submitted by the user for any Solution Tablet, s/he must be shown a default message indicating that he/she has not made any contribution so far.



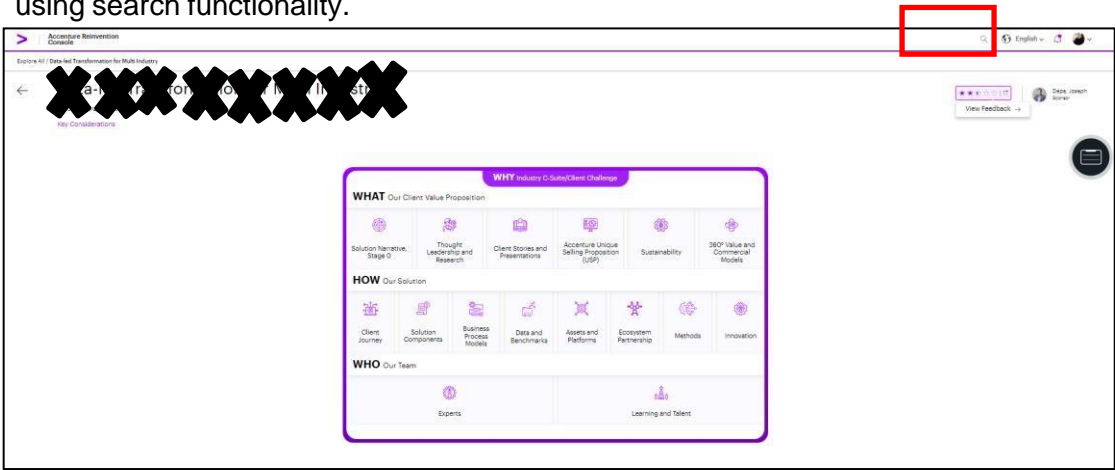
11. In My Contributions tab, users will be able to see the description they had entered, timestamp of contribute request, Status of request, and the file name.
12. User will have an option to download the files he/she has uploaded from My Contributions page.
13. Only the latest contribution submitted by the user must be reflect under "Recent Contribution" section and all previous entries/contributions by the user for this ST must be reflected under "Previous Contributions".
14. In the left panel user should be able to see all the contribution user has made for all solution tablets (and not only the tablet from where e/she has navigated) sorted as per timestamp in descending order.



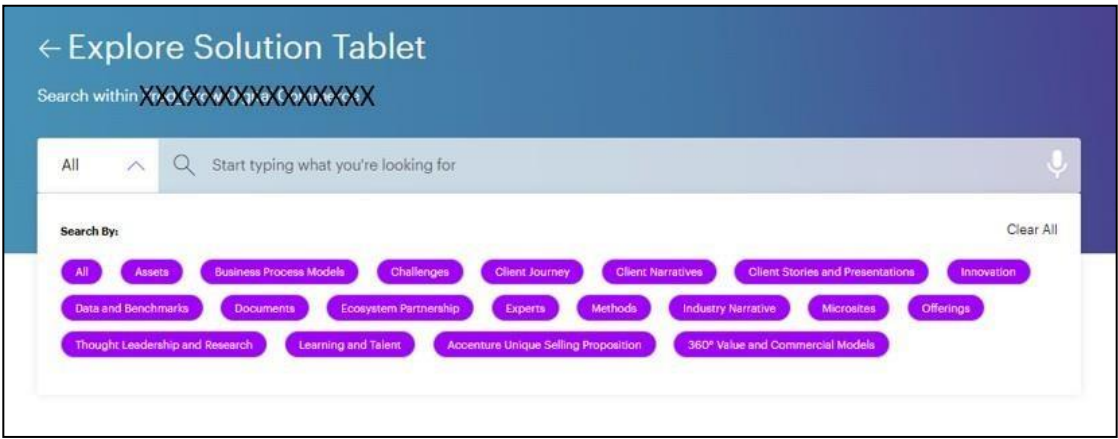
15. Based on approvers response, status will change in My Contribution page: (Approved, Pending or Declined).
16. Solution Tablet contributors will receive an email as soon as their contribution is approved or rejected. So that, they can be notified on the decision taken on their contribution request.

Search Within Solution Tablet

Within Solution Tablet, user can search and retrieve contents instantly from the Solution Tablet Elements using search functionality.

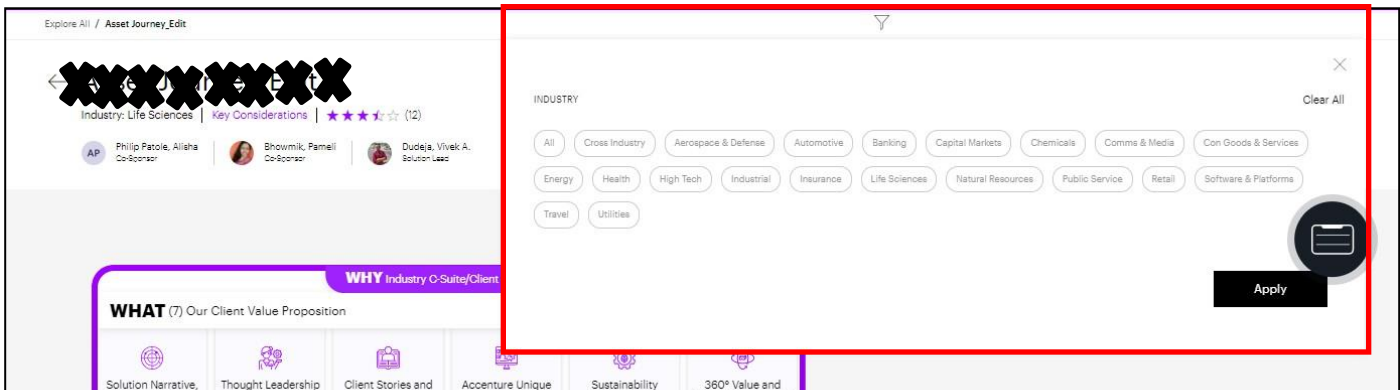


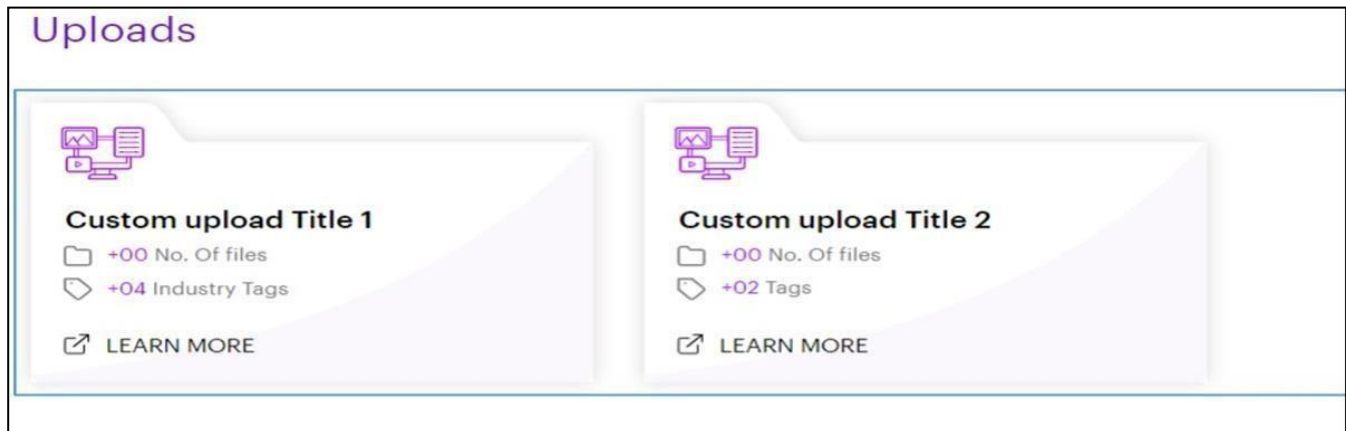
Search functionality making it easier for users to find what users are looking for. Search helps to find contents from different elements within the Solution Tablet. (i.e., Solution Narrative, Stage 0, Thought Leadership and Research, Client Stories and Presentations, Assets & Platforms, Experts etc.)



Industry Filtering and Tagging

Within a Solution Tablet, the user can filter artefacts based on the different industries. Once Industry filter applied, Artefacts tagged for the specific industry(s) will be displayed. So, if a user has put a filter on Banking (for example), artifacts and uploads tagged to Banking, Cross-Industry along with artifacts without any tag will appear

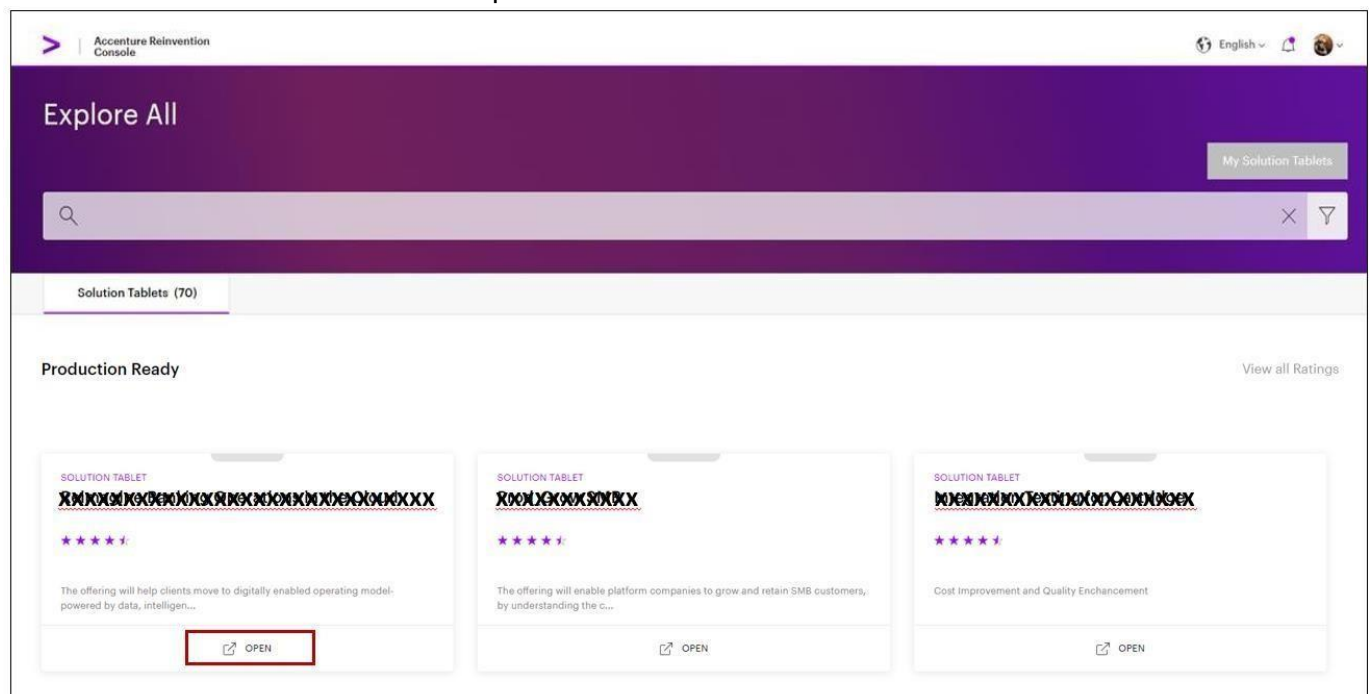




How do I get started?

How to Navigate as a Reader?

Once you have the reader access, the landing page for [Solution Tablet app](#) would look like the screen below. User can click on the “OPEN” option on the Solution Tablet to view the Solution Tablet elements.

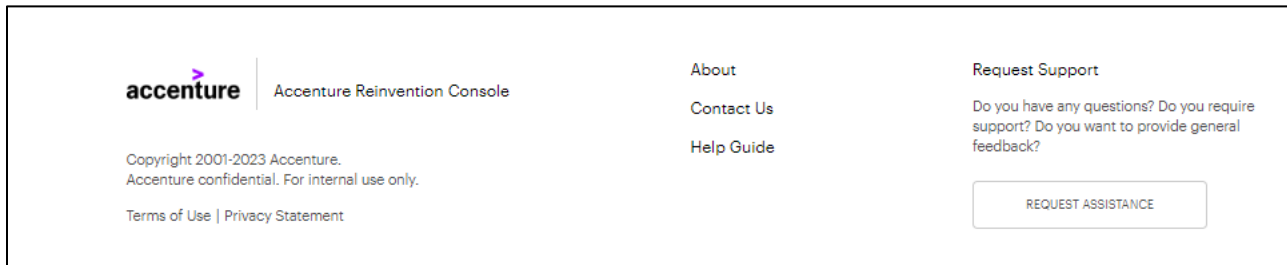


How to Navigate as a Builder?

A builder can configure the content in all the elements. Once the user has access as a builder, one would be able to navigate to the builder screens of each element. The detailed guidelines will be available in the information icon available on the configuration screens across all elements. These will guide the builder on the content that can be filled in each element.


Support Info

For any support, the user can click on “**REQUEST ASSISTANCE**” from the Footer section.



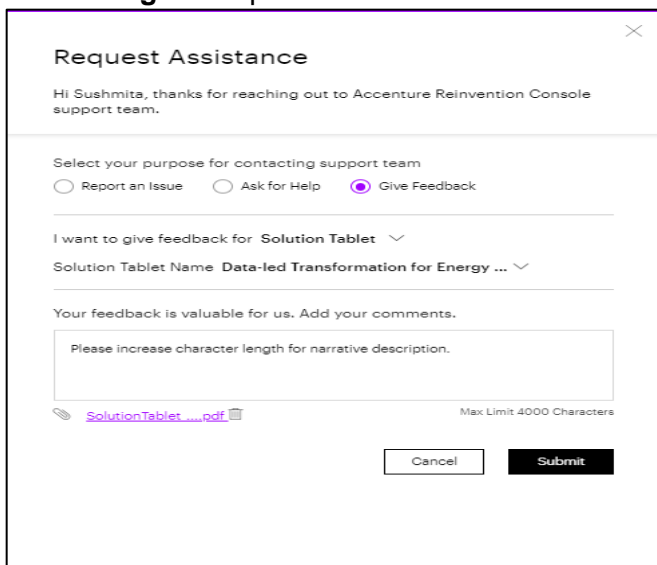
The footer section of the Accenture Reinvention Console. On the left, the Accenture logo is followed by the text 'Accenture Reinvention Console'. Below this, it says 'Copyright 2001-2023 Accenture. Accenture confidential. For internal use only.' and 'Terms of Use | Privacy Statement'. On the right, there are links for 'About', 'Contact Us', and 'Help Guide'. Further right, under the heading 'Request Support', there is a question: 'Do you have any questions? Do you require support? Do you want to provide general feedback?'. Below this question is a button labeled 'REQUEST ASSISTANCE'.

- Page opens a form popup.
- For the type of support required, select the appropriate “**Category**” using the radio button.
- User can select between three categories as “Report an Issue”, “Ask for Help” and “Give Feedback”.
- The Solution Tablet Name will be auto populated based on the Solution Tablet from where the user has clicked the Request Assistance popup. Users can edit this value. User can also choose “Other” if user doesn’t find the required solution tablet name.



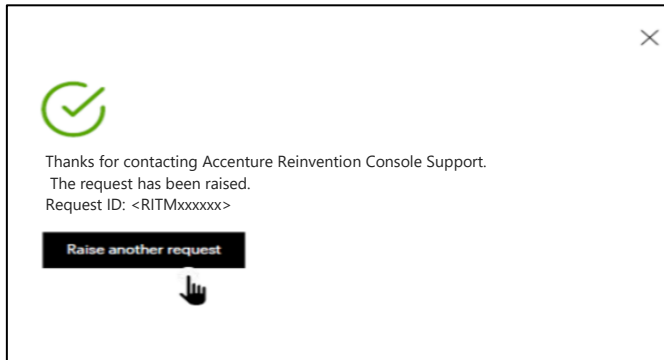
The 'Request Assistance' form popup. It starts with a greeting: 'Hi Sushmita, thanks for reaching out to Accenture Reinvention Console support team.' Below this, there is a section 'Select your purpose for contacting support team' with three radio buttons: 'Report an Issue' (selected), 'Ask for Help', and 'Give Feedback'. Underneath, there is a dropdown menu 'I have an issue with Solution Tablet' and a text field 'Solution Tablet Name' with the value 'Other'. Below this is a text area 'Describe your issue. Someone from the support will reach out to you.' with a placeholder 'Enter the Text' and a 'Max Limit 4000 Characters' note. At the bottom are 'Cancel' and 'Submit' buttons.

- Enter “**Description**” (Mandatory) and user can also add any Attachment as a reference while **submitting** the request.

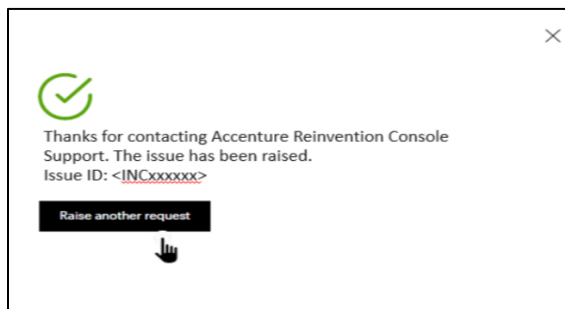


The 'Request Assistance' form popup after selecting 'Give Feedback'. The greeting remains the same. The 'Select your purpose for contacting support team' section now has 'Give Feedback' selected. The dropdown menu 'I want to give feedback for: Solution Tablet' is now active, and the 'Solution Tablet Name' field is populated with 'Data-led Transformation for Energy ...'. Below this is a text area 'Your feedback is valuable for us. Add your comments.' with a placeholder 'Please increase character length for narrative description.' and a 'Max Limit 4000 Characters' note. An attachment icon and the filename 'SolutionTablet.....pdf' are visible. At the bottom are 'Cancel' and 'Submit' buttons.

- On click of submit button, an acknowledgement page is displayed.
- Users will get request number on the acknowledgement page.



- For "Report an Issue", user will get incident number on the acknowledgement page.



Note: For "Report an Issue", Incident (INCXXXXXX) will be generated and for "Ask For Help" and "Give Feedback", Request (RITMXXXXXX) will be generated.