



G-Cloud 15 Service Definition

Accenture Cloud Integration Services

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accenture

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1.0 Scope of our Services

Accenture is a leading systems integrator for cloud-based applications such as [Salesforce.com](https://www.salesforce.com), Workday, NetSuite, RightNow, ServiceNow and Microsoft Dynamics CRM. We help organisations to build seamless integration between their enterprise systems, whether they are in the cloud or on premises, leveraging our technical knowledge and experience to deliver complex integration projects.

As a leader in the industry there are many factors which separate us from the rest of the field:

- Accenture was amongst the first global systems integrators to form an alliance with [Salesforce.com](https://www.salesforce.com), delivering value to clients since 2004
- Accenture holds a number of alliances with leading vendors of integration and middleware applications
- Accenture is the largest Microsoft BPOS/Office 365 channel alliance partner
- Accenture was the first implementation alliance partner for Microsoft Azure
- Accenture is the only global SI alliance across the Google consumer and enterprise business
- Our Solution Factory model enables industrialised delivery across small and large client engagements and is fully customisable for specific client requirements

Based on Accenture's significant experience implementing large, complex SaaS enterprise solutions, we have created a standardised framework of capabilities to support our clients in all aspects of their cloud integration journey.

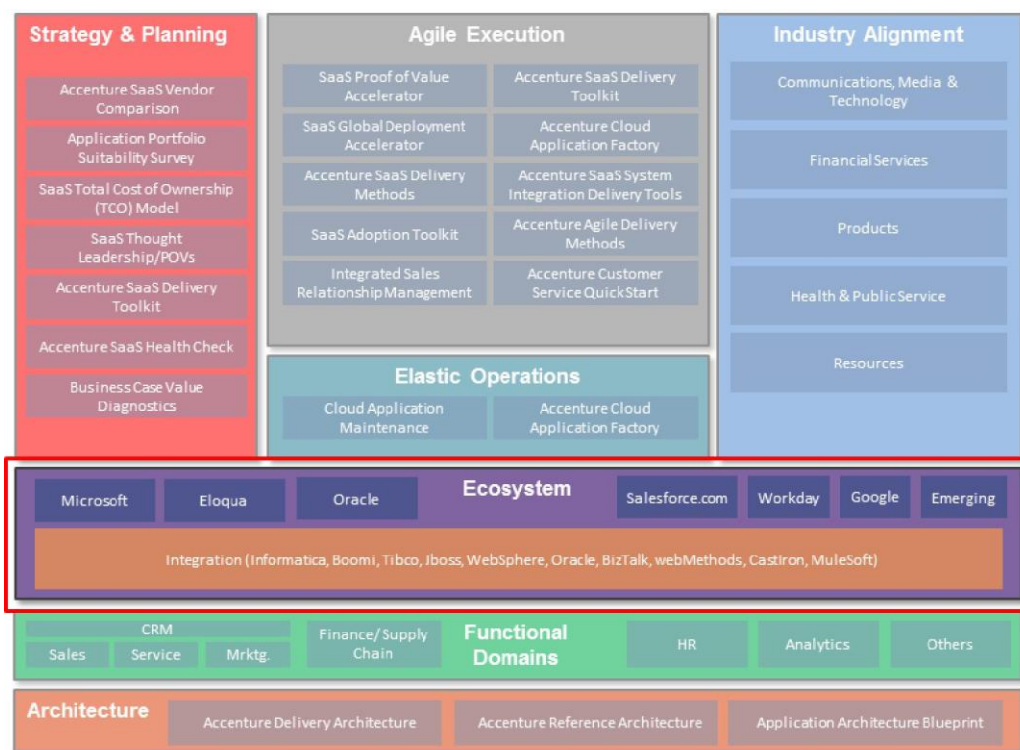


Figure 1: Accenture SaaS Offering Framework

- **Strategy & Planning:** Accenture's standardised approach for SaaS integration projects provides a robust framework to define the overall integration strategy and establish the functional and technical architecture, delivery approach and business governance. It includes critical tools for platform assessments, TCO models and covers operational aspects concerning project management

- **Industry Alignment (Health & Public Services):** Accenture's experience and insight into public services allows us to truly understand our customer's requirements and complexities in this sector, as a result we are able to design and deliver appropriate and innovative solutions efficiently
- **Ecosystem:** Broad and deep collaboration with leading cloud platform and integration/middleware application vendors allows Accenture to provide an independent view and innovative solutions. Our global team of specialised advisors hold deep product knowledge resulting in a long track record of successful project engagements



Figure 2: Cloud Platform Alliance Partners:



Figure 3: Integration and Middleware Product Alliance Partners

- **Functional Domains:** Accenture's dedicated practices include functional domains such as Customer Relationship Management (CRM), Customer Service, Sales & Marketing, Finance & Supply Chain, HR, Analytics and others. This structure enables us to provide critical functional excellence and the necessary subject and process knowledge to drive real business value and innovation. All capabilities are underpinned by a comprehensive set of process models specific for the public services sector
- **Agile Execution:** Accenture's flexible, global delivery model is focused on rapid development and delivery. This includes a number of tools and methods, all focused to deliver the solution reliably and quickly: Deployment Accelerator, Agile Delivery Methods, Adoption Toolkit, Delivery Toolkit, System Integration Delivery Toolkit, Customer Service Quick Start
- **Elastic Operations:** Flexibility and scalability is at the core of our operations and is enabled through our dedicated Cloud Application Maintenance and the Accenture Cloud Application Factory. This offering provides

specialised resources and development capacity either on-shore (when local engagement is of importance), off-shore (for large, cost-efficient engagements) or as a combination of both

- **Architecture:** Based on the experience of past projects and deep understanding of relevant technology drivers, our solution architecture team can leverage a comprehensive set of assets and a standardised architectural framework including Accenture's delivery architecture and industry and solution specific reference architectures and blueprint

Accenture's Cloud Integration Service includes following:

- **Portal (UI) Integration** - Integration of cloud based services into enterprise portals or "mash-ups";
- **Process (Logic) Integration** - Process integration between an on-premise business process via APIs, custom Web services for inbound and web service callouts for outbound messaging;
- **Service (Data) Integration** - Offline Batch Uploads and Integration Brokers.

2.0 Approach

The Accenture Delivery Suite is a set of leading tools and methods which distil Accenture's collective experience into an integrated set of components. This enables us to standardise and industrialise both systems implementation activities and service delivery. This framework enables our global teams to work in a consistent and predictable manner, delivering reliable, quality solutions and services on time and at a lower cost.

When integrating on-premise systems and SaaS product we engage with functional and technical stakeholders early in the project lifecycle to:

- Understand key dependencies and constraints which may impact the solution and schedule
- Mitigate security risks posed by new integration points
- Establish the governance process for the integration development and run phases

Utilising our global network, we provide Subject Matter Experts (SMEs) in Application Programming Interfaces (APIs), Service Oriented Architectures (SOA), SaaS, Mainframe, SAP, Oracle, Microsoft and custom applications to provide input, assurance throughout the delivery lifecycle.

Depending on the type of engagement and the customers' preference, Accenture will apply a flexible approach for delivering SaaS integration, based on either a traditional waterfall model or a value-led agile methodology. The following diagram outlines a typical process for a SaaS integration following an agile methodology:

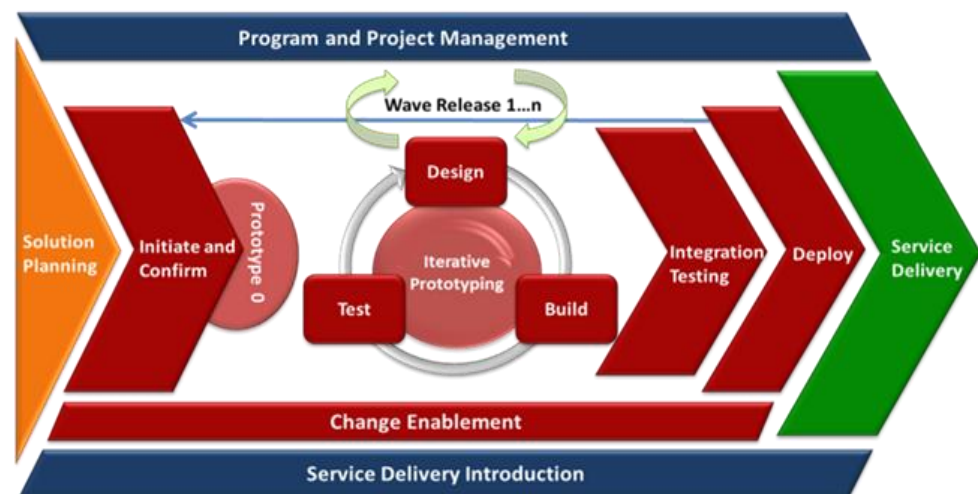


Figure 4: Accenture Programme and Project Management Agile Methodology

Accenture will work with your chosen cloud provider to ensure the appropriate security solution is provisioned. Through combining the vendor's offerings and Accenture's specific security capabilities to deliver an optimal security solution. Provided that appropriate service offerings have been procured from Accenture's Cloud Services.

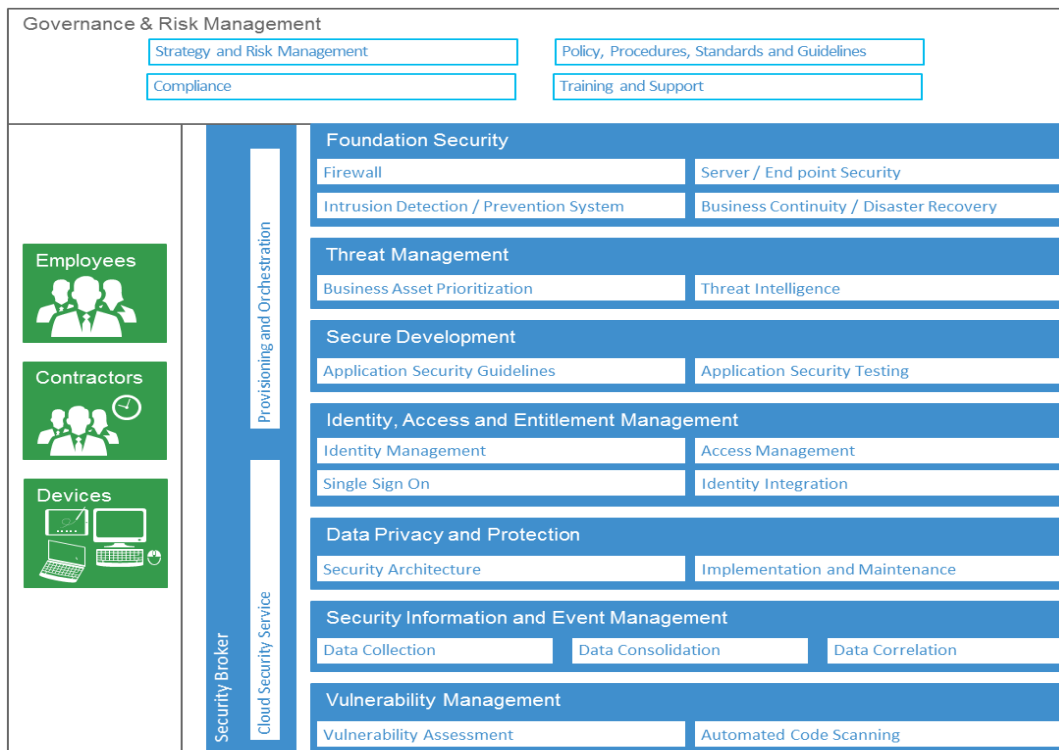


Figure 5: Accenture's Governance and Risk Management Framework

Governance & Risk Management:

Governance structure and risk management framework enhanced to cover the Cloud Integration requirements including securing data-at-rest, data-in-transit and identity and access control in the cloud.

Foundation Security:

The implementation of standard network, hardware-level, and software level controls, including firewalling, intrusion detection/prevention, hardening, server/end point security to protect from external threats.

Secure Development:

Accenture uses secure coding practices to ensure development artefacts are inherently secure against vulnerabilities.

Identity & Access Control:

Identity management is typically achieved through integration with client managed identity sources, through the application of policies & business defined rules fit for the use case in question. The service supports federating to authentication schemes such as corporate directories, and OAuth or SAML providers.

Data Privacy & Protection:

The Data in transit protection is implemented using TLS. In addition to this, Accenture's strong vulnerability scanning and penetration testing capabilities can be used to provide assurance on any solutions.

3.0 Assets and Tools

Accenture brings the most comprehensive set of tools and methodologies for rapid completion of cost-effective [Salesforce.com](https://www.salesforce.com) projects. With the Accenture Delivery Centre Network spanning more than 50 facilities globally and staffed by approximately 194,000 technologists worldwide, Accenture has the flexibility and scalability to tackle large, complex projects quickly while minimising risk. Accenture uses a range of assets and tools throughout the delivery lifecycle to achieve high performance – examples of which are provided below:

Accenture Delivery Suite

- The Accenture Delivery Methods Estimator for SaaS is used to estimate Software as a Service (SaaS) implementations including [Salesforce.com](https://www.salesforce.com) and includes estimating factors calibrated using actuals from prior projects
- SaaS Delivery Toolkit – Provides a tool to manage the activities associated with the implementation of a SaaS solution and for on-going maintenance and optimisation post go-live including:
 - Requirements Gathering and Prioritisation
 - Design Specification
 - Test Enablement
 - Project Status
 - Risk and Issues Management
 - Project Reporting & Dashboards
 - Project Plans & Release Schedules
 - Resource Allocation
- Rapid Deployment Toolkit - Provides an organisation model to support definition of roles / responsibilities / career frameworks and defines the process for migrating from the existing structure to a new structure

Accenture [Force.com](https://www.force.com) Factory

- The [Force.com](https://www.force.com) Factory, also known as Accenture's Cloud Application Factory, offers "rules, tools, and schools" to accelerate an organisation's adoption of cloud computing, and an elastic capacity model to support the dynamic needs of our clients
- The [Force.com](https://www.force.com) Factory can also generate work plans and estimate timelines for rebuilding applications on [Salesforce.com](https://www.salesforce.com)'s cloud-based multitenant architecture

4.0 Pricing

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

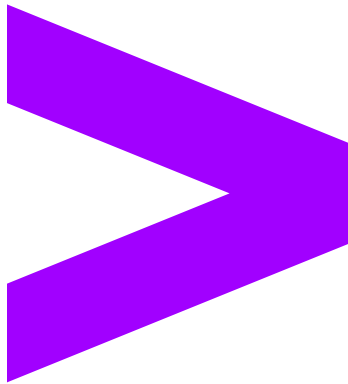
5.0 **Contacts**

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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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