



G-Cloud 15 Service Definition

**Accenture Rostering, Scheduling and Time
and Attendance**

Jan 2026

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1.0 Scope of our services

This document describes the Accenture Rostering, Scheduling and Time & Attendance cloud offering and should be read in conjunction with the associated G-Cloud 13 Services documentation.

The scope of our offering covers the all aspects of support in order to maximise the implementation of cloud-based Rostering, Scheduling and Time & Attendance approaches and technologies.

The world of work is being dramatically transformed by technology and increasing demands from employees for more flexibility and an improved work-life balance. Advances in technology are allowing organisations to innovate and change the way they structure their workforce to enhance employee experience whilst still driving for improvements in productivity. This means a revised approach to Rostering, Scheduling and Time & Attendance is needed to best support these emerging trends:

- **Health and Wellbeing (Happiness)** - There is a clear proven link between employee 'happiness' and productivity as well as other important business metrics such as absenteeism, shrinkage and sales. All companies need to focus on finding the right balance of optimisation, cost and happiness and technology plays a key role in achieving this.
- **Productivity and flexibility** – a renewed focus on costs and productivity is a critical aspect of any business model. As traditional business models decline companies need to find ways of improving productivity whilst controlling costs. A key component is employee 'flexibility' – multi skilling, working across different locations, the use of Gig or contingent workforces whilst recognising the importance of stable, long-term employees with consistent patterns.
- **Employee centric, employer of choice** - There is a clear shift from treating employees as a commodity that can be replaced to an employee centric business model recognising the importance of people to the success of a company (benefits such as reduced absenteeism, shrinkage and increased sales).
- **Technology** – we are at a pivotal point, often referred to as the 4th industrial revolution disruptive technologies and trends such as IOT, Robotics and Machine learning are changing the way we live and work. Solutions that replace work traditionally performed by employees are growing but more critically technology can be at the heart of workforce transformation driving real change and improving the employee experience whilst delivering tangible business benefit. Employees are being applied to more value adding work where technology replaces repetitive, monotonous tasks, e.g. with RPA. As an example, within Scheduling & Rostering, the explosion of mobile technology coupled with a BYOD shift is allowing a direct link to frontline workers.

To best support these trends we bring our deep knowledge of public sector issues across NHS, Healthcare, Central Government, Defence and Higher Education and take a structured approach to delivering a cloud enabled Scheduling, Rostering and Time & Attendance Solution.

Accenture provides a full range of services covering Strategy, Expert Insight & Discovery, Programme & Delivery, Integration & Development, Testing & Manager Services. At a high level this encompasses:

1. **Strategy** – Helping organisations evaluate, design and adopt more effective workforce operating models, strategies and governance structures to build a more engaged, flexible and resilient workforce. We support detailed development of the necessary:
 - a. Processes required to deliver effective Workforce managements operations
 - b. Governance to drive clear accountability in an Organisation

- c. Technology to deliver the system support needed for effective workforce management
 - d. Change to make workforce management sustainable and part of an organisation's DNA
 - e. Analytics to allow for evidenced based decision making.
2. **Expert Insight and discovery** – Once the strategy has been defined, we help organisations dive into the detail by completing a structured discovery phase on requirements, defining solutions, integration strategies and the best implementation approach. At Accenture we have proven expertise and thought leadership rooted in both technology and operations with Accenture's Talent and Organisation Practice is a global leader in workforce transformation and cost optimisation
- a. **Planning** – helping a client organisation to structure and plan for the implementation of a workforce management solution - including assistance to build a roadmap towards a matured implementation, from as-is to future state.
 - b. **Readiness** – assessing the readiness of an organisation to successfully implement a workforce management solution.
3. **Programme Delivery** – Deploying market-leading cloud-based WFM solutions such as UKG (Kronos), Blue Yonder, Workforce Software, Zebra and enabling organisations to more effectively schedule, staff, pay employees and provide timely visibility to pivot and adapt to changing customer and employee demands.
- a. **Design** – including designing the future state processes, technology specifications, governance structures, data and analytics requirements and change support needed to successfully implement a workforce management solution.
 - b. **Piloting** – helping an Organisation to plan and shape pilots, utilising agile approaches and techniques whilst aligning to Government Standards around Alpha and Beta pilot approaches. Our support extends to helping define the team structure, the overall purpose and aims of the pilot, the key entry and exit criteria by which the pilot will be assessed as well as support in setting up the pilot, hosting/configuration of technology.
 - c. **Development** – including taking the designs and then developing:
 - i. in different technologies the solution, and configuration of the applications including process designs (down to operating procedure and work instruction level) and user journeys
 - ii. the required change journey (including development of communications and stakeholder engagement approaches, learning and development materials for embedding the workforce planning solution, leadership coaching, design thinking and user centric delivery, as well as visioning and innovation studios etc.)
 - iii. new roles and responsibilities (including Governance) and organisation structures to support delivery of an effective workforce management solution
 - iv. capturing, analysing and designing a data taxonomy and data sets to allow workforce management to operate effectively including definition of reporting needs and building of reports in either ERP solutions or others (such as Tableau and Power BI etc).
 - d. **Implementation** – Which takes the scope of work developed in the Development stage and rolls-out the solution including cut-over, data transfer, staff transition support, hyper-care, hosting and support for technology as well as reporting (if required), staff development, organisation change, testing (UAT, performance, pen, stress etc.) A key element is the change and transformation support required to deliver a successful rostering, scheduling and time & attendance solution which gains buy-in

from employees, managers, unions and other key stakeholders to thereby deliver business benefit.

- e. **Optimisation** - on completion of the implementation analysis of the key areas to ensure constant improvement upon the Organisation changes to ensure maximum effectiveness e.g., continually monitoring performance, understanding and responding to feedback and embedding the correct governance to managed changes within the business as usual environment.

Integration Services – Develop and execute a strategy for seamless integration into existing and new systems. Our Integration consultants are cross trained on the functional side of a Workforce Management Solution so are experts at evaluating cause and effect during design and development of integrations to ensure the most effective results.

Testing & Managed Services – A specialized testing practice to reduce the risk of deploying business critical WFM solutions. This can include establishing a comprehensive testing strategy in the initial planning phases of the project, utilizing preferred testing tools, providing access to application-specific testing tools, supporting the client with tester training & knowledge transfer and dedicated testing subject matter experts for creation and execution of test scripts. Delivering a robust managed services framework with access to WFM experts, 24/7 coverage and the flexibility to shift and scale as business and resource needs change. Accenture has 30+ years of Application Service partnership experience with global reach & scale, including first-class experience with WFM solutions, supporting implementation/optimisation.

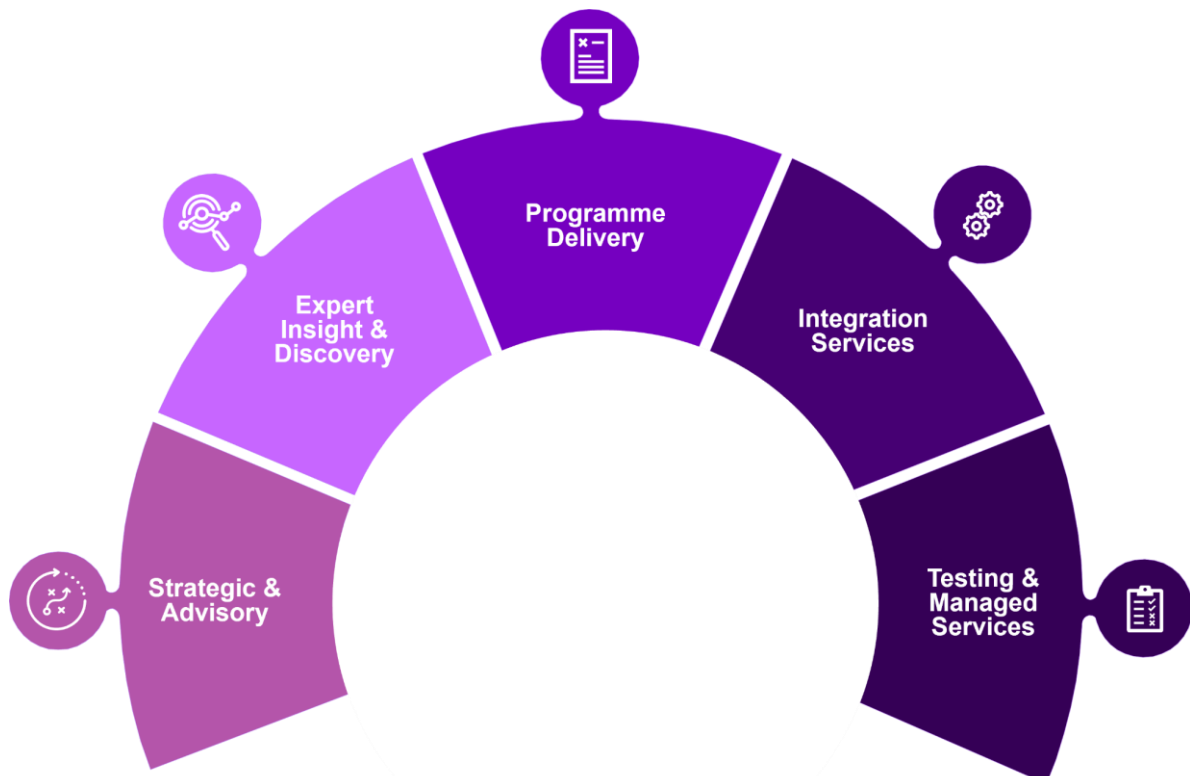


Figure 1: Scheduling, Rostering and Time & Attendance Accenture Services

2.0 Approach

Method One Overview

Method One is Accenture's integrated shared methodology designed to unify and streamline the various approaches and methodologies previously used within the organization. It evolves and replaces all former Accenture methodologies into a single, cohesive framework, enabling practitioners to deliver their best work consistently. The framework is inspired by the versatility of Lego, allowing for the creation of transformative client solutions through interchangeable methods and deliverables.

Key Components of Method One

The Method One framework consists of five key components:

- **Method:** A set of high-level activities guiding the creation of logically related deliverables to achieve specific outcomes.
- **Deliverable:** The desired output produced by executing a specific set of tasks.
- **Standard Approach:** A predefined sequence of methods designed to address specific client challenges, including a roadmap, outcomes, technology options, and roles of client stakeholders.
- **Techniques:** Detailed guidance that supports the execution of deliverable steps, which are modular and adaptable across multiple deliverables.
- **Reference Standard:** Internal or external standards recommended by Accenture to create standard-focused deliverables

Accessing Method One

Method One content is accessible through the Method One Library and the Method One Virtual Assistant, allowing practitioners to explore a comprehensive collection of methods, deliverables, and techniques tailored to their needs.

Development and Governance

All content within Method One has been developed by Accenture experts and is subject to a robust governance process to ensure it reflects the latest best practices and continuous improvement opportunities.

3.0 Benefits of our Approach

Our approach combines decades of experience in implementing new ways of working and cloud technology. This is particularly relevant to Workforce Management initiatives which are supported by cloud technologies as they combine organisation, people, technology, process and governance changes which ultimately impact how leaders and managers operate. The benefits our approach which embeds change as part of a cloud delivery includes:

- Payroll cost saving up to 1% .
- Right People, Right Place, Right time to enhance customer delivery with improvement of up to 25% savings in un-necessary overtime or agency work.
- Time saving by automating activities more efficiently (significant hours per week)
- Increase in Schedule compliance, by up to 60%.
- Increased productivity, by up to 5%.
- Reduced attrition of staff through better and more aligned schedules which support an improved employer value proposition.
- Opportunity to attract new hire through efficient WFM processes.
- Improved employee engagement and communications.
- Empowerment of staff to manage WFM processes.
- Development sustainable WFM processes.
- Support in the delivery of UKG (Kronos), Blue Yonder, Workforce Software, Zebra solutions as well as other Rostering and Scheduling technologies.

4.0 Assets and Tools

Through our strong **cloud capabilities** and expertise, we have a range of internal assets and tools to guide clients through their journey. Working with over 950 clients across 36,000 cloud projects in 68 countries, our proven approach has migrated over 500,000 workloads to date, and our flexible engagement model ensures we have the right approach for clients with complex environments and multiple clouds.

Some of the available Cloud tools include:

Accenture MyNav which encapsulates Accenture's experience of over 36,000 cloud projects to take the guesswork out of your journey on the Cloud Continuum. It has comprehensive capabilities to help you:

- Migrate your IT landscape by selecting the right cloud infrastructure for your needs to get to the cloud quickly.
- Accelerate value by restructuring your architecture, applications, and data for the cloud; and implementing cloud-first strategies in your workforce and operating model.
- Grow & Innovate your business by using cloud capabilities to help increase your differentiation and competitiveness.

Benefits:

- Up to 30% savings from faster business cases – from months to weeks
- Up to 40% savings from continuous cost optimization
- Up to 25% lower SAP on cloud migration cost
- Up to 14% additional carbon emissions savings over a typical migration

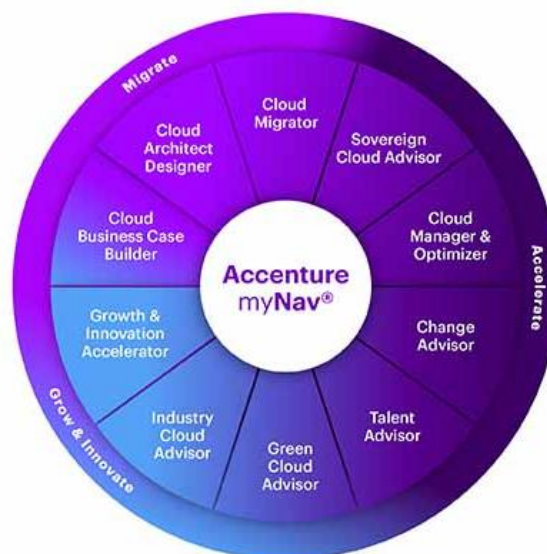


Figure 2: Accenture's Cloud MyNav

Accenture Cloud factory which will accelerate cloud migration and improve quality with highly specialized teams, accelerators, automated tools, agile infrastructure and security. It has the following services:

- Application migration to the cloud
- Infrastructure migration to the cloud
- Cloud infrastructure operations

We have over 20 assets in the space of **Cloud Change**. As part of any change programme, we bring the key elements of modern change to each situation. The figure below shows the components of Accenture's change methodology.

Transformational Change

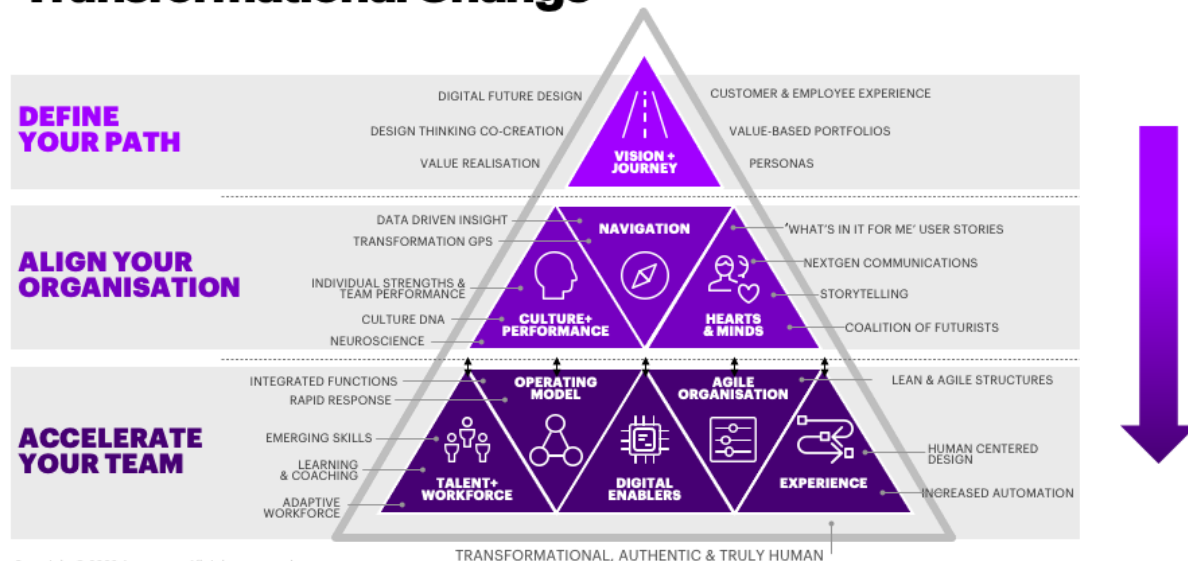


Figure 3: Accenture's modern change approach

Below we have depicted a few of the most impactful elements, and tools that can support a client on their change journey and supports the above approach:

Culture and Performance:

- **Cloud Culture DNA Assessment (inside – Out approach):** Recommended for select Cloud Change programs with significant culture change, the Culture DNA Assessment helps organisations to answer critical questions about whether or not they are ready to implement the cloud transformation, how it affects the employees and Organisations, as well as what should they do to better prepare their people to be able to adopt cloud more effectively. It is a research-based model which gives visibility to all the critical building blocks for an Organisation to establish a strong culture to accelerate and enable their cloud journey. It uses an "inside-out" approach for Organisational visibility to the current level of employees' behaviors that accelerate cloud adoption. The Cloud Culture DNA Assessment analyzes data by demographics to pinpoint locations, levels or business units of concern allowing for targeted intervention.
- **Culture MRI Assessment (Outside – In approach):** Culture MRI scans Organisational culture in a no-touch way. It is an AI enabled validated innovative analytic assessment, leveraging machine learning and unstructured information, to provide an assessment of Organisational culture from both internal and external perspective.

Change Management Services

- **Change Management Platform:** A cloud-based solution that consolidates change management activities into a single platform enabling our teams and clients to collaborate and deliver impactful change. It aggregates and visualizes the change portfolio across the enterprise. The CMP is insight driven and leverages powerful predictive analytics and research throughout a change program to design targeted and highly effective transformations strategies that deliver desired business outcomes
- **Transformation GPS (Powered by myNav® Change Advisor)** - Recommended for all Cloud Change programs, prescriptive analytical solution that enables leaders to use data-driven insights about their Organisation's dynamics to navigate transformation journeys. Transformation GPS's insights, its Transformation Map and prescriptive pathways help Accenture clients understand how transformation impacts their business outcomes and enables Organisations and teams to assess and track the performance and behaviour of their people in adopting new ways of working.
Transformation GPS collects data from stakeholders via a statistically validated survey that is online, and analyses results against an extensive set of benchmarks in its database. Results help Organisations to effectively plan, manage and guide their transformation programs to achieve successful outcomes. Transformation GPS results are used to identify trouble spots before transformation goes off track, and to initiate appropriate corrective actions with confidence. TGPS is based on 25+ years of research and 2,000,000 change journeys across 25 industries and 95 countries.
- **Change ROI calculator** – is a predictive analytics aid for change management practitioners and Organisations in the midst of transformations. This tool can help determine the incremental impact which change management may have in delivering the benefits expected from a transformation. It can be employed to ascertain the right amount of investment that must be made in change management efforts, basis the Organisation's specifications and history in dealing with transformations, and what the return on this investment would be.

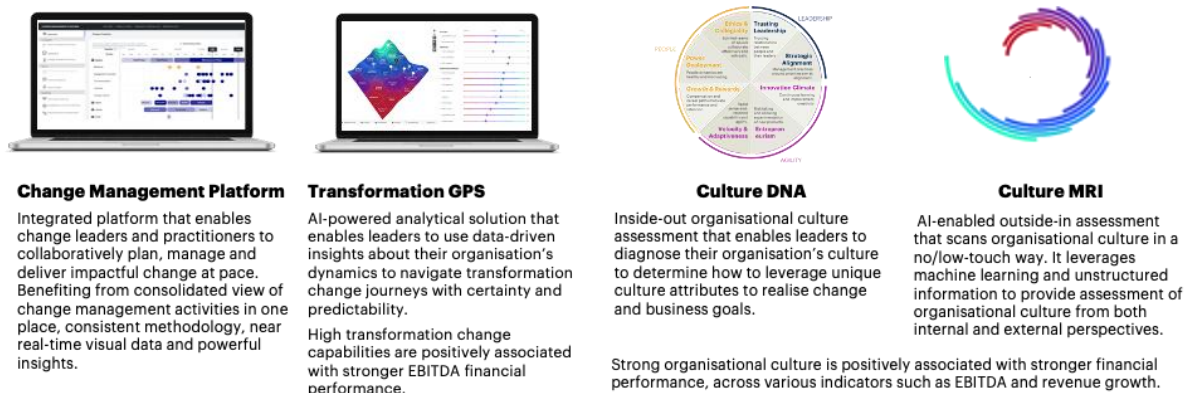


Figure 4: Sample screen shots of Accenture's change assets

Key Features:

- Integrated Cloud Lifecycle Delivery
- Consistent and Common tools and processes
- Co-location of delivery teams
- Integrated governance

In addition to some of these assets and accelerators mentioned above we also have a suite of tools that accompanies the Workforce **Management Methodology** for supporting Rostering, Scheduling and Time & Attendance implementations. We have proven deliverable templates that have been honed and improved upon as we continue to aid our clients through complex transformations. These range from templates for role mapping and costing, change and transition plans, competency, and talent assessments, building of org structures, governance models, task definitions and effort analysis, to name but a few.

5.0 Pricing

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

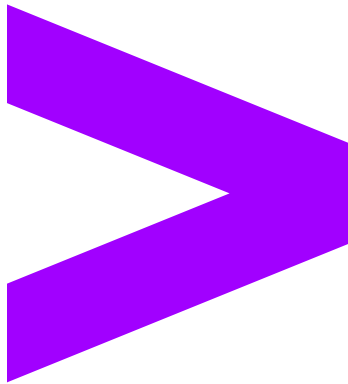
6.0 **Contacts**

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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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