



G-Cloud 15 Service Definition

Accenture Digital Twin Services Description

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Contents

1.0	Scope of our services	3
2.0	Our Approach	6
2.1	Methodology	6
2.2	Ability to unlock real Value and Benefits	6
2.3	Drive Best Practice	6
2.4	Blend of Resources	7
2.5	Collaborative Working.....	7
3.0	Assets and Tools.....	1
3.1	myDigitalThread Platform	1
3.2	myDiagnostic – Digital Maturity Assessment	1
3.3	myDiagnostic – Data Led Transformation Assessment for Strategy.....	1
3.4	Value Insights Platform.....	2
3.5	myService Platform	2
3.6	CyTwin	3
3.7	Intelligent Supply Chain Platform.....	3
4.0	Pricing.....	4
5.0	Contacts.....	5
6.0	About Accenture	6

1.0 Scope of our services

50% of large manufacturers will have at least on digital twin initiative launched by 2022, and the number of organisations using digital twins is projected to triple by 2024. Put simply, a **Digital Twin is a virtual representation (model) of a physical asset**.

It was only 2017 when 'Digital Twin' first became listed as a top 10 tech trend by Gartner. However, the use of AutoCAD in designs has been prolific since 2002, which produces computer aided designs. Often the datasets required to develop a mature Digital Twin are disjointed. Accenture is ideally placed to guide our clients to develop Digital Twins, we specialise in working in these complex scenarios to bring the correct data together for the desired outcome.

We consider a mature Digital Twin as one that:

1. Includes **any engineering information** of the asset needed to identify its functional and physical properties, including graphical and geometrical information.
2. Uses **data from sensors installed on physical equipment / infrastructure** to represent their real-time status, working condition or position
3. **Analyses the data against business and other contextual data** to uncover insights in a virtual environment that can be applied to the physical world, ultimately improving the business outcomes.

Over time, we support our clients to increase the maturity of their Digital Twin. The different levels we work through are shown below (Figure 1). The journey starts with a Digital Model, and gradually adds in additional capabilities, such as real time data collection to reach a passive twin. A dynamic twin starts to use the data collected to provide predictive analytics and insights through established rules. The next stage is when insights are added to the data for example, the intelligent twin could recommend an alternative delivery method or material usage. Finally, and at peak maturity, is an autonomous Digital Twin, that fully leverages artificial intelligence, to act on behalf of users.

As Accenture we recognise that not every client requires an Autonomous Twin and a Dynamic Twin may be all that is required. Therefore, we start each engagement with a client by helping them define their Digital Twin blueprint before supporting on delivery. The blueprint incorporates a vision, a strategy and roadmap definition, development of use-cases and a business case to support them, and performing relevant technology & data maturity assessments.

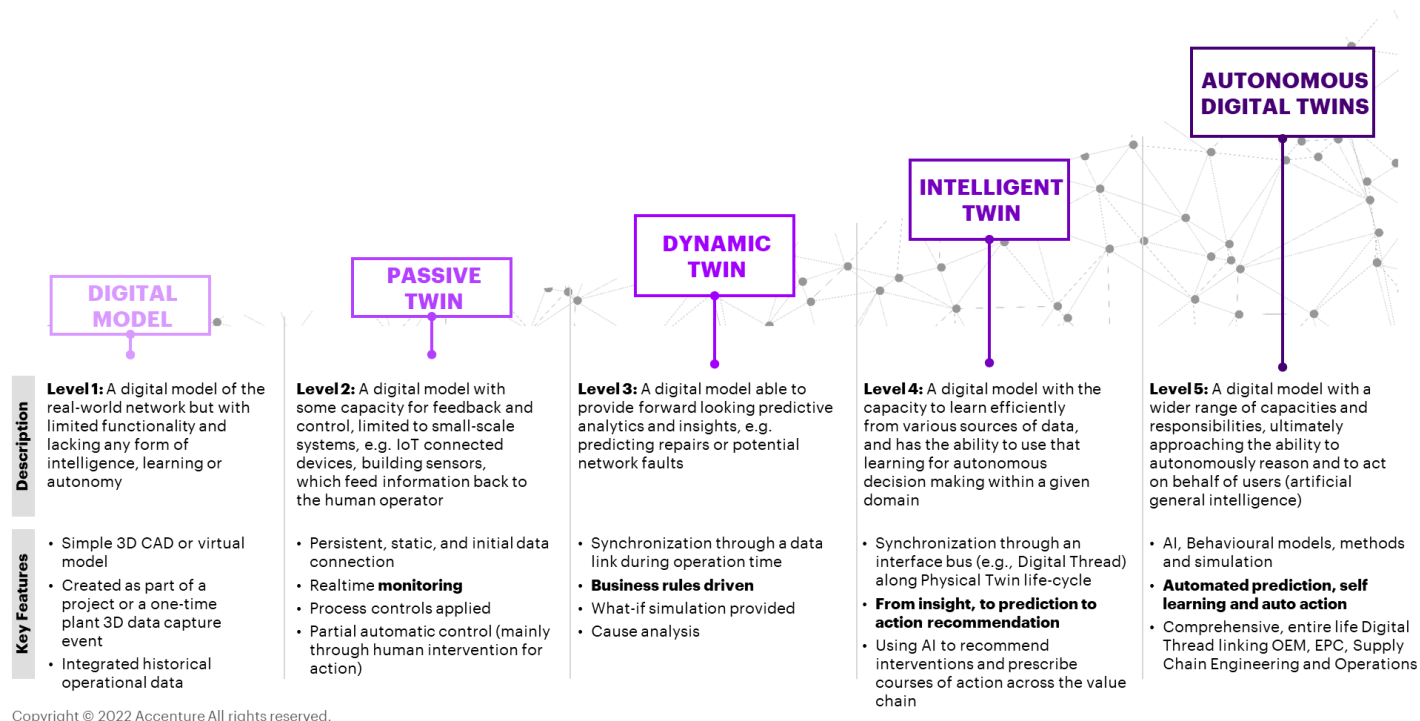


Figure 1: Digital Twin Maturity Levels

As part of delivery, we cover design, build and implementation. There are some key building blocks that help our clients to have intelligent Digital Twins. Our scope of services to a client could incorporate supporting on any of the below areas across a physical and operating twin capability (Figure 2):

1. **Master Data & Governance** - Managing data through a structured & standardised approach
2. **Asset Strategy** – Developing strategy to optimize total cost of ownership for assets as well as utilization with zero failure rate
3. **3D Reference Model** – Develop 3D models through laser scanning & design tools for as-is plant
4. **Cross-Functional Integration** – Integrate assets with other enterprise systems for overall monitoring & control
5. **Digital Visualisation** – Enhancing 3D model with real time data & intelligence from other systems
6. **Predictive Analytics** – Ability to predict maintenance requirement/ failure through analytical model
7. **AI Driven Insights** – Deriving insights out of asset / plant data through Artificial Intelligence / Machine Learning models for driving efficiency
8. **Remote Operations Centre Enablement** – Enabling through an Integrated Platform

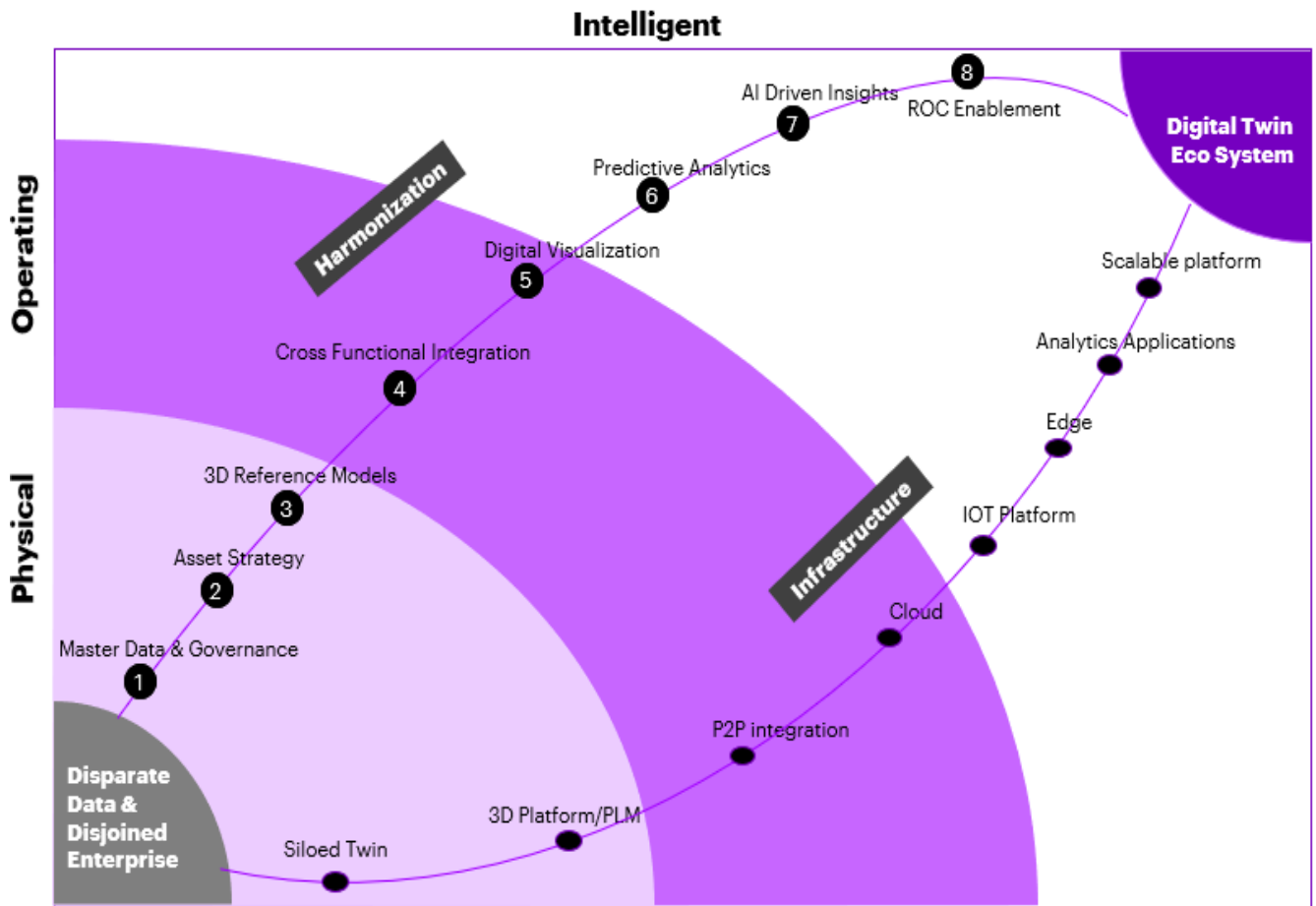


Figure 2: Digital Twin: Physical & Operating Capabilities

2.0 Our Approach

2.1 Methodology

Method One Overview

Method One is Accenture's integrated shared methodology designed to unify and streamline the various approaches and methodologies previously used within the organization. It evolves and replaces all former Accenture methodologies into a single, cohesive framework, enabling practitioners to deliver their best work consistently. The framework is inspired by the versatility of Lego, allowing for the creation of transformative client solutions through interchangeable methods and deliverables.

Key Components of Method One

The Method One framework consists of five key components:

- **Method:** A set of high-level activities guiding the creation of logically related deliverables to achieve specific outcomes.
- **Deliverable:** The desired output produced by executing a specific set of tasks.
- **Standard Approach:** A predefined sequence of methods designed to address specific client challenges, including a roadmap, outcomes, technology options, and roles of client stakeholders.
- **Techniques:** Detailed guidance that supports the execution of deliverable steps, which are modular and adaptable across multiple deliverables.
- **Reference Standard:** Internal or external standards recommended by Accenture to create standard-focused deliverables.

Accessing Method One

Method One content is accessible through the Method One Library and the Method One Virtual Assistant, allowing practitioners to explore a comprehensive collection of methods, deliverables, and techniques tailored to their needs.

Development and Governance

All content within Method One has been developed by Accenture experts and is subject to a robust governance process to ensure it reflects the latest best practices and continuous improvement opportunities.

2.2 Ability to unlock real Value and Benefits

Key to the successful delivery of our engagements is the provision of the deep expertise inherent in our resources and their ability to **continually identify opportunities to unlock the real value and benefit of the Digital Twin**. We leverage our insight and simulation-to-value experience from companies in other sectors such as Unilever and Mars where we are creating mirrors of their factories. For example, Unilever's DT pilot in Brazil saved millions of dollars in energy usage and increased productivity by 1-3%.

2.3 Drive Best Practice

We **drive best practice beyond industry norms** by bringing our thought leadership and experience of working with agility on cutting edge digital programmes. For example, we are working with the joint research project, KI Absicherung, and 25 partner organisations, to create a high-fidelity DT of a city simulating weather and lighting conditions to train autonomous vehicle AI systems, through interaction with camera, radar, and ultrasonic sensors in a virtual environment. We have supported clients to expand the use of DTs to monitor and optimise supply chains leveraging AI and blockchain technologies to improve material traceability and carbon footprint, working with partners such as the Alan Turing Institute and MIT – and we are currently co-creating with a client the concept of a Customer Experience DT.

2.4 Blend of Resources

As a leading Technology and Consulting firm, our delivery is based on a proven **blend of our experienced consulting and technology resources** covering a breadth of backgrounds and experiences. Our teams use their deep subject matter knowledge and experience to work closely with our capability leads and partner ecosystem organisations, and we strive to always propose an optimum mix of skills and scale needed to deliver each engagement. Thereby providing confidence in the attainment of expected outcomes and associated value.

2.5 Collaborative Working

Our team **work collaboratively with the client, their technology vendors and supply chain, collocated as required** at their defined offices. The team **operate within existing governance frameworks, ensuring strict adherence to standards and procedures**. We also provide independent Quality Assurance Directors, who ensure services are delivered to the high quality expected, providing continual visibility of progress and a **clear route for escalation**. We strongly believe our collective capability working in partnership with the client, can deliver a world leading fully operational DT that could define a digital legacy.

3.0 Assets and Tools

3.1 myDigitalThread Platform

A Cloud based intelligent product development platform sitting on top of client's traditional system landscape, operating through use case specific plug and play applications, leveraging analytics & Artificial Intelligence.

Select benefit metrics for our clients are:

- Reduce R&D and engineering costs
- Reduce time to market
- Reduce asset maintenance costs
- Improve product quality
- Improve product compliance
- Improve sustainable product/packaging design

3.2myDiagnostic – Digital Maturity Assessment

Within the Accenture created tool for Diagnostics, there is a benchmark for the clients's maturity against a global panel of 600 companies.

It is a survey-based evaluation of digital twin and digital enablers to benchmark responses against a panel of industrial companies across US, Europe and Asia and 8 industry sectors. It enables a quick overview of client's current digital maturity and initial understanding of gaps.

3.3 myDiagnostic – Data Led Transformation Assessment for Strategy

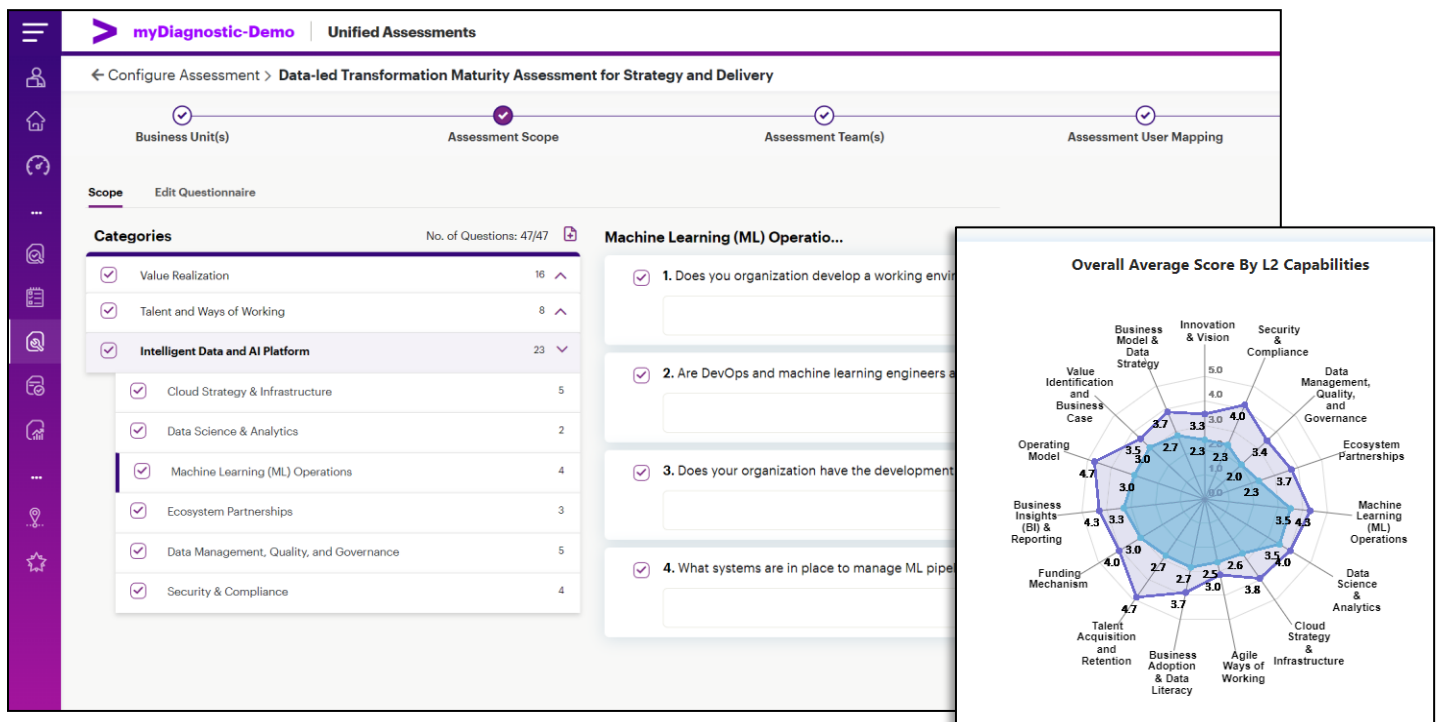


Figure 3: Data Led Transformation Assessment

Within the same Accenture created tool for Diagnostics, there is a Data Led Transformation Assessment. This is designed for use during the Discover phase to assess a client's current and target capabilities. The tool also provides reports to help clients visualise their results across the three key elements of their organisation:

1. Value Realisation
2. Talent & Culture
3. Intelligent Data & AI Platforms

3.4 Value Insights Platform

The Value Insights Platform is a company analysis tool that provides financial and non-financial insights. It offers deep, data-led analysis of company performance to help us understand our client's business strategy, vision and pain points—as well as the client's competitors.

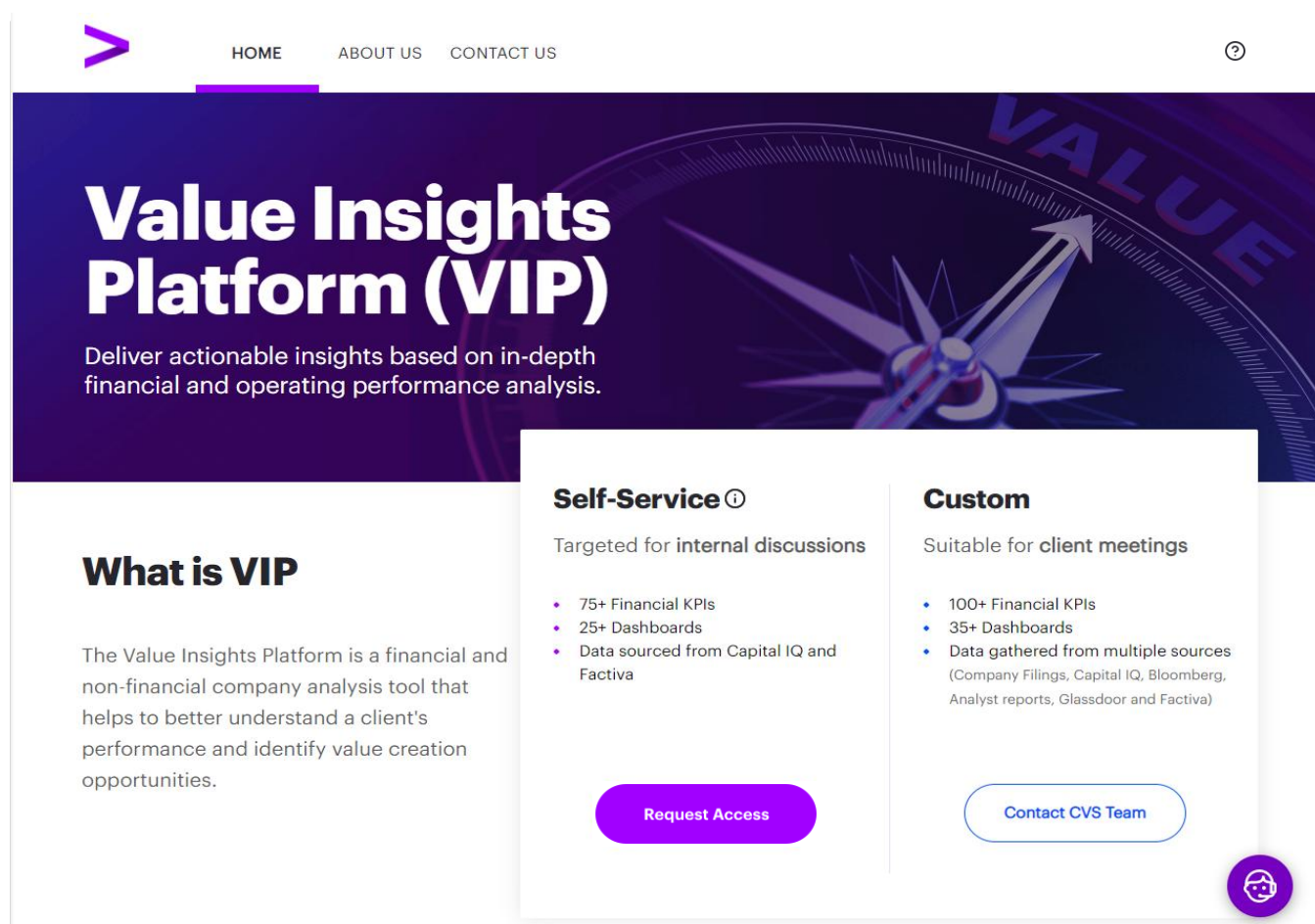


Figure 4: Value Insights Platform

3.5 myService Platform

myService Platform is an accelerator consisting of services, tools and capabilities that integrates across the business ecosystem, connecting products, data sources, enterprise legacy systems and other systems of engagement, serving as a foundation for building curated service-oriented solutions for organizations, thus unlocking their ability to transform to a product as a service business model.

Enables real-time integration of data from connected products, external and internal data sources and rapid launch of micro-services such as Autonomous Maintenance, Connected Product Advisor, Smart Contract Management.

3.6 CyTwin

CyTwin is a cyber digital twin for security executives seeking to optimise their operations and costs, and cyber threat-hunters seeking to evaluate multiple attacks in protected environments. CyTwin data originates from cyber data-lakes and ecosystem tools. It is constructed by using automation rules of MITRE attack tactics, creating a cyber situational arena. This means security operators can prioritise security actions, security strategists can evaluate quality of security controls and investments effectiveness, and threat-hunters can simulate and evaluate breach attacks across the entire network.

3.7 Intelligent Supply Chain Platform

Supply Chain & Operations is one of the key areas for companies as new disruptions, new data & technology and new players are changing the game. Our solutions and capabilities can help clients to enable resilient businesses while increasing revenues as well as discover new revenue. It contains + 50 supply chain accelerators to action value, supported by 2 main components:

1. Innovative & industrialised IP (intelligence/algorithms) for Supply Chain
2. An E2E SCO data model ready to consume
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4.0 Pricing

Please refer to the associated pricing document/ rate card relevant for this service.

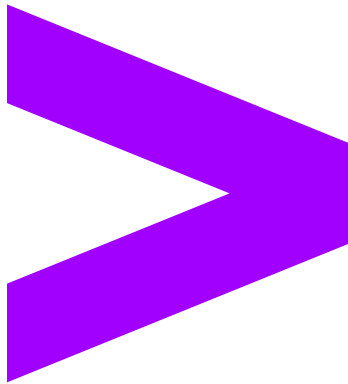
5.0 **Contacts**

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6.0 About Accenture

Accenture is a leading global professional services company that helps the world's leading businesses, governments and other organisations build their digital core, optimise their operations, accelerate revenue growth and enhance citizen services—creating tangible value at speed and scale. We are a talent- and innovation-led company with approximately 799,420 people serving clients in more than 120 countries. Technology is at the core of change today, and we are one of the world's leaders in helping drive that change, with strong ecosystem relationships. We combine our strength in technology and leadership in cloud, data and AI with unmatched industry experience, functional expertise and global delivery capability. We are uniquely able to deliver tangible outcomes because of our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Song. These capabilities, together with our culture of shared success and commitment to creating 360° value, enable us to help our clients reinvent and build trusted, lasting relationships. We measure our success by the 360° value we create for our clients, each other, our shareholders, partners and communities



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