



G-Cloud 15 Service Definition

**Accenture Civil Service HR Case Management
Service**

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 **accenture**

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1.0 Scope of our services

Accenture is pleased to make available its specialist HR Case Management solution and surrounding professional services capability. This custom HR Case Management solution service can be deployed either as a Software as a Service (SaaS) or on premise through the government digital marketplace. It typically extends an existing Oracle HCM Cloud deployment at public sector clients.

We look forward to introducing our services to you and providing you with greater understanding as to how Cloud based, and on-premise HR Case Management professional services can transform and support your business.

This document contains a comprehensive description of Accenture's HR Case Management solutions professional services offering.

1.1 Complex HR Case Management

- Tier 1 ERP solutions for Human Resources (HR) and Human Capital Management (HCM) do not provide advanced functionality to support complex HR casework which covers a range of services from staff grievances through to employment tribunals. Day-to-day HR business operations rely heavily on this type of functionality.
- Through our extensive experience of on-premise HCM ERP implementations and Shared Services operations Accenture has developed significant capability and expertise in providing solutions in this area.
- This is demonstrated and proven by Accenture being the solution architect and delivery team for the MoJ Case Management Application (CMA) that supports and provides complex HR casework across UK central government.
- Complex HR Case Management solutions can be delivered on-premise, on-demand and as Software as a Service (SaaS) in a public or private cloud enabling ultimate flexibility and choice as an organisation grows and evolves.
- Key principles of our HR Case Management solutions include:
 - Case Management solutions operate on a principle of being customer process driven rather than aligned to specific parts of the business to maximise the opportunity for economies of scale and reduce the ongoing total cost of ownership.
- Service Process Design is fundamental and as such needs to be undertaken with knowledge of the capabilities and constraints of the underlying technology
- All Service processes/specifications should have a Service Specification, documented service standards, a service process map, a state map; and a set of Functional Requirements (this will include Customer, Operational and Management Information Requirements). Each will have a set of test scripts and a definition of success criteria.
- The focus of configuring HR Case Management solutions should be to manage high volume HR business processes, and to reduce the total cost of ownership to the business. Solutions for low volume; highly complex business processes maybe be solved by alternative solutions, for example a simple case type with detailed notes kept, where such solutions are more cost effective, with the possibility of manual work required on both the part of the customer and the HR business operation if required.
- Solutions should always be designed in such a way that they do not inhibit or adversely impact the business from changing its organisational structure in a timely and efficient manner
- Customer facing Management Information (MI) requirements will be determined up front and will be used to influence the design in terms of data capture to ensure that the business operating units can make informed HR related decisions

- Operational Management Information (MI) requirements will be a key component of service class design; thereby allowing the business to be able to report effectively against Service Level Agreements (SLA). MI will be developed through the life of the system as requirements evolve.

2.0 Accenture & Oracle Partnership

Accenture - a Strategic Partner that you can have confidence in

We are recognised by Oracle, Gartner & Forrester for our Oracle services & expertise

#1 Oracle Systems Integrator



1st to achieve global cloud elite status & platinum level in the Oracle partner network

1000+ myConcerto Assets



Accenture's preconfigured, ready-to-use solution for Oracle cloud implementations

12.5K+ Talent & HR Professionals



With deep strategy, consulting, technology, & operations capability

Oracle Cloud Excellence Implementer



Recognition by Oracle of providing a superior customer experience in HCM implementations

1200+ Skilled Oracle HCM Resources



Over 50,000 skilled Oracle professionals deployed in Accenture capabilities

250+ HCM Completed Projects



Successfully completed over 100 implementations in Oracle HCM cloud

30+ Years of Oracle Partnership



1st & only partner to form a digital, Oracle SaaS- & PaaS-based BG: the Accenture Oracle business group

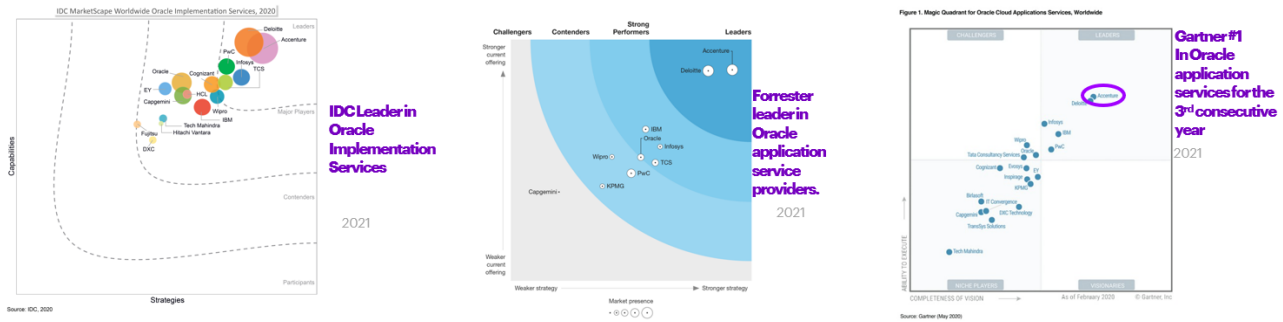


Figure 1: Accenture and Oracle Partnership

3.0 Approach

3.1 HR Case Management Service Overview

HR Case Management solutions delivered either from Cloud or on-premises configuration includes, but not limited to:

- Employment Tribunals
- Conduct & Discipline Investigation
- Grievance Investigation
- Grievance
- Poor Performance
- Appeals
- Long Term Sick
- Short Term Sick
- Extension of Sick Pay
- Medical at Work
- Non-litigious Compromise Agreement
- Suspension
- Probation
- Occupational Health ▪ Personal Injury
- Ill Health Retirement
- Injury Benefit Award

3.2 Service Description – HR Case Management Professional Services

Accenture provides professional services to support cloud based and on-premise HR Case Management solutions. Accenture has built up significant business and technical capability in designing, building and overseeing the end-to-end delivery of these solutions using both Microsoft and Oracle industry standard technologies.

Under this service offering Accenture provides specific capability in this area to undertake bespoke development in creating HR Case Management solutions:

- HR Case Management Subject Matter Experts
- Business Analysis
- Service Design (including Shared Services configuration)
- Technical Design Authority and Technical Infrastructure design (Cloud and On-premise)
- Technical Consultancy (Microsoft .Net and Oracle ADF)
- Testing Services o Systems Test / User Acceptance Testing / Data Assurance
- Data Migration solutions
- Transition Management (including on-boarding and off-boarding)
- Helpdesk and On-going Support Services

3.3 Service Description Attributes Matrix

Cloud based and on-premise HR Case Management solutions is a Professional Services offering.

For GCloud procurement transparency we have included the minimum headings requested. YES – The feature is included in the offering; NO – The feature is not included or N/A – the attribute requested is considered Not Applicable to the offering and therefore by default is NOT included. We have also included a comments section where we have provided additional notes relating to the service offering attribute.

Service Description	Information Assurance Impact Level	Backup and Restore	Disaster Recovery	On-Boarding & Off-Boarding Processes	Data Restoration / Service Migration	Comments
HR Case Management Services	Security Clearance Required	N/A	N/A	Yes	N/A	Accenture assumes that any use of our services in a government arena will require Accenture personnel to be cleared to a minimum security level: CTC. Confirmation of the security clearance level required will be determined by the client procuring the service.

Service Description	Service Management	Service Constraints	Service Levels	Financial Recompense for Service Level Failure	Trial Service Available	Notes
HR Case Management Services	No	Yes	No	No	No	(1) Service is naturally constrained by the scope of the engagement

Service Description	Training	Technical Requirements	Termination Terms	Notes
HR Case Management Services	No	Yes	Yes	(1) Technical Requirements – We provide bespoke Complex HR Case Management services using both Microsoft .Net or Oracle Advanced Development Framework (ADF). It is assumed that the consumer already uses Microsoft or Oracle Fusion Middleware technology. (2) Termination – 30 days notice

3.4 Consumer Responsibility

- Cloud based and on-premise HR Case Management solutions requires heavy involvement from the consumer's own personnel. As part of any engagement, the scope and consumer resource profile will need to be agreed. The consumer is expected to meet its commitments in terms of resource in line with any agreed timescale for implementation. Failure to do so could inadvertently increase the cost of implementation and cause delay to previously agreed timescales.
- Accenture Security Cleared authorised personnel to have READ access to the Production systems in order to provide an effective service. The Consumer is expected to provide such access to allow delivery of service to be undertaken by Accenture.

- If the consumer (the commissioning authority) requires higher security clearances other than those currently held by Accenture staff, then the consumer agrees to provide the necessary mechanism and channel to undertake further security clearance activity as required.

4.0 Pricing

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

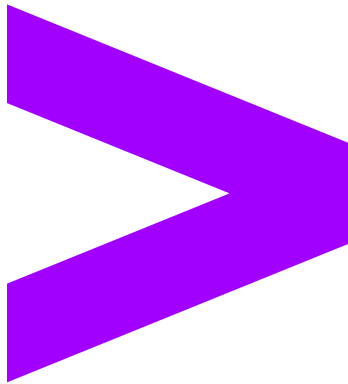
5.0 **Contacts**

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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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