



G-Cloud 15 Service Definition

Accenture Talent Acquisition

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accenture

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1.0 Scope of our services

This document describes the Accenture Talent Acquisition offering and should be read in conjunction with the associated G-Cloud 13 Services documentation.

Accenture offer a wide range of Talent Acquisition cloud services related to both the strategy and delivery of cloud solutions (Proprietary own-built or COTS (Commercial Off the Shelf) solutions such as Taleo, Oleeo as well as cloud solutions such as Oracle, Workday and SuccessFactors). Our framework of service areas is listed below:

ACCENTURE'S TALENT ACQUISITION FRAMEWORK

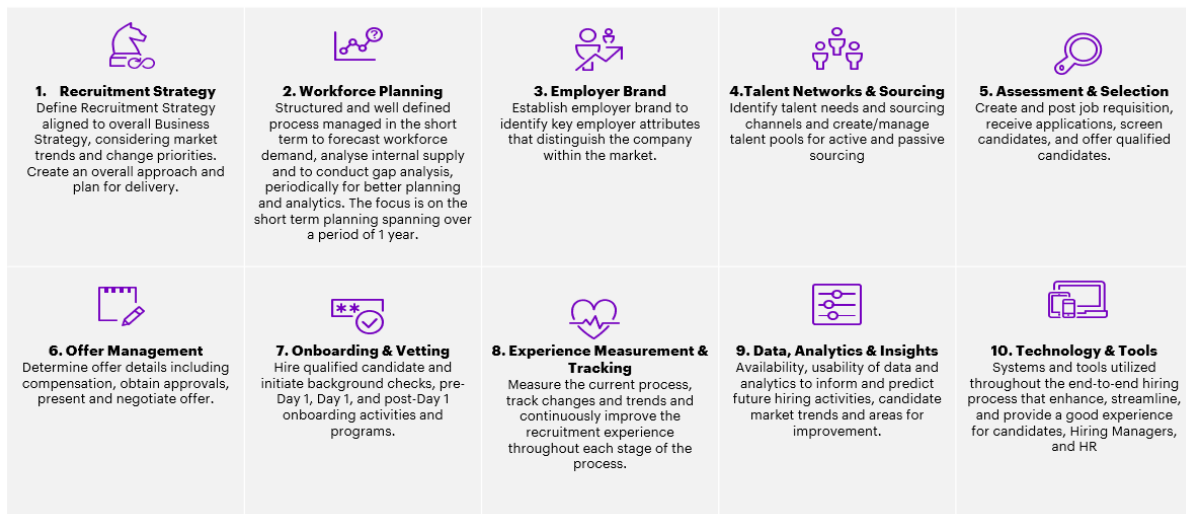


Figure 1: Accenture Talent Acquisition Framework

Looking deeper into specific Talent Acquisition expertise across the recruitment process itself, Figure 2 describes these areas in more depth:

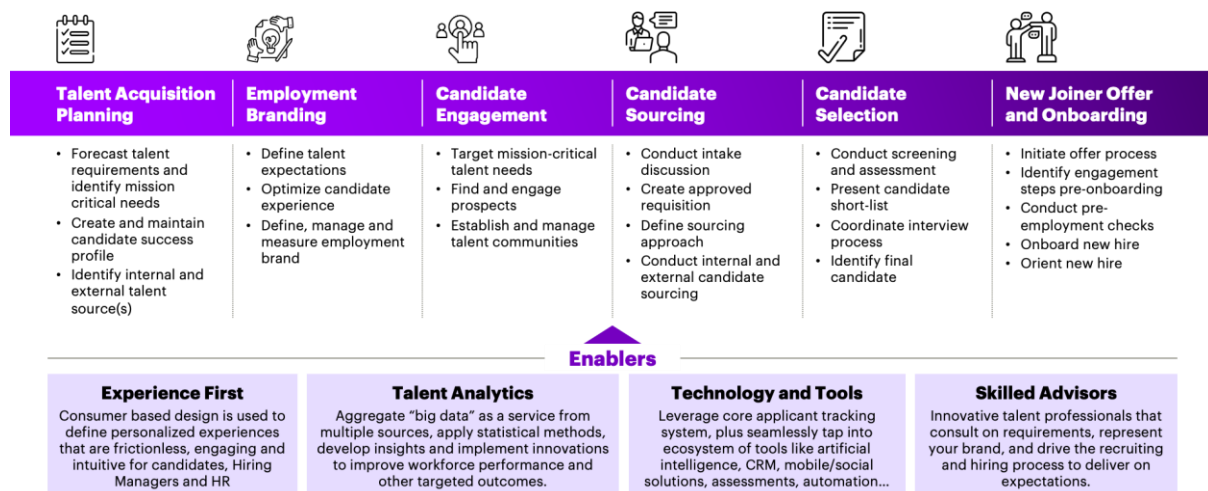


Figure 2: Accenture Talent Acquisition end-to-end scope of services

A summary of these services is provided below:

- **Talent Acquisition Planning**

A cloud Recruitment Strategy sets out the plan for delivering the workforce size and skills required by the organisation, along with how these skills can be acquired to ensure a sustainable and successful organisation. The cloud Recruitment Strategy must reflect the overall business strategy, align with the broad people strategy, and drive progress directly towards that goal. It must also provide insights into market trends and changing priorities to meet the organisations growth needs through recruiting the right people at the right time.

- **Talent Acquisition Organisation**

Talent Acquisition Operating Model: Accenture helps organisations to design / redesign how they are set-up and structure to deliver Talent Acquisition in line with the organisations Business Strategy and requirements because of a cloud strategy. We focus on three key areas when designing the operating model:

- **Intent:** How the Talent Acquisition operating model is impacted by and can support the overall Business Strategy; the Talent Acquisition capabilities we are looking to dial up through the new operating model; and the principles that inform the overall Talent Acquisition function design.
- **Blueprint:** Defining the right governance structure for Talent Acquisition; agreeing who will take the critical decisions within the function (e.g., investments); and defining the right metrics to measure the success of Talent Acquisition.
- **Detail:** How we will identify and consolidate the Talent Acquisition headcount across the organisation and assessing whether we have the skills, capabilities, and tools within the function to deliver innovative Talent Acquisition services.

Talent Acquisition Governance Model: Supporting an organisation to define / redefine their talent acquisition governance structure, with clear leadership and ownership, and drives all talent acquisition initiatives and budgets centrally.

- **Talent Acquisition Experience Design**

Experience design explores the Candidate Experience through each stage of the journey to join the organisation understanding the moments that matter to candidates and identifying improvements. Accenture supports the organisation to build an effective and positive Candidate Experience which is underpinned by best-in-class Recruiting Processes and utilises digital and human interaction to focus efforts; all supported by a variety of technologies including cloud-based talent acquisition systems. A Candidate Experience enables an organisation to attract the best talent in a competitive market and outperform competitors. Figure three describes a simple candidate experience flow. We will work with clients to develop detailed persona's for different stakeholders in the talent acquisition process, including hiring manager, candidate, HR (Human Resources) as well as third parties and suppliers.

As part of this work we develop, with clients, the end-to-end candidate engagement, sourcing, and selection processes through to onboarding and induction. We place users at the centre of the designs and utilise the best of ERP (Enterprise Resource Planning) and cloud technologies, AI (Artificial Intelligence), RPA (Robotics Process Automation), and other enabling technology to bring the best experience which delivers productivity and efficiency savings.

One key differentiator is our employment branding expertise which brings our Karmarama interactive expertise to client needs. Through digital branding and engagement

techniques, we can help make organisation's EVP (Employee Value Proposition) more attractive for candidates and therefore help improve the organisation ability to source an increased number of potential recruits.

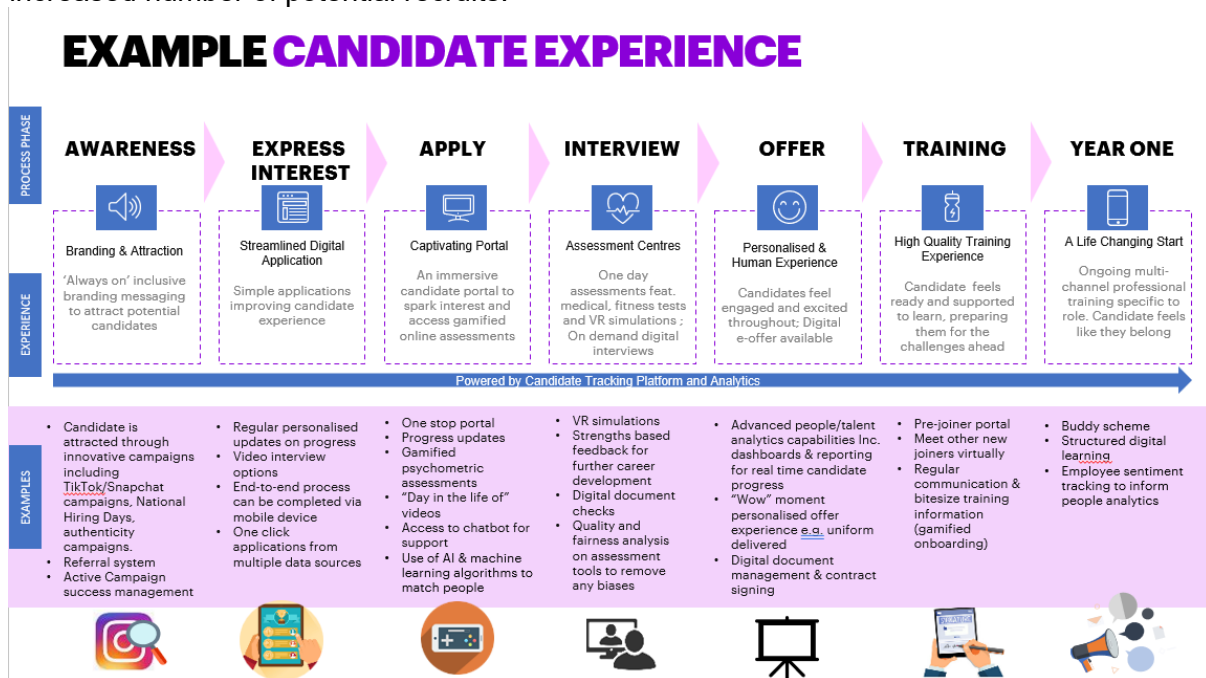


Figure 3: Candidate Experience

• Talent Acquisition Transformation

- Processes: Accenture helps organisations to redesign and streamline the Talent Acquisition processes to create improvements to candidate experience, hiring manager experience, recruiter experience and to achieve alignment with Business Strategy and goals.
- Technologies: Use of both cloud and on-prem Talent Acquisition/HR Platforms and supporting enablers – supporting organisations to leverage technological platforms Taleo, Oleo, Oracle, Workday, SuccessFactors, ServiceNow for example) to support and optimise the whole variety of Talent Acquisition processes. Enhancing the candidate experience by providing engaging experiences based on deliberately selected technologies / approaches, and best in class offerings.

RE-IMAGINE YOUR TALENT ACQUISITION- DIGITALLY ENABLED

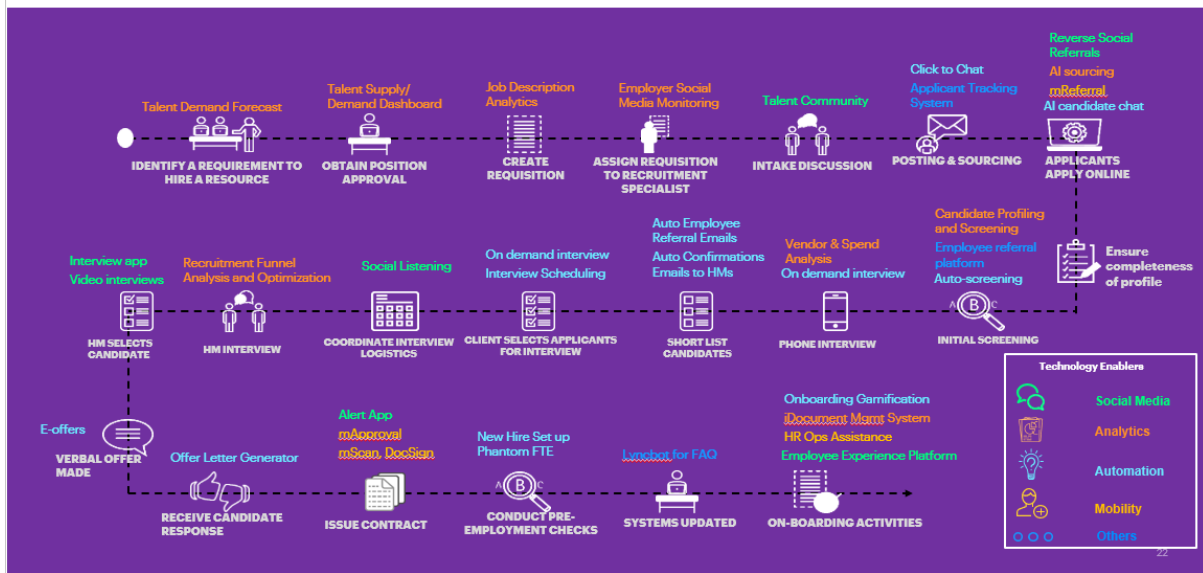


Figure 4: Reimagining Talent Acquisition

2.0 Approach

Our approach utilises our proven cloud transformation methodology, FORM. This identifies the value to be delivered from a transformation and aligns the people, process, technology, and organisation elements together to deliver the necessary changes to the Talent Acquisition strategy:

- Our methodology is created in partnership with leading vendors and has value-added enhancements to reduce delivery risk, accelerate delivery speed, and maximise business value.
- Our methodologies are business-process driven and consider the full spectrum of products to utilise out of box cloud functionality and support ongoing enhancements.
- Our methodologies apply Agile development practices, utilising an iterative prototyping approach critical to engaging stakeholders to define the solution and is underpinned with rigor and discipline to confirm delivery pace and predictability. Equally, where a more traditional or waterfall approach is required, FORM can be applied equally well.
- We believe in the criticality of active involvement of our client stakeholders and users throughout each stage to build knowledge within the client team from Day One. Our approach focuses on “implementing with our client” and not “for our client.”
- The approach combines modern change techniques to drive up organisation adoption to up to 90% on day 1 of go-live. It utilises behavioural change and science plus evidence-based techniques around communications and engagement, leadership, culture, organisation design for the Talent function, changes to roles and responsibilities because of a new Talent Acquisition approach, training/development in new ways of working and systems as well as realisation of the benefits identified.

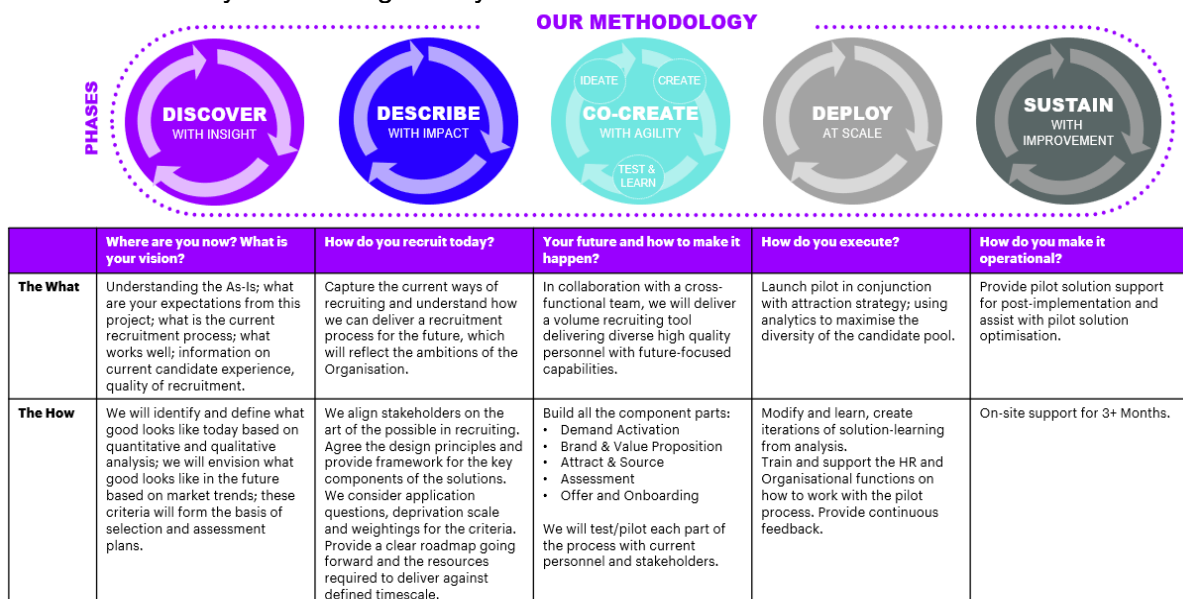


Figure 5: Methodology

3.0 Benefits of our approach

There are two key types of benefits that our approach drives. The first is the way in which we work in partnership with our clients to deliver recruitment transformation:

- Faster implementation due to accelerators and proven Talent Acquisition (TA) processes which can help move our clients forward sooner.
- User-centric design, combined with knowledge of ERP and TA technologies to deliver client specific solutions which get buy-in from the start of the change project.
- Our modern change techniques, combining behavioural science and usage of proven tools to help embed and sustain changed ways of working to help move adoption of new TA solutions to up to 90% buy-in on day 1.

The second type of benefits are the specific and quantifiable outcomes of an improved approach for talent acquisition. Typically, we have seen benefits including:

- Attracting the best talent in a competitive market and achieve hiring goals.
- Improved Candidate Experience, Hiring Manager Experience and Recruiter Experience to drive better engagement.
- Sustained competitive advantage and clear ROI (Return on Investment) on Talent Acquisition through reduced attrition in the first six months of joining an organisation through to recruiting an individual who is more aligned to the organisation goals and therefore more productive.
- Optimised end-to-end Talent Acquisition processes through intelligent workflows to drive out un-necessary administration.
- Comprehensive and competency-based screening of candidates to help identify the best fit candidate for the role, including removal of bias.
- Access to industry leading technology recruitment expertise to deliver the best solutions for a specific client need.
- Decreased time to hire and reduced cost to higher.
- Optimise Recruiter efforts with improved conversion ratios using augmenting technologies, AI, RPA and ATS (Applicant Tracking System) to remove non-value adding administration.
- Proven approach leading to improved Talent Acquisition implementations
- Improved stakeholder NPS (Net Promoter Score) score and efficiencies in processes (>35% reduction).

Figure 6 shows some of the indicative benefits we have seen from implementation of TA solutions:

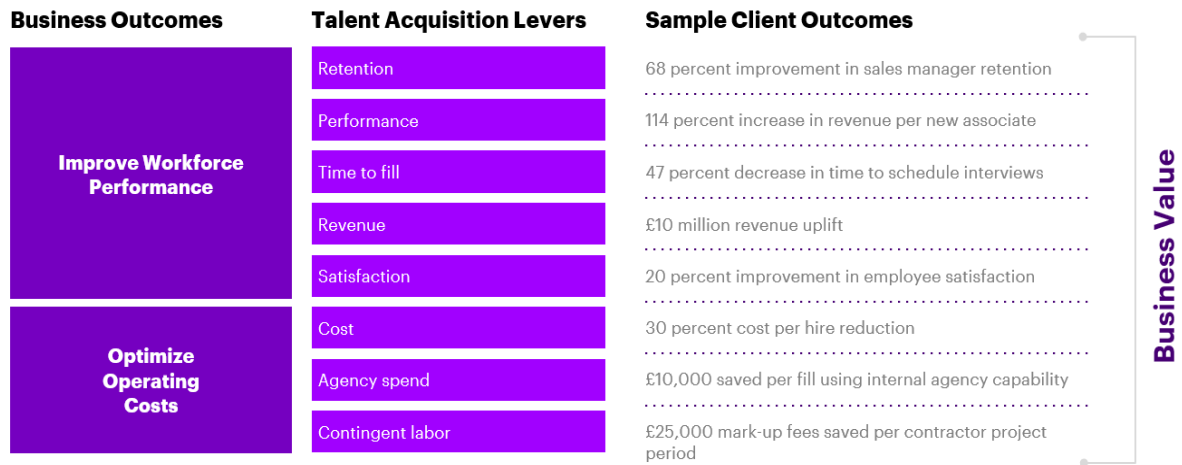


Figure 6: Sample of benefits from Talent Acquisition implementations

4.0 Assets and Tools

At Accenture, we have a wide range of tools and platforms that we can leverage to support organisations with their Talent Acquisition. The diagram below shows a sample of the ecosystem of technology that we have available:

- **Talent Acquisition Maturity Assessment** - Accenture has a custom-built Talent Acquisition Maturity Assessment that is utilised to measure the effectiveness of an organisation's recruitment function, process, and technology. The assessment output provides the opportunity for the organisation to apply a strategic focus to improvement initiatives.
- **Volume Hiring Solution** - Accenture has a ready-made solution, utilising best in class vendors, designed specifically for volume hiring recruitment and considers performance in context to remove bias in the assessment process. The solution helps recruiters to prioritise large volumes of candidates through intelligent candidate matching and ranking with success profiling to ensure assessments measure what truly matters for long term career success within your organisation.

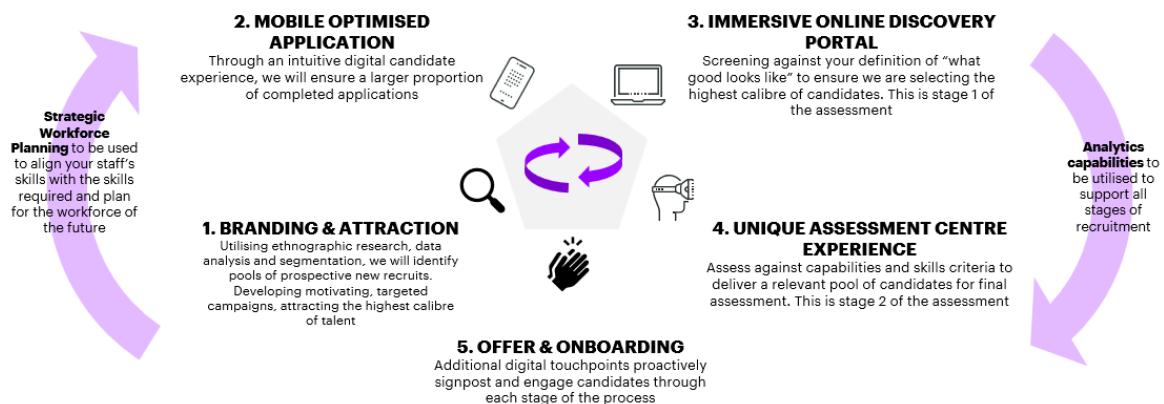


Figure 7: Tool Ecosystem

We also have several accelerators based on our experience of implementation of many applicant tracking systems (e.g. Taleo) as well as ERP systems such as Oracle, SAP, and Workday. Equally, we bring a differentiated approach through our experience as a global Diamond partner to ServiceNow. Finally, our Operations business delivers Intelligent operational support to clients where we outsource recruitment. This intelligent operations element brings AI, RPA, and automated workflows to the end-to-end talent acquisition lifecycle. Consequently, we can bring pre-defined accelerators to client requirements and have examples of leading practice ready to go. This helps reduce the time taken for our clients to realise the value of an improved Talent Acquisition approach.

Furthermore, we bring a global presence and expertise. Figure 8 describes our breadth of expertise and knowledge



Figure 8: Accenture Talent Acquisition capabilities

5.0 Pricing

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

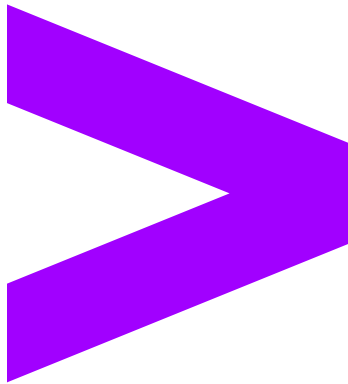
6.0 **Contacts**

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7.0 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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