



G-Cloud 15 Service Definition

Accenture Shared Services Cloud Advisory

Jan 2026

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1.0 Scope of our services

Accenture provides shared service back-office solutions to all aspects of an organisation's cloud adoption. We provide support on strategy, planning, design, and implementation of a shared service operation across HR, Finance, Procurement, and IT including process, organisation and technology aligned to Government Shared Service goals.

Features

- Deep knowledge of back-office function design in cloud environments
- HR, Finance, Procurement, and IT service design expertise
- Utilises Accenture leading edge outsourcing technologies to aid inhouse transformations
- User Centric design alongside an Adopt not Adapt system strategy
- Encompasses process, organisation, technology, governance, change and location workstreams
- Utilises Accenture accelerators to change and delivery
- Public and private sector experience to deliver the end solution
- Utilises experience of SAP, Oracle, Workday, Microsoft practices in delivery
- Builds in AI, RPA, and automation to deliver intelligent operations
- Utilises other best of breed solutions and Accenture partnerships

Benefits

- Tailored solutions to meet specific needs
- Initial delivery up to 35% efficiency gains through 'Brilliant Basics'
- Rigorous user centric approach aiding user buy-in and adoption
- Unique change approach delivers day 1 adoption of 95%
- 40-50% gains in productivity from intelligent automation
- Significant improvements in all back-office metrics
- NPS and user satisfaction scores improved to over 90%
- Cost reduction across whole service of up to 50%
- Support provided by functional and technology experts
- Deep knowledge of public sector regulations and standards (GDS/CSHR etc)

2.0 Pricing

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

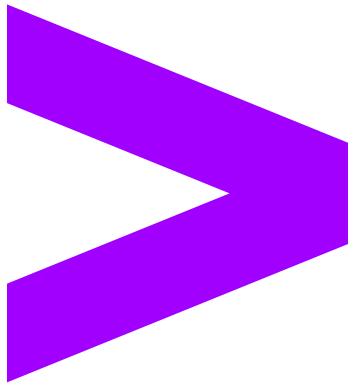
3.0 **Contacts**

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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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