



G-Cloud 15 Service Definition

Accenture Mulesoft Service

Jan 2026

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1.0 Scope of our services

The Accenture MuleSoft practice offers an end-to-end holistic approach for API strategy, design, build, market, launch and operations. Our API specialists bring a wealth of knowledge across API lifecycle management, offering thought leadership and deep industry expertise to help accelerate client delivery.

Capability

500+
Projects
Worldwide



Accenture has a [strong global MuleSoft capability](#) with a proven track record of delivering successful MuleSoft implementations, uniquely positioned in the market to help clients adopt the most appropriate API strategies for their complex digital transformation programmes.

5000+
Integration
Professionals



By offering an [End-to-End API service](#), we enable our clients to rapidly launch new digital products and services in the market. Having worked as an API partner across many large scale MuleSoft implementations, we bring speed and certainty to digital transformations.

3000+
API
Professionals



Accenture offer a [wide range of MuleSoft API capabilities](#) which have been summarised in this document, including a tailored approach to API Analysis, Implementation, Delivery, Operating and Growth models, complemented with a portfolio of assets & accelerators.

800+
Certified
Professionals



We also offer the [MuleSoft API Innovation Sprint](#), a 3-week Discovery and Rapid Prototyping engagement, to understand and demonstrate how APIs can help convert your ideas and opportunities into meaningful products.

60+
Global
Clients



Based on our track record of delivering API market leading services, we have been recognized as a [leader in the Global API Strategy and Delivery](#) by Forrester. Additionally, our longstanding alliance with MuleSoft, with our in-depth understanding of the product landscape, makes us a partner of choice.

We have combined onshore–offshore teams with the relevant MuleSoft certifications & experience, to partner with our client teams. We leverage [a distributed agile approach](#) for rapidly developing ready2scale API products.

Accenture has an in-depth knowledge of what is required at each stage when developing an API powered Digital Product/Service. To assist our clients in [shaping, enabling and operating](#) API products, we co-create the plan driving it through the full transformation journey, from inception to implementation and subsequent product launch.

Our [end-to-end API offering](#) is designed to help our clients rapidly launch new digital products and services to capture market share:

1. Shape	
1. Strategy Definition	Define a holistic view, review the strategic implication of APIs, identify key decision makers, assess revenue impact, and formulate a business case.
2. Living Services	API requirements discovery, for future service concepts powering new ecosystems. Define client API supply and consumption models, and value proposition.
3. Rapid Prototyping/POC	Accelerated API prototyping / POC for customers using short agile sprints, lightweight architecture, and cloud technology. Typically delivered out of Accenture studios or client labs.
4. Operating Model & Organisational Impact	Design a target operating model, identifying key capability requirements. Perform impact assessments, covering capability framework, governance, organisational change, and prioritisation.
5. Security Impact Assessment	Advisory for strategic decisions & mitigations. Digital identity management, cyber security, compliance, fraud and liability, strong customer authentication, secure API development practices, vulnerability management, privacy, consent management, and principles of non-repudiation of transactions.
6. Technology Impact Assessment	Technology impact assessment, leading to software selection. Systems integration and testing, including architecture assessment, with gap analysis and technology capability roadmap formulation.

2. Enable	
7. API Factory & Digital Decoupling	Program manage, design, build and deploy digital decoupled architectures through API, Microservices & Data Lakes, allowing new business propositions at speed, transforming and/or replacing legacy apps.
8. API Capability Enablement	Adopt a framework and capability model-based API enablement offering, used to help clients execute or incubate an API capability both from API exposure and API consumption perspective.

3. Operate	
9. Industry in a Box	Utilize a rapidly deployable industry specific Accenture sandbox, with technology solutions and infrastructure offerings that can be hosted in private or public cloud.
10. Portable Cloud	Employ a cross-industry API platform, to support multi-cloud access APIs with single integrations. Particularly suitable for launching unified API-led services.

We provide a combination of MuleSoft services throughout the [end-to-end delivery cycle](#) across the following areas:

1. API strategy - Establish API adoption models leveraging technology, processes, and people to guarantee the reusability of APIs. - Support the overall operating model from Demand through API lifecycle. - Bring our experience to establish an API Governance model.	2. Analysis & design - Analyze the existing integration landscape and/or new requirements to implement in MuleSoft's Anypoint Platform. - Assess and rationalize existing integrations. - Design MuleSoft integrations following modern-API standards (HTTPS, REST and JSON).
3. Build & unit test - Implement integrations supported by modern DevOps tooling. - Adopt Continuous Integration and delivery strategies for rapid development and to facilitate automated build and regression. - Adhere to Test-Driven Development for rapid detection of defects during early delivery.	4. Test & fix support - Provide fix support during end-to-end testing - Create an API test model and strategy from inception to execution. - Implement test automation frameworks.
5. Delivery management - Establish iterative delivery models with incremental releases throughout delivery. - Publish status reports and engage with project boards, following programme governance guidelines.	6. Exit management - Create and execute a Knowledge Transfer plan to handover the integrations. - Provide the required documentation to support the knowledge transfer activities.

1. Delivery Approach

We follow a combination of top-down and bottom-up analysis to convert business requirements into technical specifications:

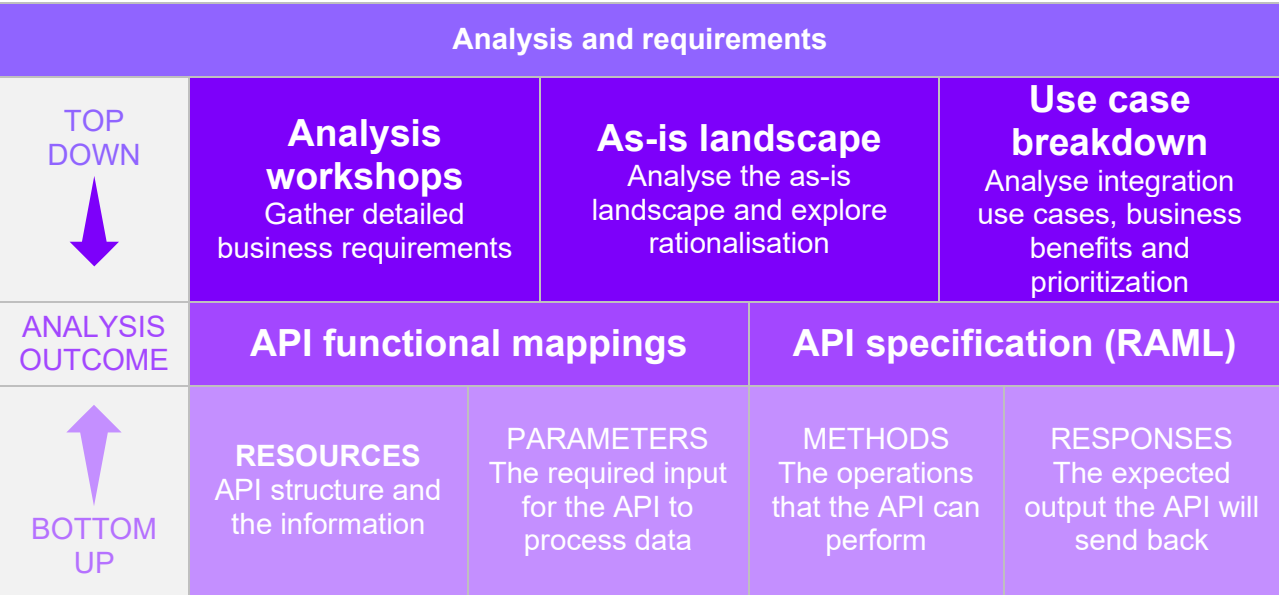


Figure 1: Delivery Approach

Top-down approach	Bottom-up refinement
• Conduct functional workshops to detail out business requirements. • Analyse the “as-is” landscape and rationalize existing integrations where possible. • Breakdown integration Use Cases and associated business requirements. • Create an API Functional Map with each Use Case mapped to a corresponding Experience API. • Map Experience APIs to Process APIs and the latter to System APIs.	• Create RAML (RESTful API Modelling Language) Specification using API design principles • Detail API resources, methods, parameters, and responses. • Use API specifications as the starting point and input to the Implementation phase, leveraging an API-first model.

Our approach to **API design** combines the end-to-end view of business process with technical capabilities:

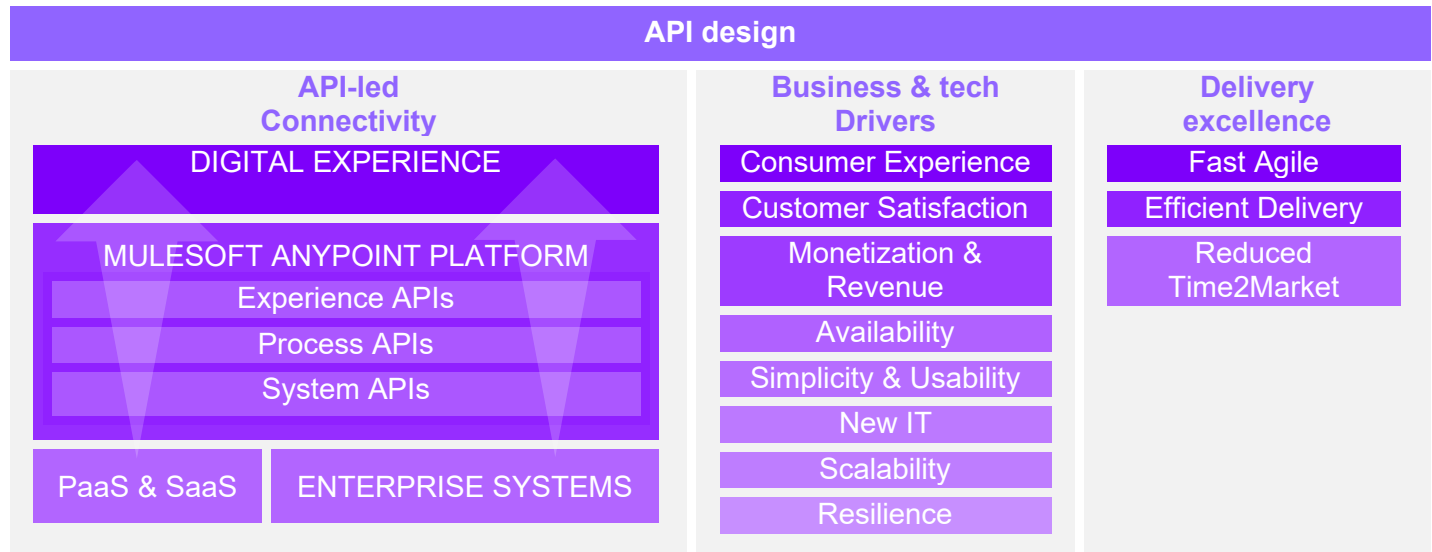


Figure 2: API Design

Design methodology	API-First
• API-led connectivity: decoupling across three layers (System APIs, Process APIs and Experience APIs). • API-driven digital experience: REST and lean API best practices to contribute towards a simplified and enhanced customer experience. • Technology drivers: microservices based architecture focused on reusability, security, availability, and scalability. • Enterprise and cloud systems: Accenture is established as one of the largest SaaS integrators across multiple industries. We bring our experience to accelerate integration between systems across the enterprise. • Business benefits: we understand the importance of a strategic API adoption and put Business Benefits at the centre of our design work.	• Fail-fast mindset: test as early as possible. • API users: engaged throughout the delivery phase and provide feedback. • API adoption: across the enterprise is facilitated using MuleSoft API Consoles and Developer Portals. • API discovery: simplified using API Portals (Exchange).

Accenture’s API implementation approach is based on an iterative **delivery model** (catering for both Agile and Waterfall methodologies), driving towards the rapid realization of Business Benefits and Outcomes:

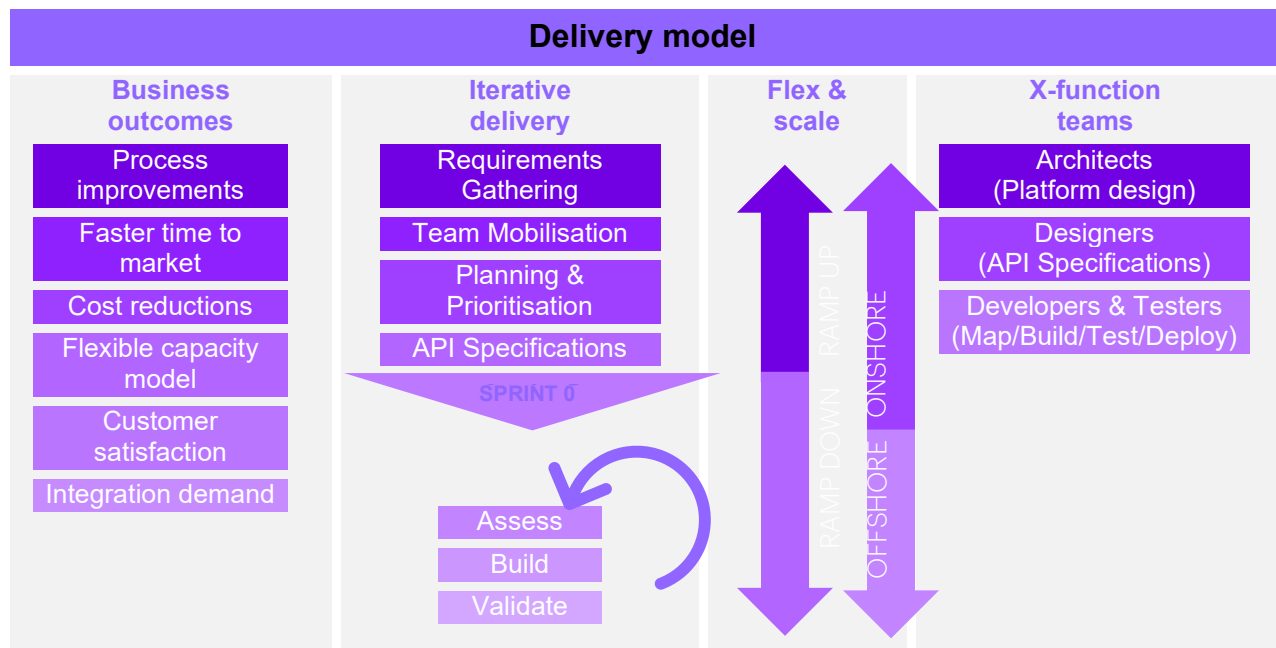


Figure 3: Accenture Delivery Model

Analyse	Design / build / test	Fix / test / support
Our API implementation teams typically start with an Analysis phase, where the Business Requirements, Data Requirements, Business Case and Use Cases are gathered and analysed.	- The outcome of the analysis phase feeds to the Design/Build/Unit-Test iterative phase. - Such approach allows early testing of the draft APIs and detection of problems during the early stages of the project. - At the end of each iteration, the teams will have the opportunity to fix defects, adjust requirements and enhance the API product.	- Accenture can provide fix support during the main test phases, according to the Test Strategy, including: - End-to-End Functional. - Security & Penetration, - Performance & Availability

We support the adoption of an API **operating model** to enable key activities, which guarantee a successful and sustainable API Programme:

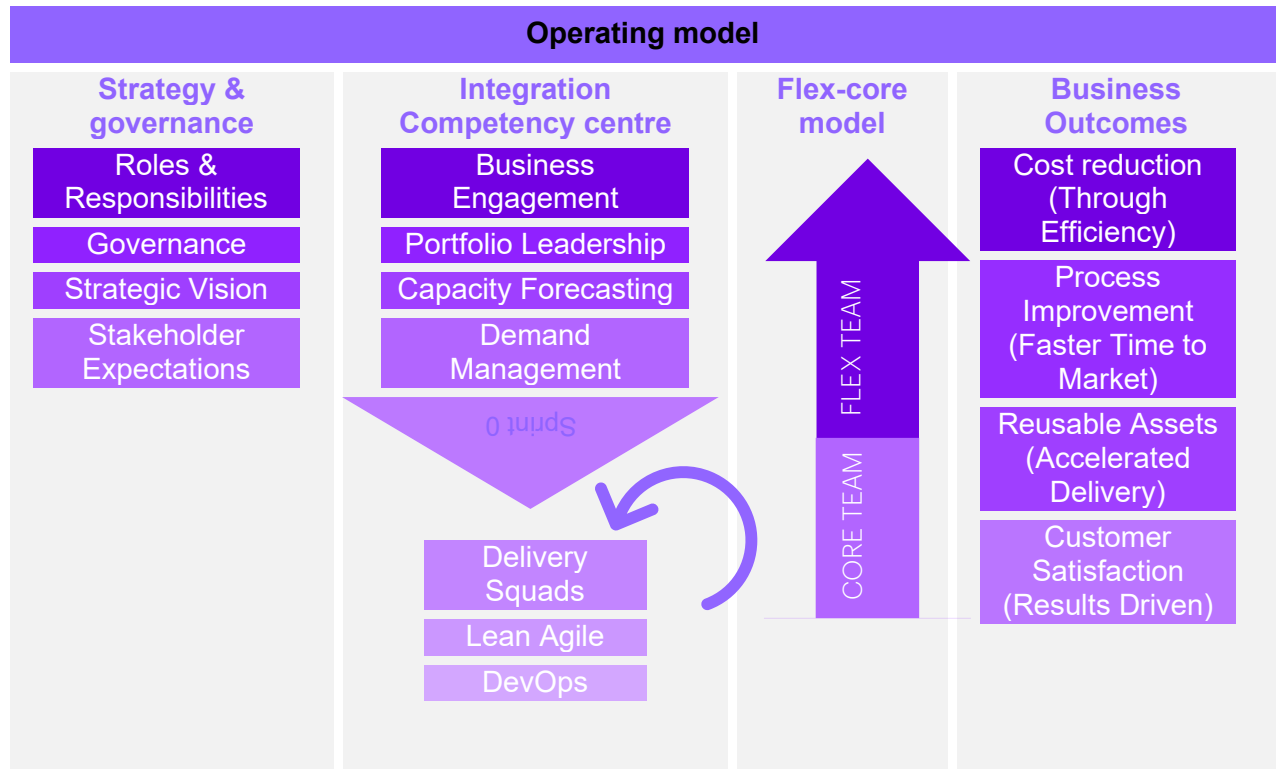


Figure 4: Operating Model

Operational excellence	Flex-core model
• Agility: through a flexible and multi speed Competency Centre delivering data and API services to the business. • Governance: across partnership will leverage existing successful setup from our other joint initiatives. • Demand management: by capacity planning, based on yearly forecast, based on a rolling forecast with monthly review of team size, skills and efficiency. • Delivery planning & estimating: using a service catalogue & story points to plan, scope and deliver each sprint. Refined over time (3/6/9 month).	• Scaled Lean Agile: providing seamless capabilities for ramping-up and down based on projected demand, while retaining the capability and knowledge. The graph shows the 'Number of FTE' on the y-axis and 'Duration in months' on the x-axis. It features two stacked areas: a light blue 'Core Team' at the bottom and a dark blue 'Flex Team' on top. The total height of the stacked areas fluctuates over time, with peaks and troughs, representing the scaling of the team based on demand.

We Recommend an [Integration Competency Centre](#), as a multi-disciplinary team acting as the main API Governance forum in the organisation:

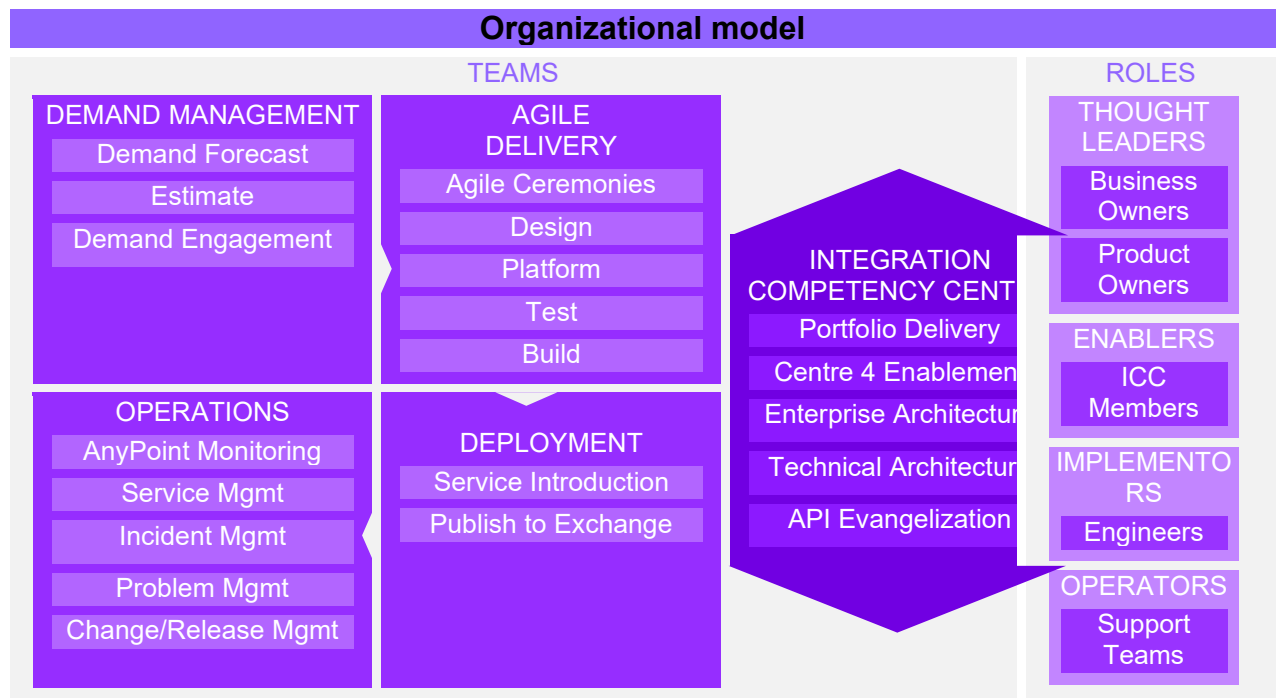


Figure 5: Organisational Model

Integration competency centre	Multi-disciplinary organization
• Portfolio delivery leadership: Define operating model, standards, processes, and policies to support the API strategy. • Enterprise architecture: Manage the API catalogue, identify reusability strategy. • Technical architecture: Define API patterns, security, performance, and availability policies. • API evangelization: Contribute to the API adoption, engage with the Business teams.	• Shared API lifecycle: API as a product with a shared lifecycle across teams: Think, Enable, Implement, Operate. • Roles & responsibilities: End-to-end delivery accountability and visibility.

Accenture can also partner to **launch and grow API services** through the adoption of a go-to-market strategy aligned to business priorities:

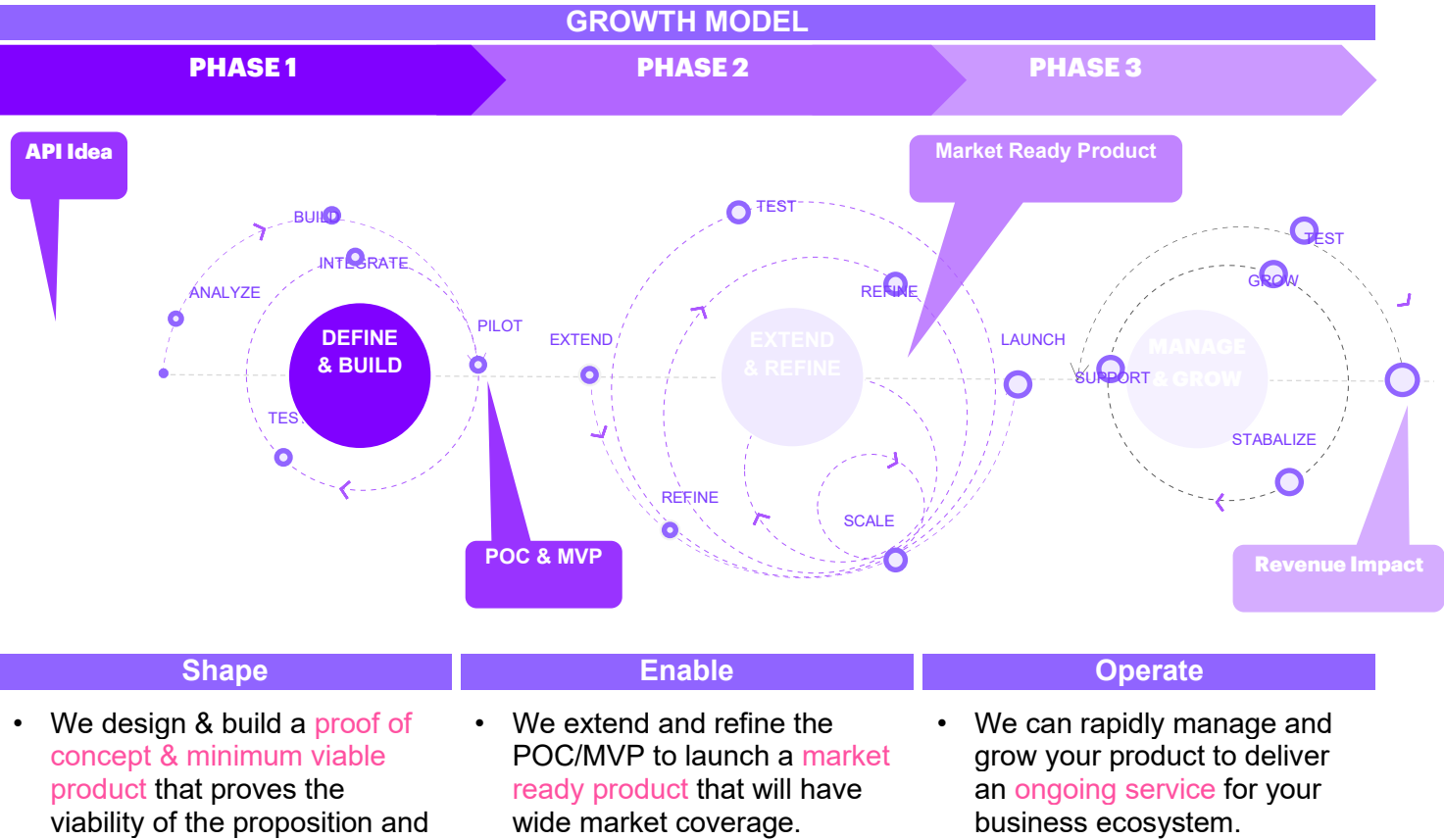


Figure 6: Growth Model

2. Delivery Planning

Our typical [delivery plan](#) follows an agile design thinking approach for co-creating ready2scale API products:

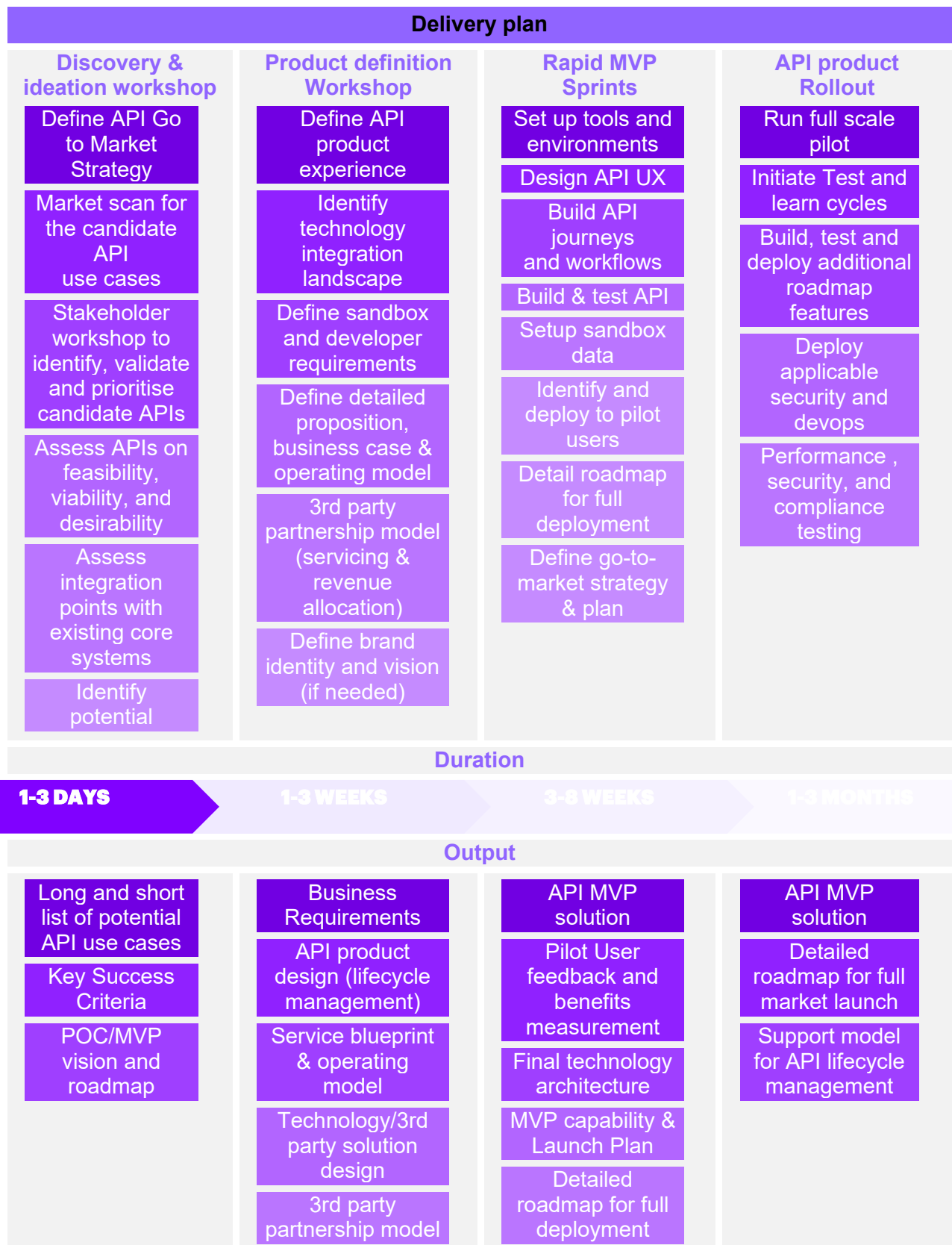




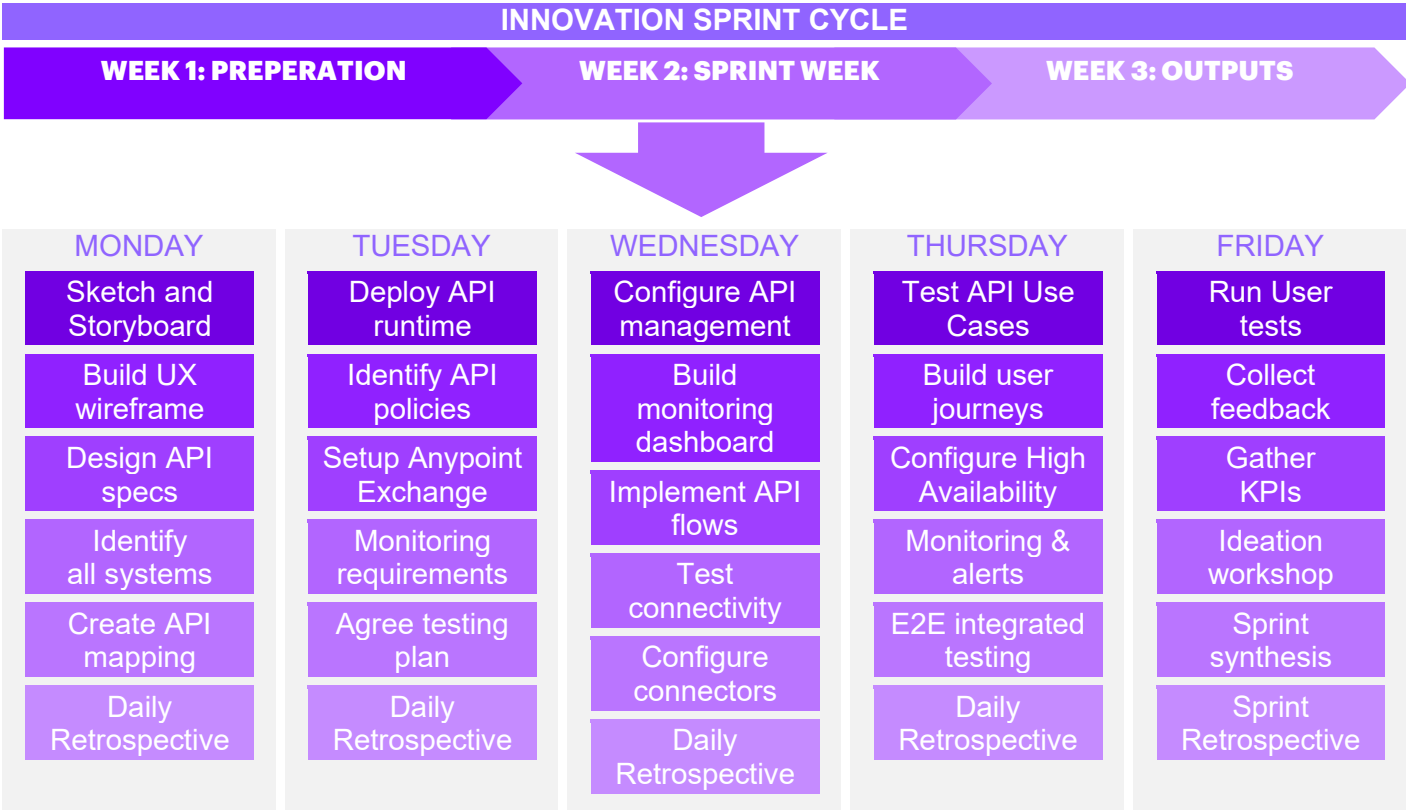
Figure 7: Delivery Plan

By offering [flex-scale resourcing models](#), we can increase/decrease offshore leverage as we progress through phases:



We offer a 3-week dedicated [discovery phase](#) to understand and demonstrate how APIs can help converting your ideas and opportunities into meaningful products:

We validate and prove the value of API adoption through [rapidly prototyping](#) your ideas.



Preparation	Sprint week	Outputs
The preparation of the Innovation Sprint includes capturing and understanding your key requirements, design user journeys, generate user experience maps, define goals and qualify candidate APIs	The sprint week consists of fast incremental builds, executed by a team of engineers and API product designers, supported by daily progress checkpoints with the client teams	In the outputs phase, we will present the Sprint results, quantify value and formulate a plan to shape the solution implementation.

Figure 8: Sprint Cycle

This is an example of the typical roles required in an API engagement. Not all roles are FTE and the exact team shape will depend on the project complexity and specific requirements:

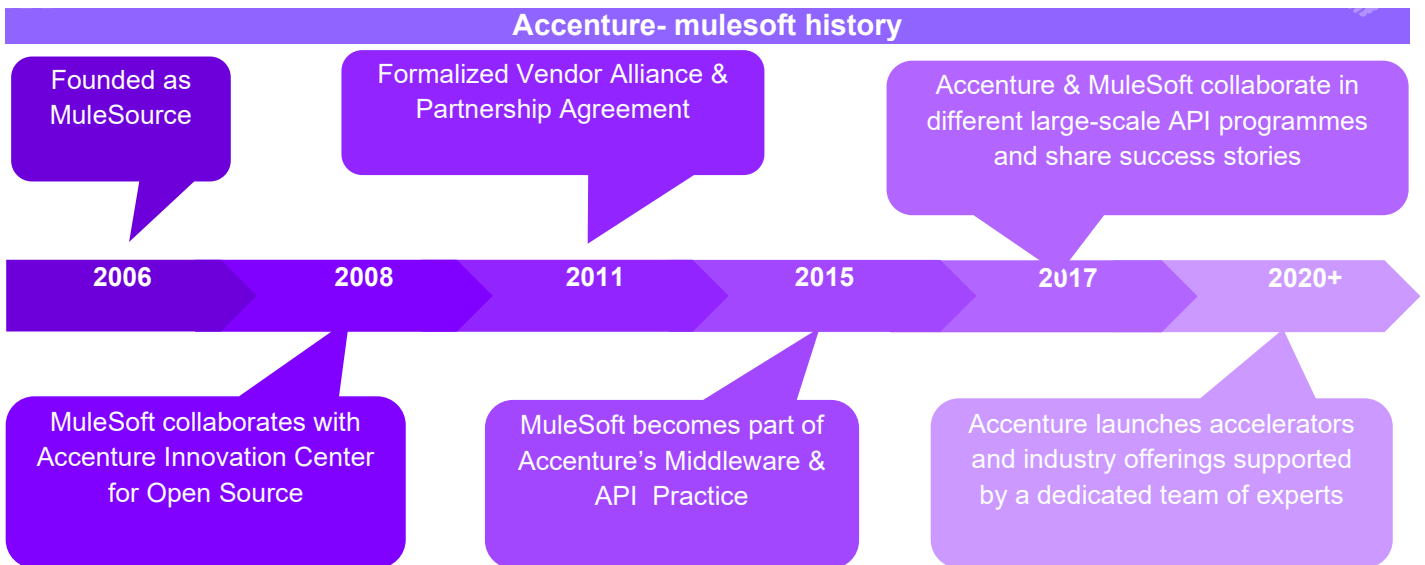
Team profiles		
	Rapid prototyping Sprints	Minimum viable Product (MVP)
Product owner	Product owner	Product owner
Sme advisor	Scrum master	Scrum master
Technology architect	Ux designer	Ux designer
Ux designer	Sme advisor	Sme advisor
Key client stakeholders	Technology architect	Technology architect
Product owner	Full stack engineers	Full stack engineers
	Test support	Test support
	Devops support	Devops support
		Security consultant

Figure 9: Team Profiles

The people to make it work	
Product Owner	Own the product business requirements and the overall product proposition.
SME Advisor	Advise on domain-specific content and business rules (may include tech, legal & risk).
Technology Architect	Analyse solution, design, and create the architecture initial PoC, MVP and future scaling.
Scrum Master	Facilitator between business and scrum team, ensuring blockers are resolved.
Integration Engineers	Capable of developing and integrating e2e technology stack, from front to back-end.
UX Designer	Design experience, customer journey creation, user research and API-user interactions.
Security Professional	Ensure the solution is robust and adheres to IT security policies.
Test Support	Expertise in API, UI, back-end testing, and non-functional testing.
DevOps Support	Set up CI pipelines, environments, and automation for the solutions.

3. Our Practice

Accenture has a [dedicated MuleSoft Capability](#) with 2200+ MuleSoft Trained and 800+ Certified professionals, with a long-standing working relationship with MuleSoft:



We continue to win multiple [MuleSoft partner awards](#) each year, across our global network:



Whilst maintaining [worldwide coverage](#) and [concentrated certified expertise at regional delivery centres](#):

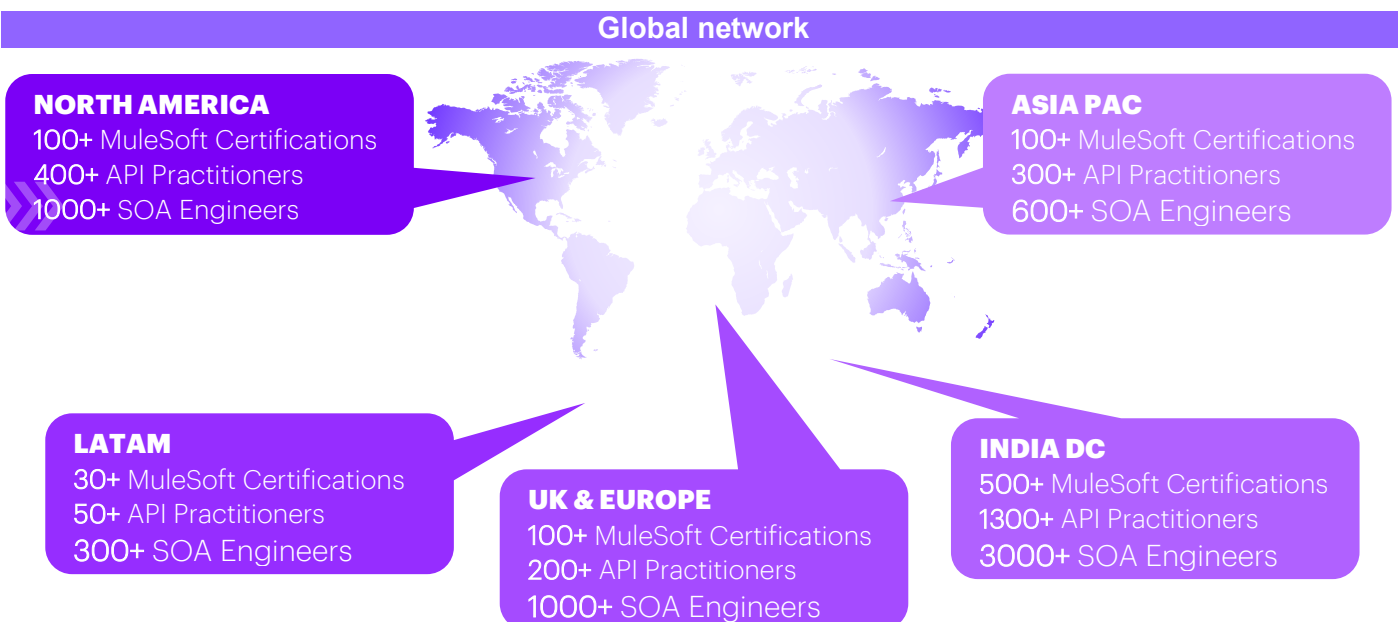
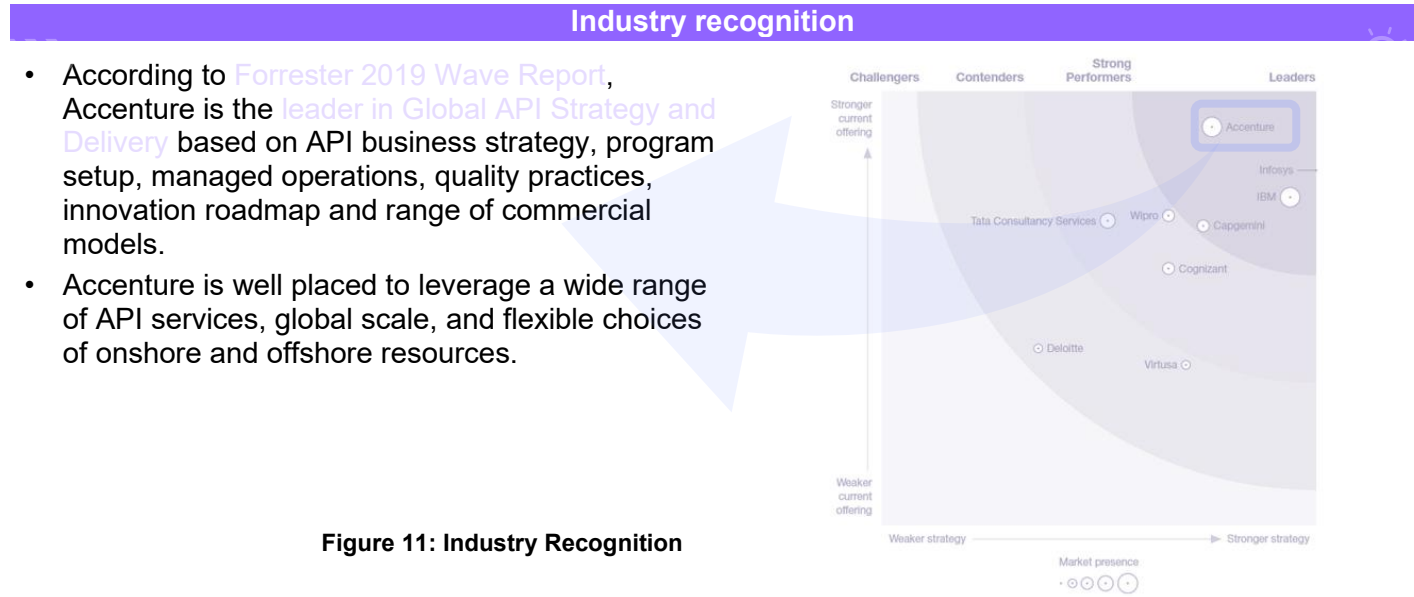


Figure 10: Mulesoft Capability

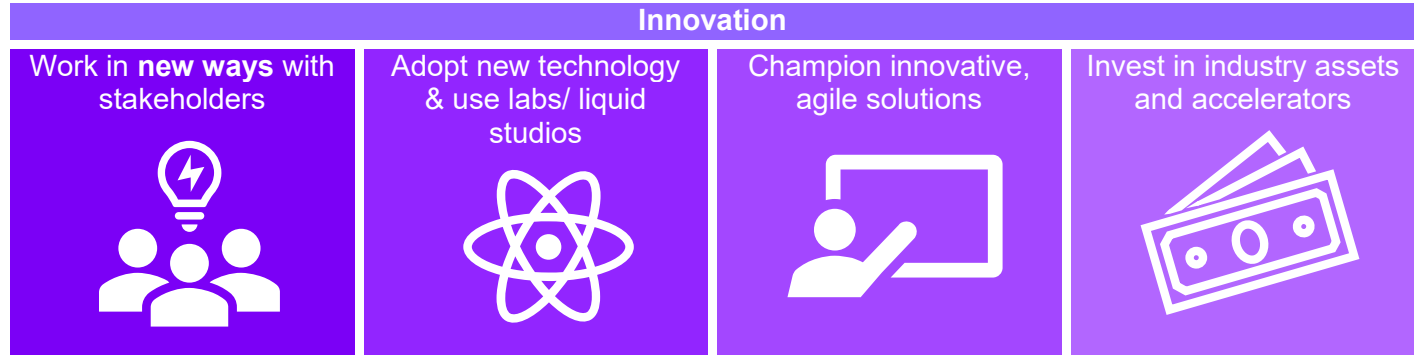
Accenture is the leading provider of API services, with an [extensive service offering](#):

Service offering				
Mulesoft Assets & Accelerators	Client Success Stories	Training & Certification Program	Global Capability Network	Recognition & Awards
Packaged solutions, reference architectures and industry offerings to accelerate API delivery.	Joint success stories that testify our capability on 500+ MuleSoft implementations globally.	- Tailored training and certification programme. - Accenture has one of the largest pool of qualified MuleSoft professionals.	- Unified global network, with regional delivery centres. - Adjustable onshore, offshore, and near-shore models.	Multiple MuleSoft partner awards, Forrester's Wave API Strategy & Delivery leader.

We have been recognised as the [global leader in API services](#), because of our market leading capability:



Maintaining [continuous, perpetual innovation](#), in our approach to delivering API services:



Accenture operates globally, across a [large MuleSoft portfolio](#):

Client portfolio			
500+ Mulesoft projects worldwide	17+ Strategic alliances	60+ Mulesoft clients across the globe	3000+ Skilled API professionals

Figure 13: Client Portfolio

We have a [strong track record](#) of successfully delivering large, challenging MuleSoft solutions across industry:

Client credentials		
	The Ask	The Result
Public sector - UK Health Agency - UK Public Safety - UK Security Agency 	- Clinical Trials solution, integrated across European health systems, enabling greater medical regulation. - Automation, integration, and intelligence across UK Policing systems, enabling Online Crime Reporting. - Real-time test service, to facilitate the test and trace activities, through the COVID pandemic.	- Embedded API-led connectivity, supporting large efficiency gains and two-fold accuracy improvements across the case creation process. - Delivered a highly secure Police assured landing zone and integration hub, resulting in automation gains and increased intelligence across forces. - Delivered an innovative solution, supporting rapid change, with minimal impact to service, guaranteeing the delivery of test result, passenger locator form and trace contact workflows.
Financial services - Global Bank - US Insurance Firm - UK Tax & Revenue 	- Third-party trade system integration, enabling high volume trading requests and automated confirmations. - Customer relationship management portal integration, supporting insurance solutions. - Enterprise Service Bus migration, standardising messaging services across tax and revenue systems.	- Configured a complex messaging bus to handle variable volumes of traffic, auto scaling capacity whilst maintaining system reliability. - CRM Salesforce integration, enabling a seamless real time customer experience across insurance services, via a portal. - Presented solution options, led MuleSoft adoption and implemented a SOA and ESB across tax and revenue services.
Products/ FMCG - UK Retailer - Global Beverages - US Telecoms 	- B2B journey, underpinned by a newly integrated custom SaaS portal, to optimize the customer buying journey. - Legacy application migration to cloud platforms, integrating with warehouse &	- Delivered seamless integration across 3rd party B2B systems, introducing a framework to reduce time-to-market and implementation costs. - Solution approach provided, to design, build, and migrate

	product management systems. • iOS-based guided selling application, facilitating the sale of connected devices.	integration services, through multiple synchronous and batch interfaces. • Omni-channel platform developed, using API-led connectivity, resulting in increased product sales across stores.
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2.0 Pricing

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

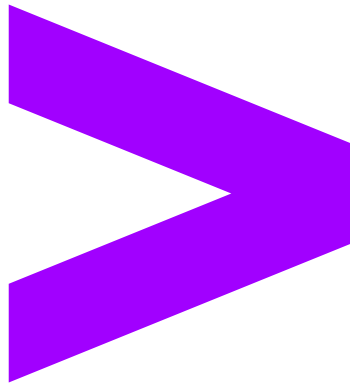
3.0 **Contacts**

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4.0 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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