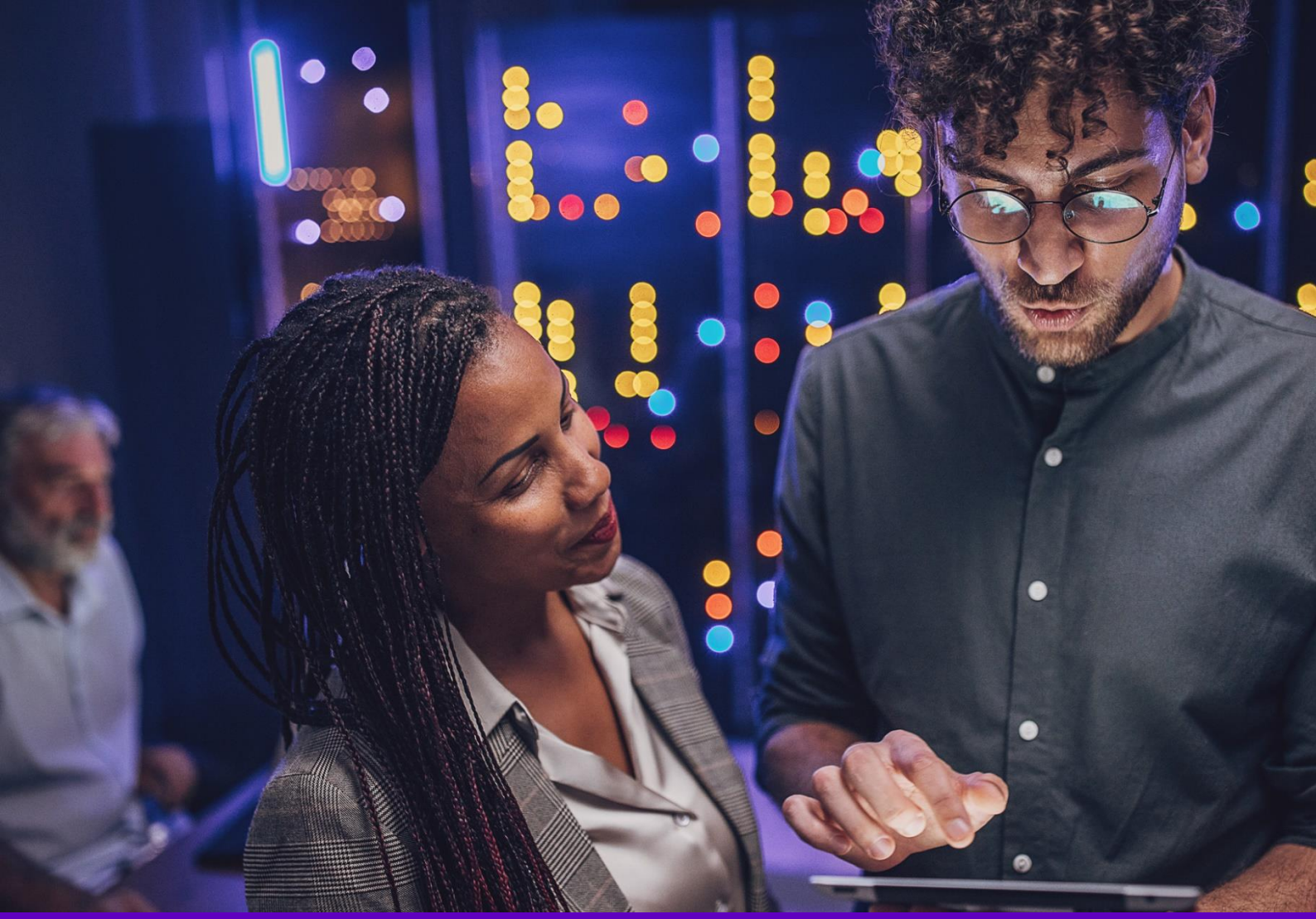

G-Cloud 14 Service Definition

Accenture Cloud Design and Migration Services

May 2024

accenture

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1. Scope of Our Services

Accenture's Cloud Design & Migration Services leverage our Microsoft Azure Platform capability that enables clients to unlock the full value of the Microsoft Cloud. We provide packaged and bespoke solutions to tackle scenarios that businesses face during a cloud transformation using tried and tested services, scenarios, and accelerators. These services enable us to support our clients through your cloud journey or wherever you need help along the way.

Over the past 8 years, Accenture has seen cloud adoption rise significantly. Initially in areas such as retail but increasingly in more conservative industries such as Health and Public Sector. These areas have seen an exponential movement of workloads into the public cloud driven by enhancements in the capability delivered by the major providers, including Microsoft and Amazon.

Accenture's cloud design and migration services continually optimise the client's cloud platform providing both custom solutions and packaged solutions to tackle common scenarios that businesses face during your cloud transformation.

Cloud Foundations and Platform Architecture

The success of the enablement and adoption of any cloud platform is a strong foundation; Accenture's Cloud Foundations ensure our clients can meet current requirements but are also designed to support all future requirements in a cost-effective, secure and scalable manner.

Enterprise Cloud Foundations specifically sets out the foundations needed to successfully adopt cloud within a customer. It is split into two parts:

- Enterprise Design: Encompassing design of governance, technology, architecture and services such as identity, security and availability.
- Operating Model: Covering the definition of skills/capabilities, support processes, support interfaces, operations roles and RACI.

In our experience, both of these are required before organisations even consider the migration of existing services or the development of new services.

The Cloud Foundations sets out the blueprints for an Azure architecture and operating model. Through a series of collaborative workshops, we work with key stakeholders to understand and map out the full Azure estate. It is a consulting lead engagement that provides the baseline architectural principles covering the following:

Enterprise Design

- Governance
- Networking
- Identity
- Security
- Compute
- Storage and backup
- Business Continuity and Disaster Recovery (BCDR)
- Operational Management.

Operating Model

- Tools
- Capabilities
- Process
- Interfaces
- Governance
- Organisation & Sourcing
- Performance Metrics.

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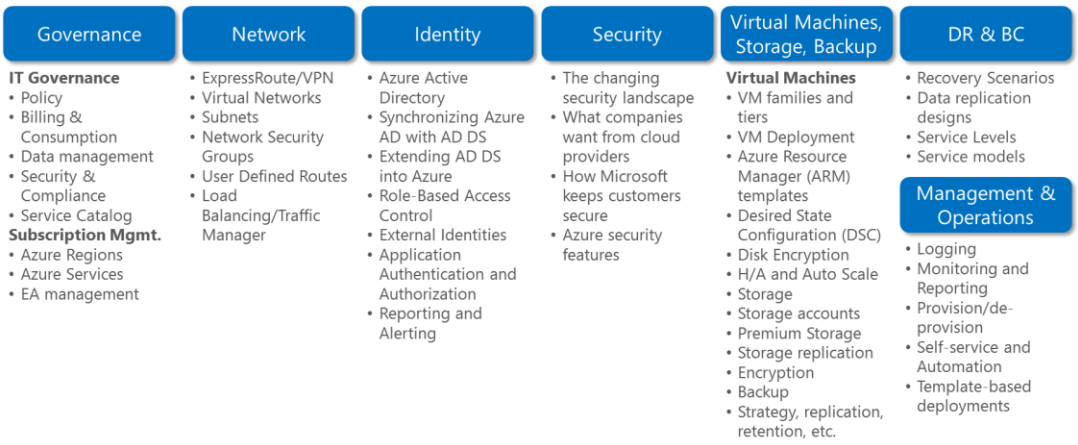

Figure 1: Indicative Azure Cloud Foundations Schedule

As a deliverable, the foundations workshops would provide a design document based on Accenture's recommended practice coupled with recommendations and risks around any existing Azure estate.

Azure Build

We use Infrastructure as Code (IaC) to build and deploy all resources to the Azure platform as outlined by the Azure Foundations document, including Networking, Identity, Security, Compute, Storage and Backup. The Azure Resource Manager (ARM) Templates used for build allow quick and consistent deployment of Azure resources across environments.

For the build, we would leverage a combination of onshore consulting resources with the scalability of our offshore or nearshore teams. Our Cloud Solution Studio (CSS) is a robust platform for designing, configuring, and deploying end to end automated cloud solutions in a consistent validated approach on Azure. CSS aims to accelerate the design and build phase of Azure migration projects by providing a platform to generate the automation artefacts in a consistent and validated way, reducing the effort of manually implementing automated solutions and deploying them by up to 75%.

Cloud Application Migration and Transformation

We have developed a strong methodology that helps to develop a clear roadmap for an organisation's application ecosystem. The methodology takes an organisation's set of workloads and, using a mixture of manual and automated investigation methods, categorises the estate around the 6R's of the migration approach, namely rebuild, refactor, rehost, replace, retain or revise. Once categorised, we work with our customers to define the waves of migration. As part of this, we will consider factors such as business criticality, technical debt, availability of resources and costs.

The migration methodology looks at how we can deliver the modernisation of applications through the employment of modern engineering approaches, including DevOps and containerisation on IaaS and PaaS. All of which will support the migration of applications to the cloud by developing and executing a clear application, database and server migration path.

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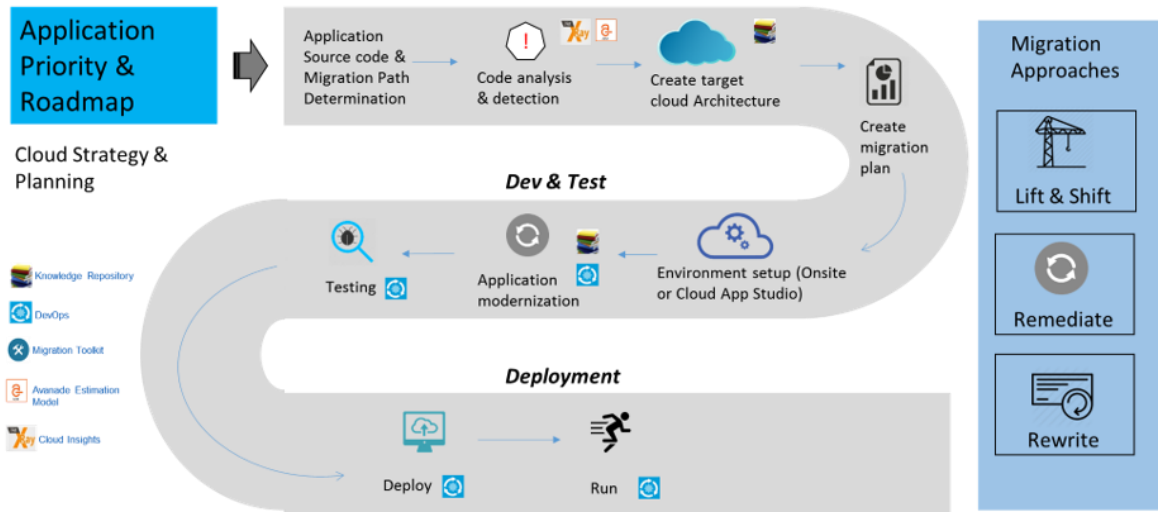

Figure 2: Accenture Migration Methodology

We utilise our own tools as well as Microsoft native tools to facilitate migration approach, discovery and delivery:

- Accenture's Application Roadmap to Cloud (ARC).
- Accenture's COTS App research data.
- Microsoft Migration Assessment and Planning Toolkit (MAPS).
- Microsoft Azure Migrate.
- Microsoft Azure Site Recovery.
- Microsoft Data Migration Assistant.

We have experience with various market-leading migration tools and platforms, including cloud-native tools. After environment discovery and assessment, we will work with you to identify an appropriate toolset which is utility aligned and supplements the Azure Migration toolset. For migrations to Azure, we recommend we start with the free Azure tooling (Azure Migrate and ASR) and then look to utilise other third-party tools or methods when this is not a good fit.

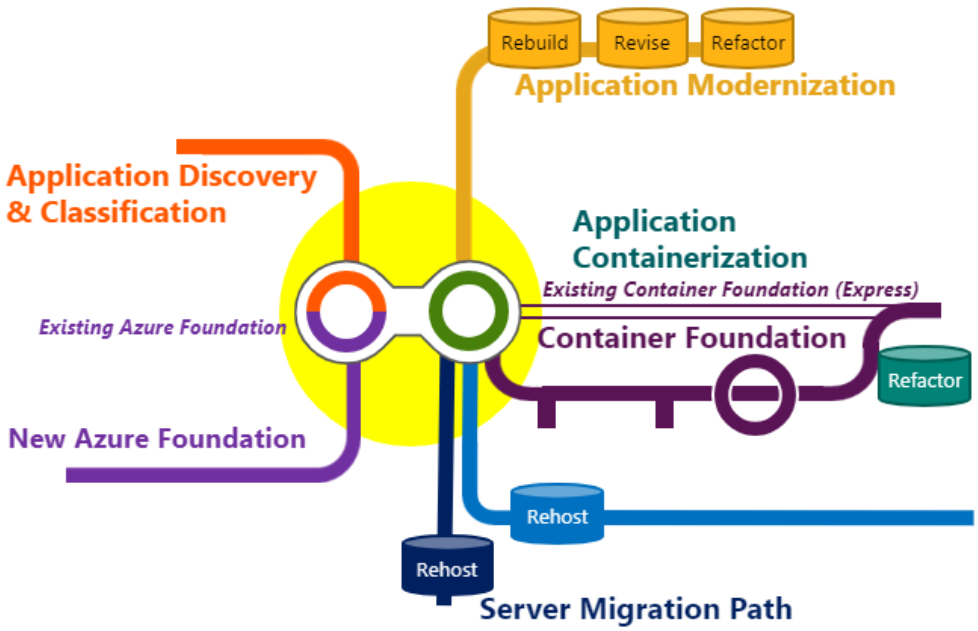

Figure 3: Accenture Migration Pathways

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Azure Landing Zone Build

An Azure Landing Zone serves as a crucial entry point for users interested in leveraging Microsoft's cloud computing platform, providing them with the information and resources they need to make informed decisions and effectively utilise Azure services. Accenture's Cloud Impact Build services are here to support you every step of the way, ensuring success in your landing zone execution and beyond.

The Landing Zone Build approach is based on Accenture and Microsoft best practises to provide consistent Security, Governance, Scalability and Management through a well-established design and deployment framework. The framework consists of the following 5 pillars:

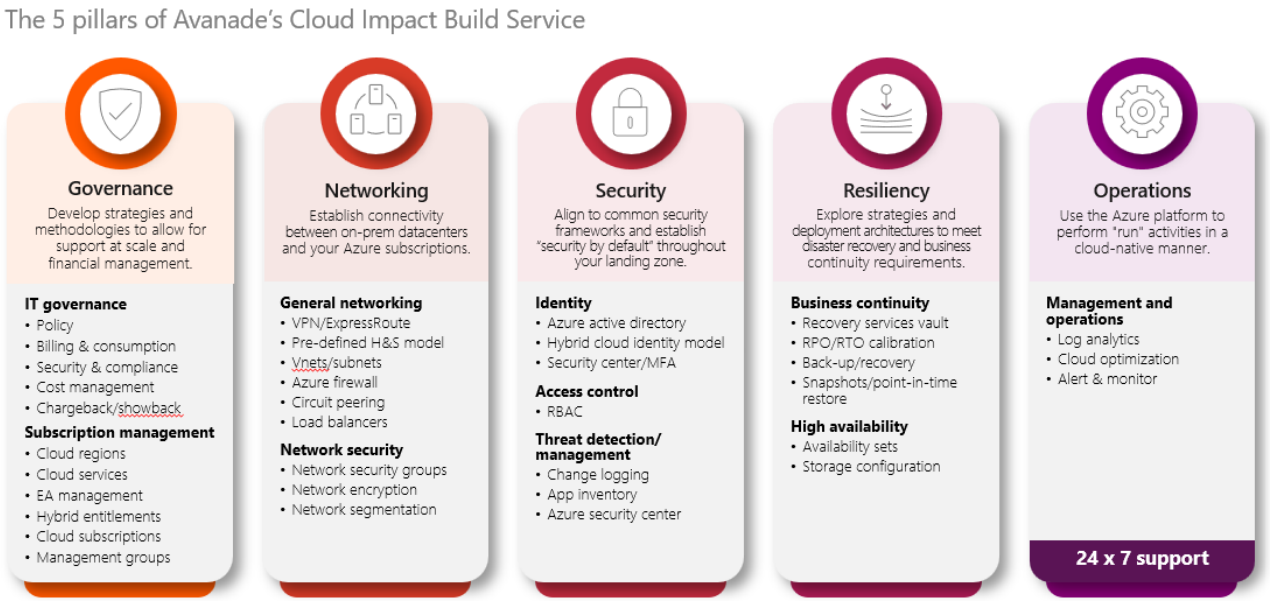

Figure 4: Landing Zone Build Pillars

The core scope of the Accenture Platform is aligned to the 8 pillars of design in the Microsoft Landing Zones Framework:

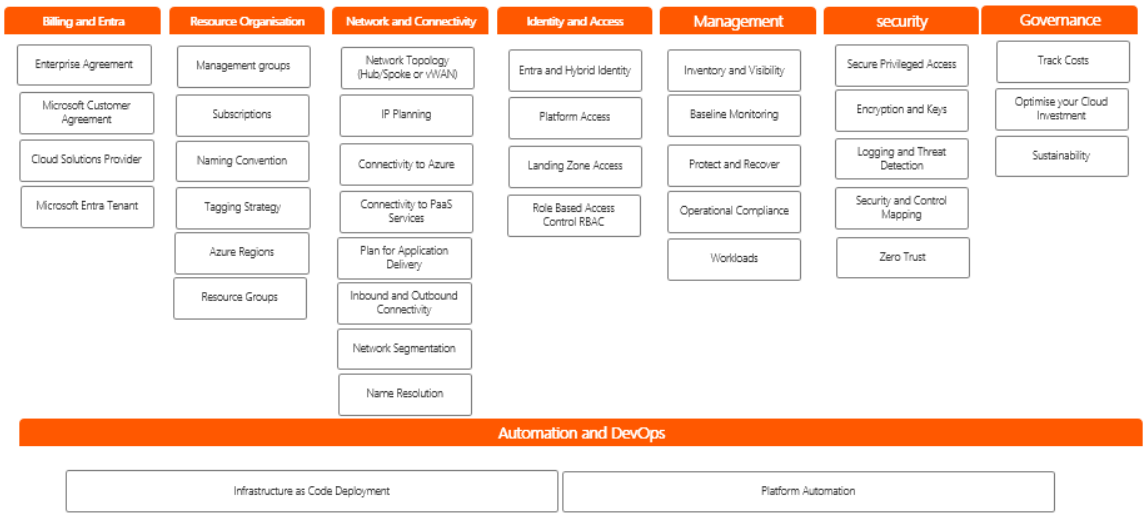

Figure 5: Landing Zone Build Pillars

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- Billing and Entra tenant – Guidelines for the integration of a tenant into the existing Enterprise Agreement.
- Resource organisation – Management Groups and Subscriptions hierarchy providing a management structure to support policy enforcement.
- Network and connectivity – Providing the central connectivity capabilities to support all workloads.
- Identity and access management – Establish your identity authentication and authorisation to protect data and resources.
- Management – Build the base of stable operations to provide visibility, compliance and protection or resources.
- Security – Leverage mature security design principals and security guardrails to secure the Azure environment (Platform and Landing Zones)
- Governance – Focuses on the enforcement of operations, security and cost control.
- Platform automation – modernise your environment deployment with IaC to drive consistent deployment methodology.

Accenture's Landing Zone Build services deliver a secure foundation for your Azure workloads, blending proven methodology with best-of-breed insights. Our Azure experts ensure security, scalability, and support at every stage of your deployment.

Liquid Engineering

We know that different organisations are at different stages in cloud transformation. What is new to one may not be new to others. Evergreen Innovation is not just about new and upcoming Azure capabilities; it also unlocks current proven features that clients may not be taking advantage of. We help clients to unlock the full and ever-changing power of the cloud by accelerating innovation. We will work with you to evaluate, recommend, and leverage Azure's continuous improvements, enabling you to expand your services in the below, helping you become more agile, go to market faster and define new business models:

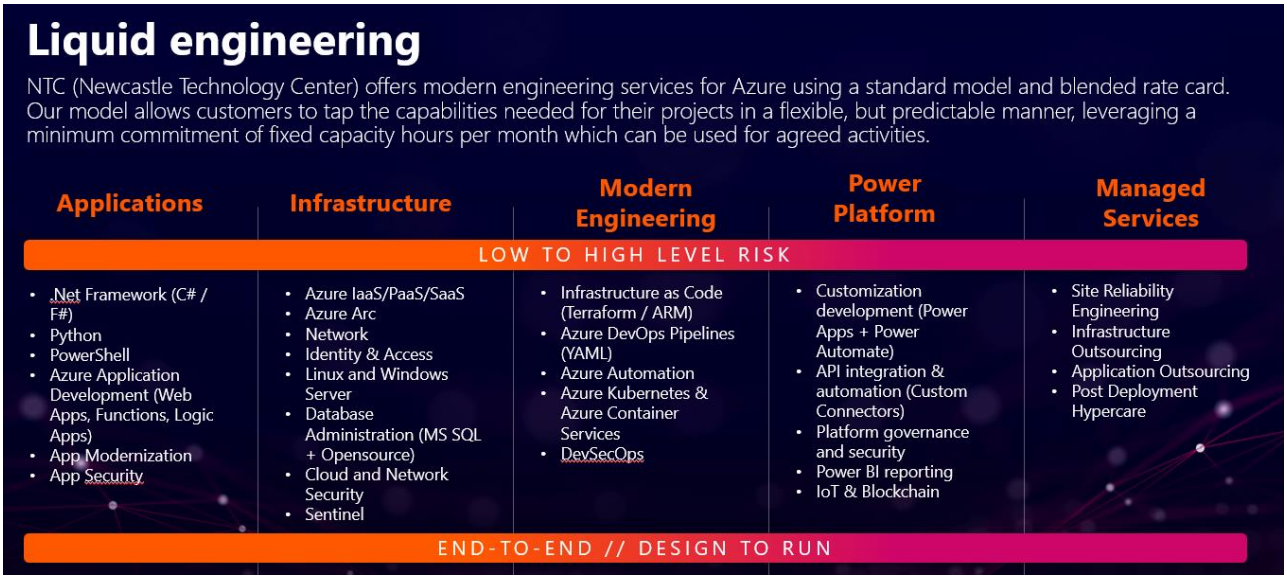

Figure 6: Liquid Engineering Pillars

- Liquid Engineering services to provide a cross-functional engineering teams to deliver cloud projects through our shared service.
- Our engagement model does not lock you into consuming specific people, skills or delivering a specific outcome - if you need to rapidly adapt and change, we can adapt and change with you allows customers to tap the capabilities needed for their projects in a flexible, but predictable manner.

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- Supplement your project with Azure specialists from our multiple pods, use our Modern Engineers to create and manage your cloud infrastructure and deployment pipelines or create flexible.

When clients choose the Microsoft Azure platform, that is not the end of it. Rapid changes and updates in the cloud environment can cause disruption. Our ongoing guidance will help you to keep unlocking the cloud's full potential and get even better at your core business. Azure is constantly adding new capabilities at a pace faster than most clients can evaluate and absorb. With knowledge of your Azure ecosystem, early access to Azure updates and experience using Azure capabilities, Accenture will help you incorporate the right Azure services to meet your innovation needs.

Data Centre Exit

It takes a lot of capacity to run data centres. They need to be big enough to cover peak demand, but this also means that much of the capacity remains unutilised. Low utilisation can weigh you down: it costs the same money, time and effort to stay operational, compliant and secure – and fit for purpose – regardless of utilisation. And what happens if capacity is exceeded?

Accenture helps to free clients from the costs and complexities involved in running your data centres. We develop the value case and strategy that enables them to move out of your data centres, as part of the end-to-end transformation and management of technology systems in Microsoft Azure.

Exiting data centres means lower costs and better performance for:

- Infrastructure: facilities, security, power, servers – a variable consumption model means you only pay for what you need.
- Labour: increased automation frees clients to focus on growing the business, not looking after IT.
- Software licensing and apps: simplified and rationalised by moving to PaaS/SaaS.

We build the plan clients need to exit your fixed-capacity data centres and migrate to the cloud. We enable clients to release fixed costs in agile sprints that they can then use to move more of the services they need to the cloud. Accenture will:

- Assess your current state.
- Build the business case.
- Migrate the data to the cloud.
- Support your future operation.
- Exit your data centres.
- Get rid of your dependence on physical location.
- Get rid of your fixed-capacity IT costs.

Cloud Optimisation

In our experience, many have not realised the expected benefits of the cloud. They may have been optimised when they migrated, but this is often no longer the case. As more users access your cloud platform, it becomes more complex, costlier, and harder to manage. Meanwhile, cloud providers continuously add new functionality and benefits. Our service helps you constantly derive maximum value from your cloud platform on three fronts:

- Speed
- Cost
- Security

Our holistic approach to achieving this covers governance, cost management and optimisation, security; organisational structure, architecture and operations.

Optimising your Cloud by addressing these six dimensions will enable you to:

- Achieve your target business benefits.
- Lower costs.

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- Securely unlock the full value of Azure.
- Create new digital business models.
- Reduce time to market.
- Drive greater agility.

To drive real value and optimisation, we have been working with Microsoft over the last 3 years and developed Isotope, our own optimisation toolset that will analyse both a cloud estate but also any legacy on-premises to recommend cost efficiencies and performance optimisation initiative's.

Mainframe Migration

The cloud is the ideal solution to mainframes' potential limitations. The cloud underpins the operational flexibility, innovation and cost-efficiency that mainframes will increasingly struggle to deliver in the digital age. That's why the risks of running on mainframes and in the cloud are moving in opposite directions – a problem which almost every organisation has. By applying our expertise, processes and technology to all aspects of your operations, we make sure your mainframe migration delivers at every level; we can get assess and modernise or re-platform your mainframe to Azure:

Figure 7: Our Mainframe Migration process

Intelligent Edge

Edge computing is a game-changer. If organisations can capture data right at the point of sale, they can enable an immediate decision and influence behaviour. Data-driven intelligence at the edge unleashes new possibilities and gives organisations the differentiation and tools they need to survive and thrive. It is the disruption they need. Clients need the right data in the right place and at the right time to anticipate and meet the new demands of the business. Edge computing provides that power so that decisions can be made right at the point of transaction.

We help enterprises to unlock what the intelligent edge can do for them. We help them to create new business models wherever there is intermittent or disconnected connectivity – where edge data drives immediate decision-making at the point of need. We create platforms and advisory models to scale, contextualising the design, implementation and management of the edge platform. We unlock the power of the Microsoft Edge Architecture: an on-premises capability that looks and feels like Public Azure but provides compute, storage and intelligence where it is needed.

Accenture has ready by design Edge blueprints containing Azure stack, IoT Edge etc., that can be built on to provide an edge architecture scalable and adaptable for any business problem. We leverage our full range of services, from advisory through assessment of clients' current state and future-state requirements and the roadmap to get there.

Big Compute

The most efficient way to run Big Compute applications. Running large, complex workloads is crucial to companies' ability to survive and thrive in the digital economy. The cloud allows you to scale big compute

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(BC) environments up and down in rapid ‘bursts’ – without expensive, specialised infrastructure and skills. We identify, design, integrate and manage Big Compute solutions for all applications allowing your business to leverage the agility, speed, capability and security of the cloud.

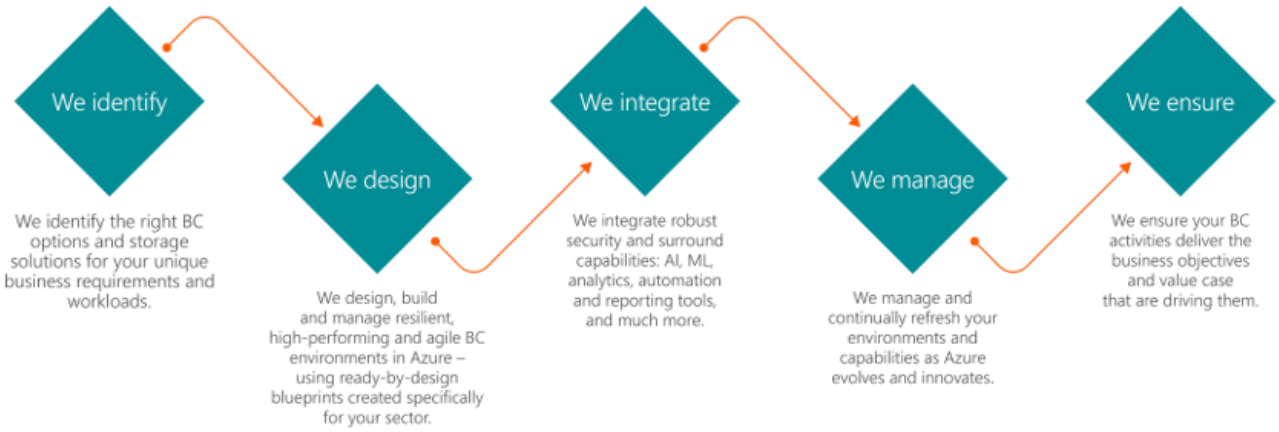

Figure 8: Our Big Compute Methodology

Accenture, Avanade and Microsoft: “The Power of 3” Avanade was created by Accenture and Microsoft® in 2000 to serve an untapped market for Microsoft-focused consulting services and to help customers realise the most effective results from their Microsoft technology. Accenture and Avanade have an established practice for migrations, and our assets help reduce deployment times by 30%~ over customer-led migrations.

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2. Assets and Tools

Our Workshops

Start fast, learn fast, benefit fast. Accenture's Microsoft Azure Platform Services workshops are a quick and easy way to prepare you for a successful journey to the cloud. You will move fast. Our expert architects will guide you step by step through engaging, hands-on sessions. We will work with your teams to get the fundamentals right in a series of collaborative, practical and interactive engagements that will accelerate your cloud journey:

- Cloud Foundations – Create the groundwork for a successful cloud transformation.
- Cloud Transformation – Develop the roadmap for your journey to the cloud.
- Container Platform – Realise the full promise of the cloud .
- Cloud Security Maturity Assessment – Understand and improve your cloud security landscape.
- Data Value - Discover and unlock the value of data.

Application Roadmap to the Cloud (ARC)

We use the Application Roadmap to the Cloud (ARC) tool in a Cloud Transformation workshop (aka ARC Workshop), which typically occurs during the Evaluate phase in your Cloud Journey. Though this can occur at any time, this is the most opportune time when building your cloud capability; you want to know where to start and how to get to the cloud.

The ARC Tool and workshop approach facilitate and quantifies those discussions, so we get a better understanding of your drivers and next steps to get to the cloud. In the workshop, we begin by understanding exactly what is driving your transformation along with any pain points, expectations, ideas for the future state, etc.

The tool has an amazing ability to depict and solve a problem the client has quickly and in an easy-to-understand fashion. Having this data unblocks many enterprises in your journey. They know where to start first, and Accenture provides full end to end capabilities from strategy, infrastructure design and implementation, application assessment and modernisation via a Cloud App Studio and managed services.

There are 4 major steps to building the roadmap with the ARC tool and then modernising the first application of many.

In the ARC tool, we first ask 10 questions about the business priorities for all applications. The answers help drive the migration approach. For instance, an enterprise may be more interested in exiting a data centre, so they are more interested in just getting to the cloud quickly, so a rehost (aka migration or lift and shift) to IaaS may be the best step since it is the quickest. Another client may be more interested in agility. They want to be able to deliver application functionality quickly, so refactoring the application for PaaS and taking advantage of PaaS services is often the best choice since developers can develop and test more quickly and provide more functionality with PaaS services.

Next are a series of questions about the business value of an application that the application's business owner must answer. Questions range from how many users, is the application strategic or transactional, what is the application's business priority, etc.

Then we ask technical questions such as the number of tables, type of architecture etc. and more about the suitability for the cloud, such as any data restrictions. Based on answers to those questions, we determine the migration alternatives.

The last step is choosing the applications to start with, the First Movers, which are those that have the most value and are easiest to modernise.

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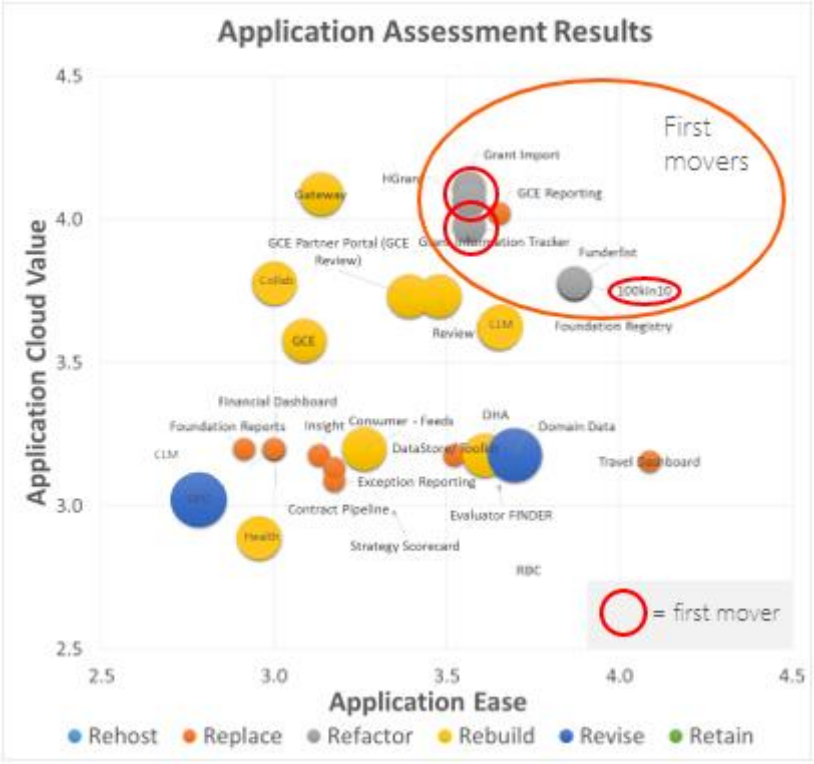
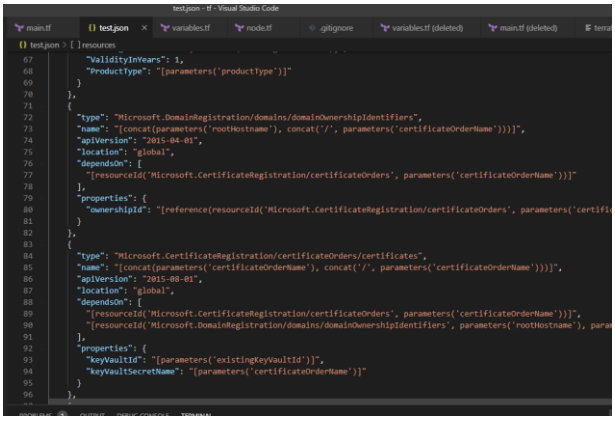


Figure 9: Sample ARC Output

Cloud Solution Studio (CSS)

Accenture's internally developed tool to accelerate the design, development, collaboration, visualisation, validation, and deployment of infrastructure as code and configuration as code for Microsoft Azure. Cloud Solution Studio is built on the premise that solutions can be codified. It is on that basis we strive to enable a better user experience for creating solutions for our customers. CSS is a validated way of reducing efforts of manually implementing solutions on Azure and reducing deployment times by up to 75%. This helps to lower the sales and delivery cost of End-to-end Azure infrastructure and application platform design and deployments.

Traditional Approach



CSS Approach

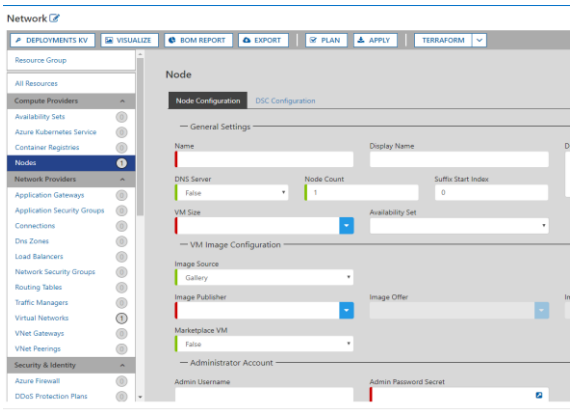


Figure 10: CSS versus Traditional

This is done in two ways primarily:

1. Infrastructure as Code (IaC).
2. Configuration as Code (CaC).

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The different features that make up IaC allow for a better user experience by enabling quicker solution updates, faster deployments and a definitive source of truth that allows for consistent and repeatable results. Some of the features include:

- Multi-User Authoring – This feature allows for multiple users to be able to design and modify a given client solution at the same time. With the latest feature allowing for multiple users to edit the same resource, and merge the version changes if possible and not conflicting as well as notify the user saving the solution of any possible conflicts that have happened with the merge
- Copy – The copy function is built into multiple layers based on needs that might arise to quickly iterate in defining what the solution needs to be. Often, especially when creating multiple environments, the same resources are required, with the only difference being needed to have scaled versions of the same architecture.
- Resource Names - Prefix/suffix – This function allows users to set a standard that the client requires for all resources. This ensures quality by entering once and forgetting it for all resources once set, as well as the ability to ensure that all resources meet the naming taxonomy requirements defined by a client with the least amount of overhead possible.
- Subscriptions – The subscription interface allows for a client project to specify an Azure Subscription with a specific Service Principle Name (SPN). Additionally, this function allows for specific users to be identified that should have access to create solutions that use the subscription, which then would restrict access to be able to deploy to those specifically assigned to the project.

The different features that makeup CaC, allow for a better user experience by enabling consistent application configuration for any given virtual machine. With a defined schema that allows for ease of importing any Desired State Configuration (DSC) package, the dynamic nature allows for better client solution integration and an accelerated time to market for a specific offering.

Cloud Solution Studio differentiates between two (DSC) package types. The Application Set DSC package allows for a DSC package that allows for the configuration of multiple virtual machines with the same logic. This allows for waiting for one virtual machine to finish a DSC module and then wait for another virtual machine to configure the same DSC module before the first virtual machine moves forward with its defined DSC config (ex., SQL availability groups require multiple VMs to be set up within the cluster before they can be added to the AG).

Export – Not all projects or clients will want to have Cloud Solution Studio to have access to your subscriptions or to do the deployment of resources, as they have orchestration tools that they are required to use based on company policies. Cloud Solution Studio can still be used for these projects as well. Giving the ability to export a template that is required for delivery allows for the flexibility of using Cloud Solution Studio for the creation of the templates while at the same time having the flexibility to export the template (with or without secrets that are referenced in Keyvault).

Accenture Managed Platform (AMP)

AMP brings our secure, cost-effective managed services to your on-premises, cloud, and hybrid environments. Key feature areas include monitoring, remote access, discovery, automation, and service management.

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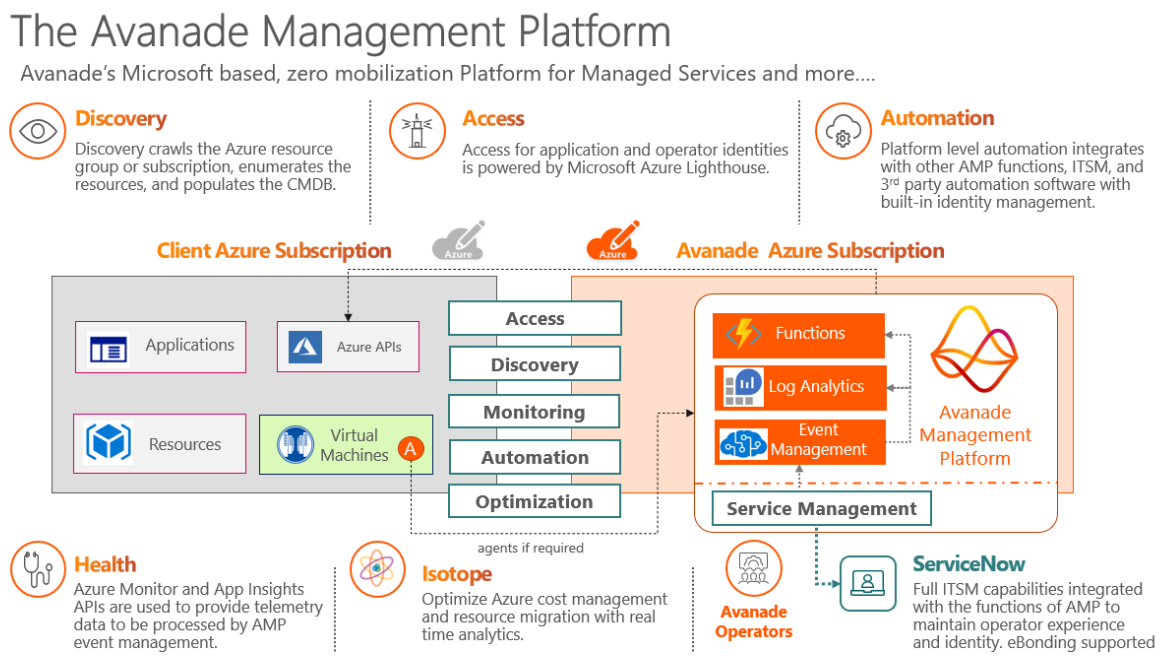

Figure 11: AMP Framework

Discovery - Gain deeper insight into your critical managed service infrastructure. Automate the discovery of infrastructure for on-premises, cloud, and hybrid environments. With a single comprehensive repository of IT information, dependency mapping and configuration auditing, we can easily provide configuration management for our client's entire virtual and physical infrastructure.

Benefits:

- Improves visibility of IT resources and supports strong IT controls to achieve high levels of service quality
- A fast, automated discovery process reduces errors and keeps the CMDB up to date
- Minimises change risks and configuration drift by empowering the change advisory board (CAB) with trusted dependency data to evaluate change impacts
- Reduces cost and time to prepare for audits, enabling contract compliance
- Links infrastructure and service to how they impact the business so we can optimise capacity and leverage CMDB data in the incident, change and problem management

Access - Remote access provides a solution in response to client requests for more control over who has access to your systems, what is executed on those systems, and when this access takes place. Clients also want remote access tools to manage credentials used by technicians accessing these systems.

Benefits:

- Full Integration of Azure Lighthouse delegated access
- Secure remote access for support of managed systems with credential management
- Remote access sessions are logged for future auditing
- AMP provides secure remote access for support of managed systems without requiring VPN
- Provides faster resolution times by providing direct access to the system causing the issue
- Requires an existing task or work item, ensuring that access is only granted when necessary
- Remote access credentials are securely managed for all activities
- RBAC is used to allow credential visibility control, defined by engineer roles and privileges

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Monitoring - Separate the signal from the noise. Collect, analyse, and act upon monitoring data from multiple systems, and gain insights to drive operational health, performance, and business results.

AMP also uses synthetic transaction monitoring (STM) to actively monitor a client system/environment from global monitoring locations. AMP provides flexibility to re-configure monitoring parameters as client needs change.

Benefits:

- Real-time, end-to-end monitoring for the most complex, on-premises and hybrid client environments
- Provides a simple and unified view across multiple systems from on-premises and cloud workloads
- Monitoring parameters can be configured to support changes in client requirements and enable continuous improvement
- Alerts generated from monitoring data are prioritised according to business needs, ensuring engineers focus on the right tasks at the right time
- Mimics key user activities with synthetic transactions to identify bottlenecks where users routinely experience errors, slowness, and unresponsive behaviour
- AMP deploys within days, not months and connects to the monitoring data store effortlessly to begin interacting with the data immediately

Automation - Automation in AMP provides an interface for our engineers to create catalogue items that allow them to provision, update, or clone client environments to launch new business services. Automation can preempt issues and more quickly resolve those that arise, improving customer experience.

Benefits:

- Fast, consistent, automated execution of scripts and ARM templates for rapid response to changing business needs
- Support for integration with 3rd party automation tools
- Graphical workflow tools reduce errors and operational costs
- Create, manage, and execute scripts to automate managed services tasks across client environments
- Accelerate service delivery to clients—provision, update, and clone complete client environments automatically
- Preempt issues and resolve those that arise more quickly, improving customer experience
- Automate routine maintenance tasks and perform self-healing tasks whenever possible
- Simple user interface to create catalogue-driven automation from PowerShell, ARM and Terraform templates

Service Management - Service management includes service transition (focus on planning and managing the capacity and resources required to test and deploy into production) and service operations (coordinating and carrying out the activities and processes required to deliver and manage service levels to support client environments).

Benefits:

- Clear understanding of what services are provided and service level expectations
- Improved visibility into operations and performance across client environments
- Repeatable and scalable processes drive improved response and resolution times
- The service catalogue drives standards across service offerings and the client environment
- Improved access and communication channels driving effective communication
- Better support for compliance challenges with increased change control
- Increased client satisfaction through self-service portal capability

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Accenture Cloud Impact

Accenture Cloud Impact is a new service that guides our clients on their journey in the cloud, helping them to identify and manage business risk, technical debt, cost and sustainability. The service is powered by a new platform that uses the latest in AI and machine learning to integrate and analyse industry, business and technical data sources and generate rich, tailored recommendations. We're using the platform to help clients to establish an AI-ready digital core and unlock funding to reinvest in innovation.

Accenture Cloud Impact is a digital advisor for your journey in the cloud, helping you to identify and manage business risk, technical debt, cost and sustainability opportunities enabling you to build a resilient and AI-ready digital core. Accenture Cloud Impact is delivered as a service. We deliver the insights and recommendations to clients either as part of a cloud optimisation workshop, or as part of their ongoing managed service.

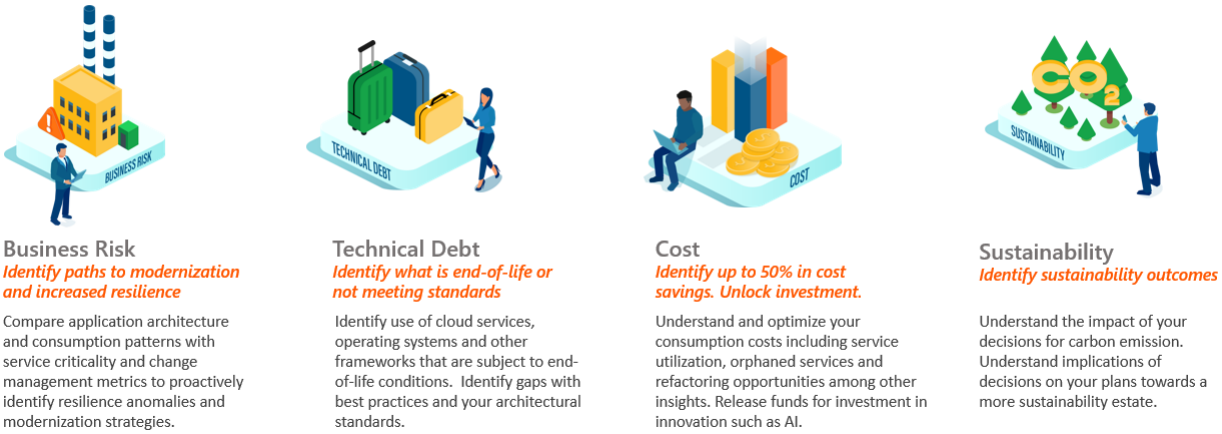

Figure 12: Accenture Cloud Impact

Cloud Impact uses the latest in AI & Machine Learning technologies to analyse their cloud resources and surface insights. The platform aligns these insights with other business and industry data sources.

- For business risk, Cloud Impact helps customers identify paths to modernisation and improved resilience.
- For Technical debt, we surface applications that are end-of-life or not meeting standards.
- For cost optimisation, we highlight inefficiencies that can typically release up to 50% of cloud spend.
- For sustainability, the platform provides a historical view of the carbon impact of cloud consumption. It also projects the carbon impacts of modernisation recommendations – helping our customers create and stick to solid sustainability plans.

What's different about Accenture Cloud Impact?

Business Context - Cloud Impact uses a wide range of data sources including the business context around your consumption and provides rich insights and well targeted recommended actions with cost-benefits.

Accenture Expertise - As the leading Azure adoption partner on the planet, we've learned through market-leading cloud projects with our clients. Our resulting technical and industry expertise is embedded in Cloud Impact as best practices, generating a range of insights and opportunities to help you do more with less.

Cumulative benefit - Insights produced at one point in the journey can be valuable later. These durable insights are retained to help you experience better outcomes. For example, app dependencies captured during a standard lift and shift migration effort becomes invaluable later in the journey when assessing modernisation decisions.

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Just How We Do It - All Accenture Azure Managed Services customers get Accenture Cloud Impact as part of our Managed Service. Our Service Management team will discuss platform integration needs with you as part of our onboarding process. We offer a **Cost Optimisation Workshop** to help understand your requirements and work together to create a solution https://www.avanade.com/en/solutions/cloud-and-application-services/ai-ready-cloud

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3. Pricing

Please refer to the associated Pricing Document relevant to this Service.

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4. Contacts

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5. About Accenture

Accenture is a leading global professional services company that helps clients build their digital core, transform their operations, and accelerate revenue growth—creating tangible value across their enterprises at speed and scale. We are uniquely able to create these outcomes because of our broad range of services in strategy and consulting, interactive, technology and operations, with digital capabilities across all of these services. We combine unmatched industry experience and specialised capabilities across more than 40 industries and all business functions. With 743,000 people serving clients in more than 120 countries, and a net revenue of $64.1 billion USD for the financial year ending on 2023, Accenture drives innovation to improve the way the world works and lives.

Avanade, a joint venture between Accenture and Microsoft, is a privately held company was founded in 2000 with the goal of delivering innovative services and solutions to enterprises worldwide using the Microsoft platform. Avanade's main business focus is to purely deliver innovative services and solutions to enterprises worldwide on Microsoft technology. Avanade is a global organisation with over 56,000+ professionals worldwide, serving our clients in major geographic business areas in 26 countries.

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