



G-Cloud 15 Service Definition

**Accenture SAP Finance, Procurement & HCM
Cloud Services**

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1.0 Scope of our services

Accenture Enterprise Services for Government (AESG) for SAP is a complete back-office system and set of services covering the Finance, Procurement and HCM business domains for central and local government organisations.

Our solution is built on SAP S/4 HANA for Finance, Ariba for Sourcing and Procurement and Success Factors for the HCM domain. It is pre-configured with a complete set of assets for the entire implementation lifecycle. By developing the AESG solution on these best of breed products from SAP it is an enabler for transformation of the traditional back-office systems into fit for purpose for the digital era.

The system can be deployed in several ways:

- On a client's own infrastructure (on premise) for non-SaaS components,
- Hosted via Accenture's and SAP's cloud services (for Ariba and Success Factors), or
- As SaaS hosted via Accenture and SAP's cloud services (for Ariba and Success Factors).

Accenture provides the following services related to AESG:

Organisation Strategy. Define the right organisation model design for making to the transition to SaaS. This can include business case development and TCO analysis

- **Implementation.** Resources to setup and deploy the AESG SAP solution into the organisation. This will include the migration of any data from an existing application (if applicable)
- **Governance and Operating Model Definition.** Define processes for best practice AESG deployment and management. Confirm controls are in place and roles well-defined to help manage the AESG solution and verify cost effective usage
- **Applications Management:** Comprising Incident and Problem Management, Change Management, Release Management and Service Management

Accenture offers AESG for SAP as two service offerings:

1. Implementation service, which can cover the full business case to realisation lifecycle (or just individual parts):
 - a. **Organisation strategy** (identify how to move to the right organisation design to support the complex Government delivery needs)
 - b. **Back office value analysis** (quantify the metrics and levers present within Government, show the benefits that can be achieved when moving an organisation to upper quartile performance)
 - c. **Pre-built solution** (AESG's SAP solution is field tested to work, can be deployed with speed, at low risk, to give immediate benefits)
 - d. **Data driven benefits realisation** (measuring and tracking both the immediate benefits from AESG along with continuous improvement activities)
2. Implementation service plus ongoing Applications Management:
 - a. Implementation service as above plus,
 - b. Incident and Problem Management
 - c. Change Management
 - d. Release and Deployment Management
 - e. Service Management

AESG requires the purchase of relevant SAP licenses. These can be purchased directly from SAP or via Accenture. Accenture or SAP will host the Software-as-a-Service solution and provide:

- a. Service Reporting
- b. Event and Availability Management
- c. Capacity Management and Service Metering
- d. Service Provisioning
- e. Access to the Software and the required infrastructure to run the Software

Accenture invites its AESG customers to participate in the bi-annual Customer Council, which allows customers to:

- Share best practice and lessons learned
- Influence the future development roadmap
- Be informed around the latest technical trends and innovation that may be of value to both their back-offices as well as their wider organisations

Accenture offers flexible commercial models for AESG, ranging from traditional milestone-based implementation to pay-as-you-go models where implementation fees are amortised over the duration of the Applications Management Service.

2.0 Approach, Assets and Tools

With decreased funding and increasing demands on services, back-office solutions must be delivered using successfully demonstrated pre-configured solutions at:

- Low cost;
- Low risk; and
- Short time to value realisation.

Through Accenture's extensive SAP implementation experience we have developed an accelerator methodology to account for the uniqueness of the AESG solution implementation. This consists of processes, procedures, materials, toolkits, templates, reusable assets, and references for all phases and activities of the project.

Accenture's implementation approach is one of Adopt and Adapt – bringing an 80%+ fit solution to an organisation and focusing on Adapting and tailoring it using our pre-defined Government extensibility framework. This is how we can implement a back-office system in 40%~ less time than using the traditional waterfall led approach.

The Figure (provided only for illustration) below depicts our AESG implementation methodology as a matrix of stages (or phases) and work streams:

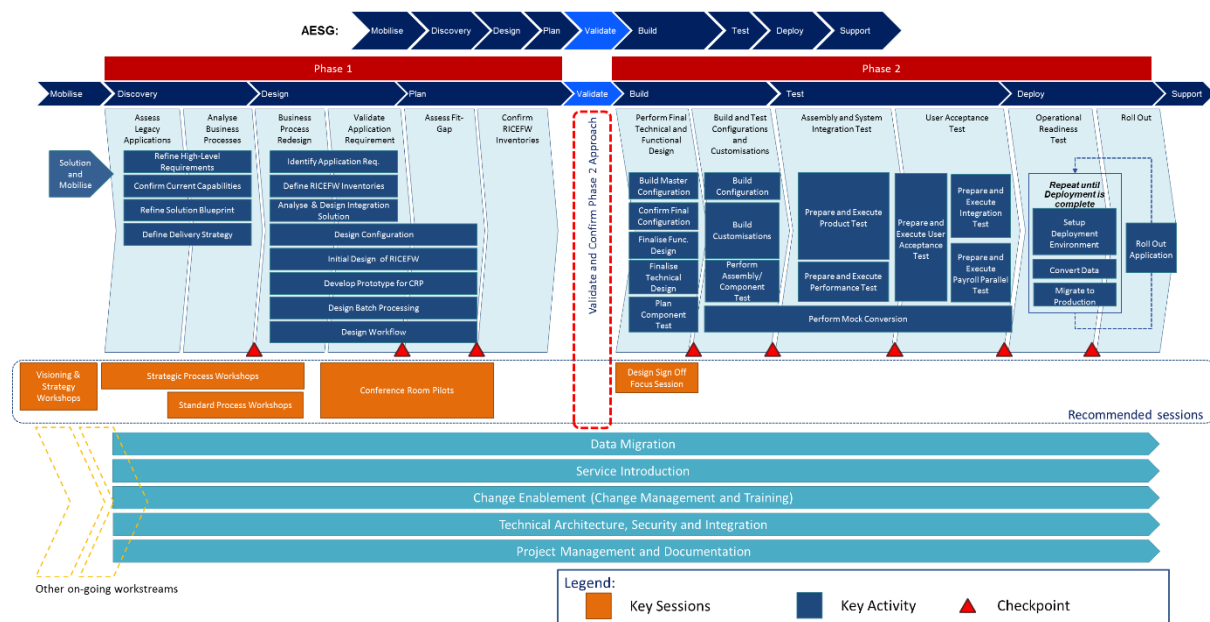


Figure 1: AESG Implementation Methodology

AESG for SAP is comprised of nine distinct project phases for the Application and Technical Architecture work stream and five additional work streams.

These five cross-phase work streams align project activities to responsible teams within the project. The key project phases and outcomes are described below.

Discovery, Design and Plan

Inputs

- Project Initiation Document/ Client Requirements / Contract
- AESG processes & templates

Outcomes

- Future business process design
- Confirm requirements
- RICEFW Inventory
- SAP Configuration requirements
- Data migration scope
- Confirm technical landscape (integration)

The diagram below shows how during these phases conference room pilots are used to perform a fit gap analysis and ensure high adoption of the AESG standard processes and little or no customisation.

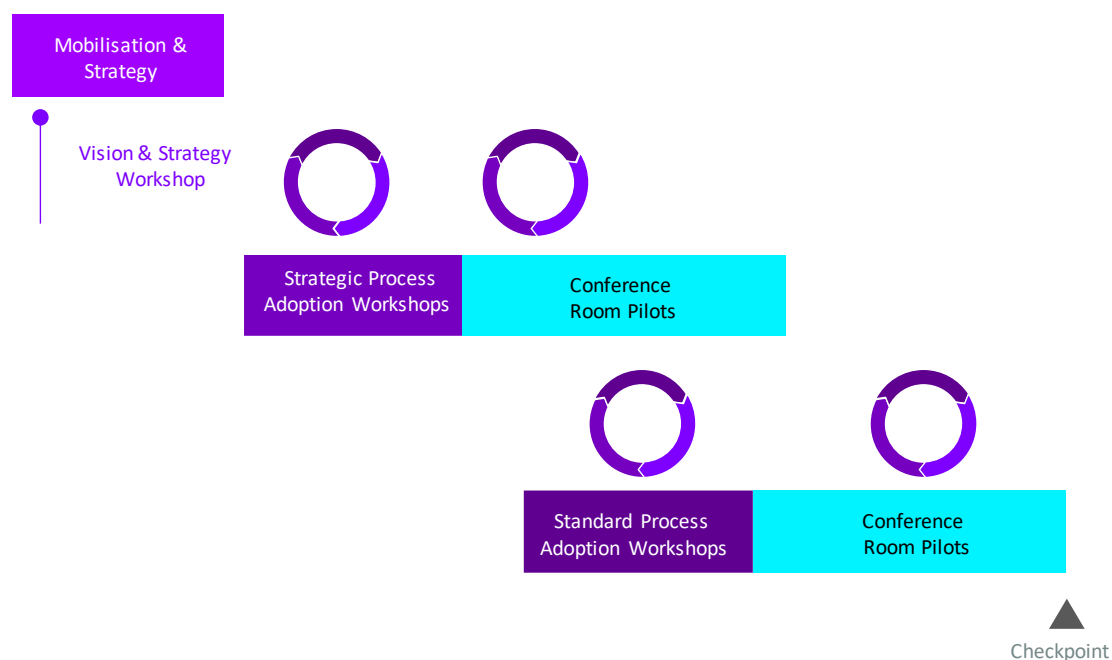


Figure 2: AESG Conference Room Pilots

Build, Test and Deploy

Inputs

- Configuration and RICEFW objects
- Refined Project Plan and Schedule
- Finalised Data Migration Scope
- Legacy-Source Data Mapping

Outcomes

- Completion of Configuration and Application Build
- Completion of all Test Activities
- Completion of Training and CM

- Completion of Final Conversion
- System Go-Live

3.0 Expected Outcomes

Government organisations need to do more with less. Moving to a cloud back-office solution like AESG enables transformation along the strategic journey of the organisation as well as being cash releasing and benefit generating.

AESG can support achievement of the following outcomes:

1. Better use of resources
2. Improved staff engagement
3. Cost Reduction
4. Have a quick, efficient and reliable back office
5. Provide value for money
6. Be right first time, and have reduction in data errors
7. Improve the integration of front and back offices 

These outcomes are achieved by:

- Delivering a back office which is leaner, more productive and open to collaboration across Government and Partners
- Sharing recommended practice within the organisation
- Automating of performance data, both employee and financial related
- Automating employee relations case file and decisions
- Deploying leading systems and processes, with fully mobile applications and excellent analytics to improve decision making

4.0 Pricing

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

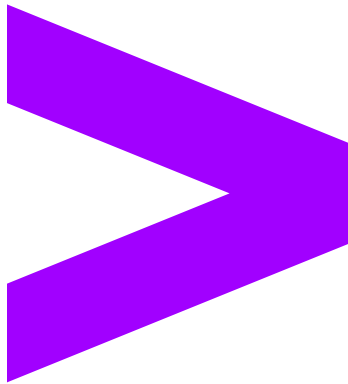
5.0 **Contacts**

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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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