



G-Cloud 15 Service Definition

Accenture Managed Services for SaaS

Jan 2026


accenture

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1.0 Scope of our services

In these challenging times, Public Sector organisations must provide fast, efficient services in the face of tightened budgets and increased citizen expectations, often with inflexible or outdated technology infrastructure and a shrinking workforce.

The Software-as-a-Service (SaaS) paradigm allows public service organisations to address these challenges head on - enabling reduced IT infrastructure, lower up-front and run costs, accelerated feature delivery and higher levels of user adoption. However, the initial implementation of a SaaS solution is only the first step on the way to high performance. The long-term value of SaaS is fully realised when stakeholders – customers, end users, executive sponsors, change requestors - are serviced and supported in a cost-effective fashion via a set of well-defined processes with clear ownership and transparent governance.

Accenture offers managed services that are based on field tested methods and real-world applications of the latest technologies and innovative ideas. We provide a range of managed service wrappers including: service introduction; service management; service delivery and test. We help you to identify the ideal managed service strategies that address your organisation's unique needs, and create a tailored solution based on your requirements.

Please note: for System Implementation Services please refer to the following CloudStore items:

- Accenture Workday Cloud Services
- Accenture NetSuite Cloud Services
- Accenture Force.com Cloud Services
- Accenture Heroku Cloud Services

2.0 Approach

With Accenture's Global Delivery Network of over 170,000 people, we support clients around the clock via our On-shore, Near Shore or Off-Shore support teams.

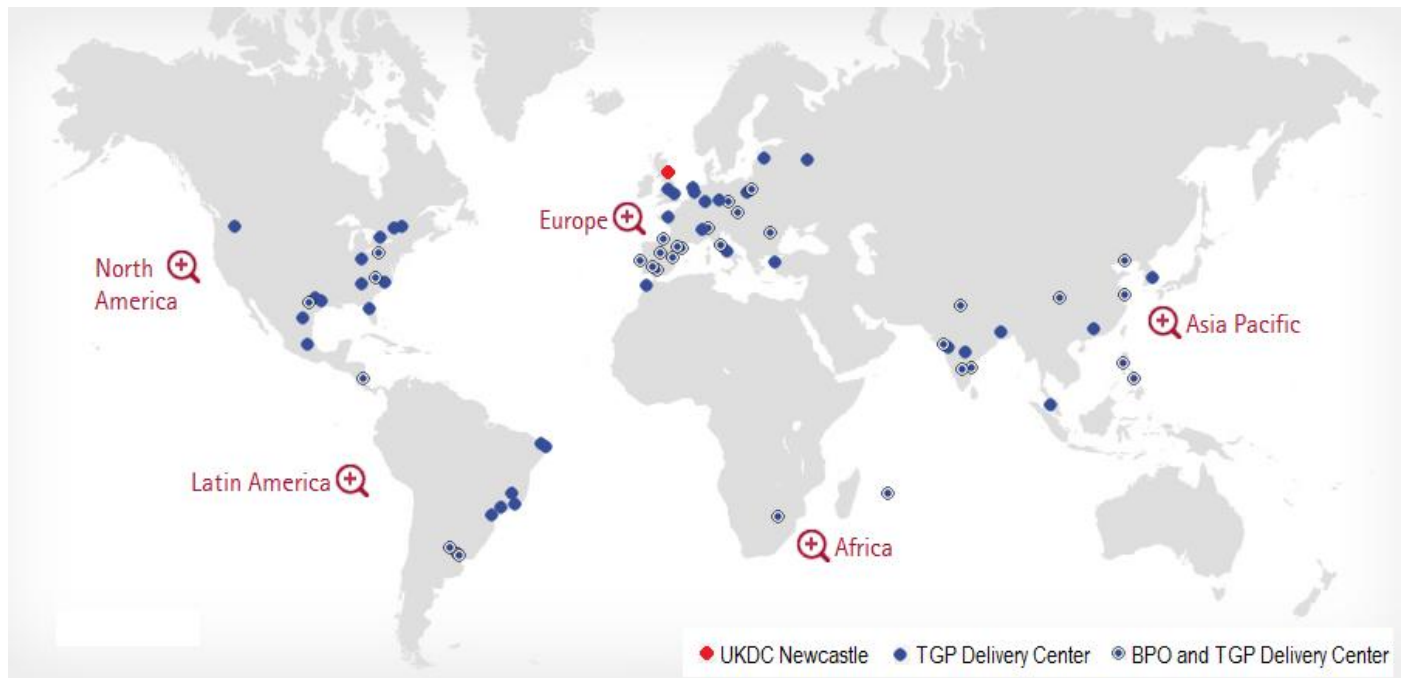


Figure 1: Accenture Global Delivery Network

Our SaaS Managed Service capability for Public Service is headquartered in the UK Delivery Centre Newcastle, from where we offer our clients an industrialised, scalable, flexible and competitively priced approach to managed Services for SaaS. The Delivery Centre holds both ISO27001 Information Security and ISO200001 IT Service Management certifications.

Service Introduction

Service Introduction (SI) provides a framework for managing the introduction of a new product or service. SI assures the quality of all stages of the delivery lifecycle, up to and including go-live, by implementing continuous service improvements at each stage of the project.

- Accenture Delivery Methodology (ADM) for Service Introduction (SI) helps confirm that recommended practices are followed in a consistent and predictable manner, delivering reliable, quality solutions and services on time and to budget

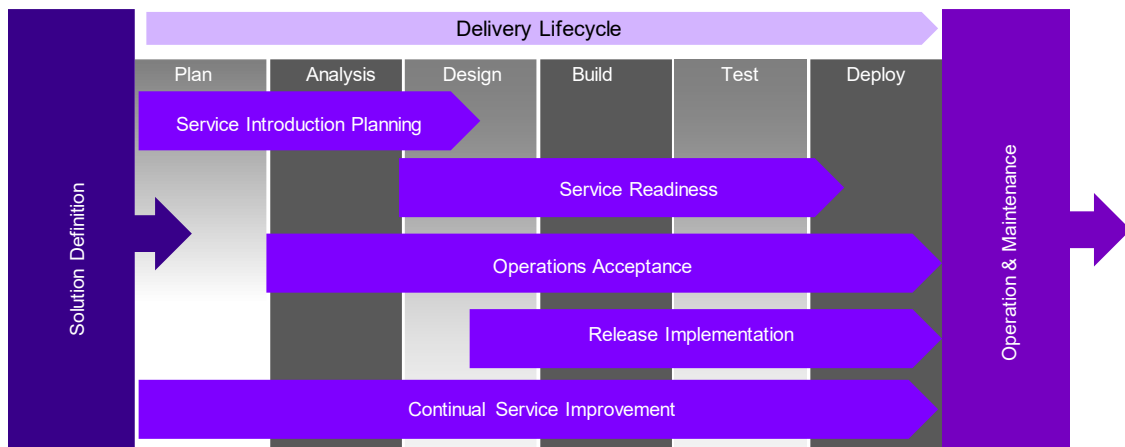


Figure 2: Delivery Methodology

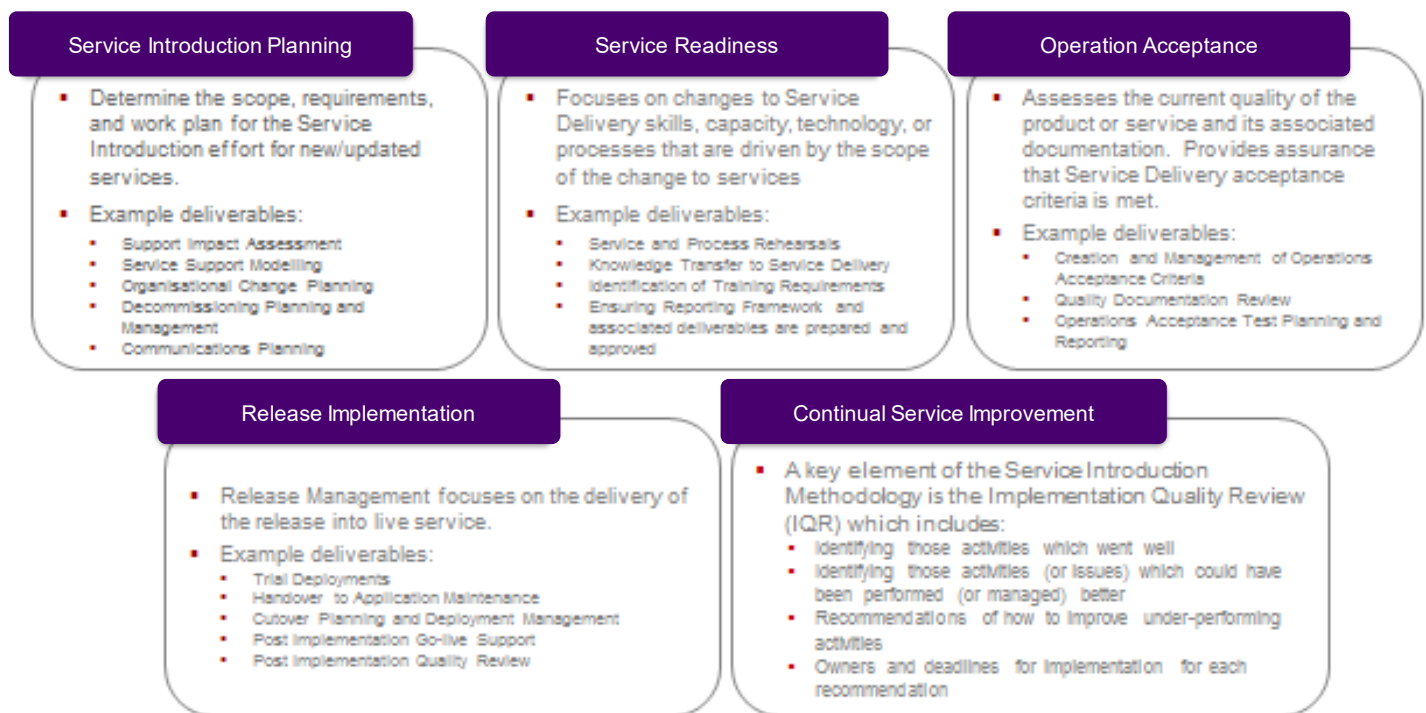


Figure 3: Service Introduction Framework

- The Service Introduction framework is highly scalable and can be tailored to address your individual needs
- Early engagement in the project delivery helps confirm the process delivers maximum value
- The UKDC Newcastle Service Introduction Shared Service team is ITILv3, PRINCE2 certified

Service Delivery

Accenture's Shared Service Delivery encompasses all offerings associated with the provision of a live service.

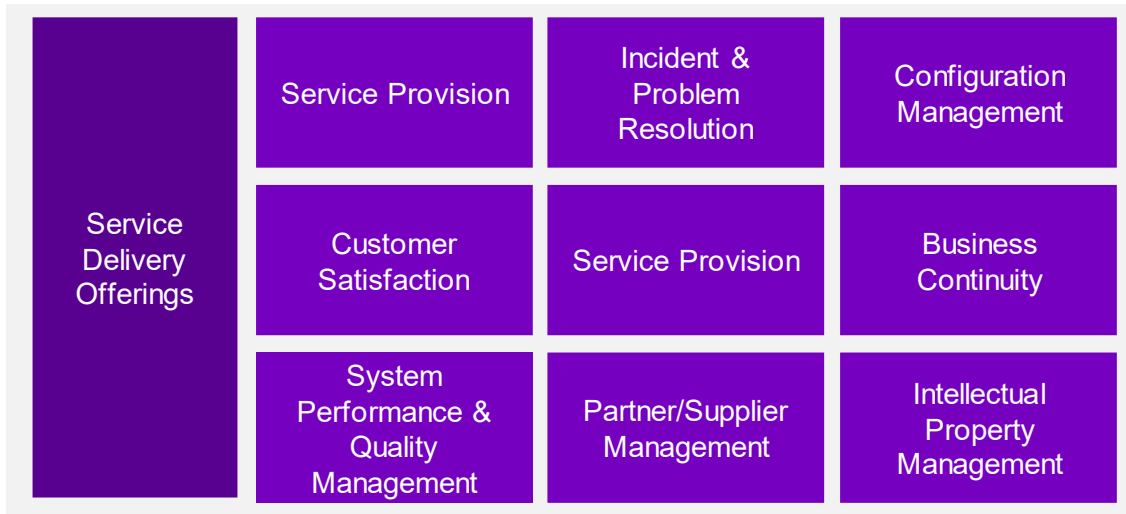


Figure 4: Accenture Shared Service Delivery

- Standard tools for incident and problem resolution reduce risk of incident recurrence and minimise service disruption
- Proactive problem management and targeted support action improve productivity and reduce cost
- Adoption of continuous improvement framework provides a stable service environment and improves IT solution alignment with changing business requirements
- Service reporting provides information on service provision against key performance indicators and service levels
- Business continuity helps confirm that critical business functions are available and recoverable, irrespective of the adverse circumstances or events

The Service Delivery team is security cleared and boasts a wealth of experience in the following languages and technologies:

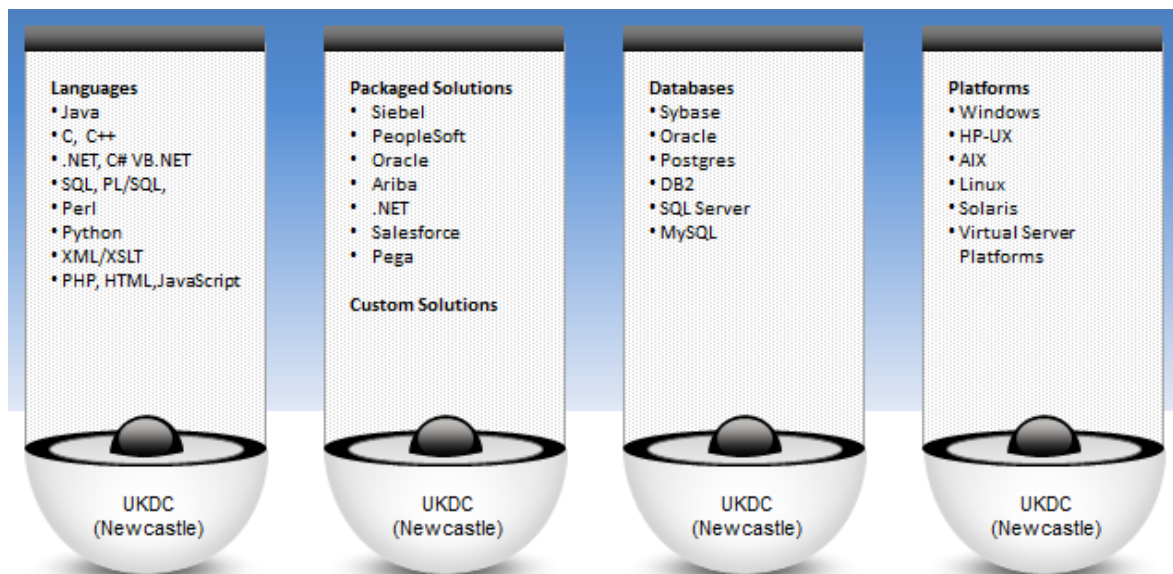


Figure 5: Service Delivery Team Wealth of Experience

Service Management

Accenture's Shared Service Management offering encompassing incident, problem, change, event management, service level management and reporting, in accordance with your individual service contract.

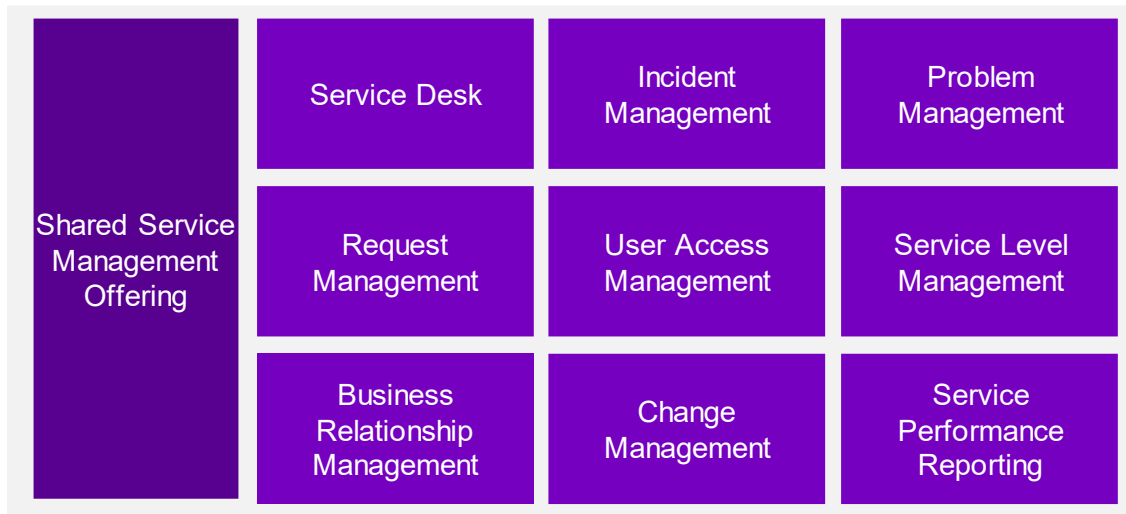


Figure 6: Accenture Shared Service Management

- A central service desk, located in Newcastle, provides you with dedicated client support via telephone and email during service hours
- 1 to many models allow flexibility and scalability to respond to your fluctuating demands at short notice
- Industry best practices are followed using the ITIL framework to provide you with consistent, repeatable, high quality results
- For the past eight years, security cleared teams have been providing Impact Level 3(IL3) service to several of our Government clients
- Increased demand for Accenture's shared service has seen our client base grow by 40% and the SM team increase by 60% in the last year, to address service management demand
- The service management team is qualified to a minimum of ITILv3 Foundation level and is led by a fully qualified ITIL Advisor

Test

Accenture's Managed Test Service offers you a full range of testing services to drive solution quality throughout the system development lifecycle and into live service.

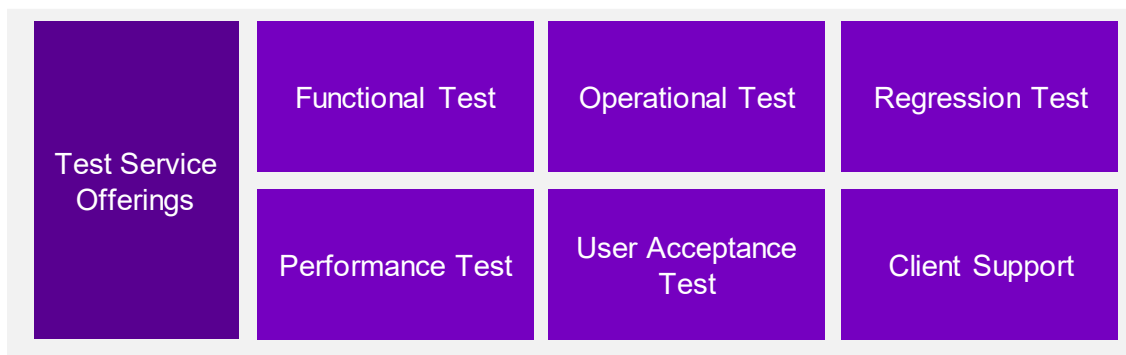


Figure 7: Accenture Managed Test Service

- Accenture can help you develop your Testing and QA Strategies by selecting the most appropriate test model for your needs, ranging from Capacity Services to Managed Testing Services
- The Test service engages with the project at the earliest opportunity to carry out detailed analysis at the Define/Design stage in the lifecycle. This increases quality earlier in development, reducing the number of issues found in latter stages of the lifecycle, and the associated cost of correcting the solution
- Utilisation of standard tooling, methodologies, automation and shared services provide you with high performance at lower cost
- Accenture's global standard training curriculum, the Accenture Testing Certification Program and the Accenture Solutions Delivery Academy for Testing provide dynamic and continuous people enablement

3.0 Assets and Tools

The Newcastle Delivery Centre offers a wide range of industry standard and bespoke tools to support each of its shared service offerings. Accenture will help you identify the appropriate tools to help you achieve the potential business benefits, depending on your individual needs.

Listed below is a typical sample of the tools and assets used Accenture's managed services teams. These may be supplemented by other packages and tools, based on the needs of our clients.

Tool	Vendor	Description
Incident Diagnostic Utility (AIDU)	Accenture	Information Technology Infrastructure Library (ITIL) solution for knowledge management, incident diagnostic and training, providing end-to-end, consistent, cost effective and speedy solutions to clients.
Arcade	Accenture	Software configuration and release management tool.
Client Service Reporting (CSR)	Accenture	Online reporting tool, providing clients with a standard view of contractual metrics and SLAs.
Global Business Intelligence (GBI)	Accenture	Performance reporting tool. Enables operations teams and clients to view service performance against contractual Service Levels.
MME	Accenture	Project Financial Management tool.
Self Service Portal (SSP)	Accenture	Self-service Web-based IT for Service Management tool for end-users.
Adobe CQ5	Adobe Systems	Web content management, digital asset management and social collaboration tool.
IT for Service Management (ITSM)	BMC	Enables service functions including help desk, incident management, problem management, change management, release management and configuration management for service support.
Load Runner	HP	Automated performance test tool. Used in Load/Soak/Stress Testing for both real time and batch processes. Used in Technical Component Test.
Quality Centre	HP	Test Management Software tool.
Rational ClearQuest	IBM	Application Lifecycle Management tool.
Tivoli Workload Scheduler	IBM	Automated Workload Management and Monitoring tool.
NeoLoad	Neotys	Load testing software solution designed for Web applications to realistically simulate user activity and monitor server behaviour.

CVS	Open Source	Software version control tool.
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4.0 Expected Outcomes

Managed services with Accenture can help drive high performance through:

- Improved service quality
- Increased speed to value of IT investment
- Added flexibility, rapid adaptability and economies of scale using the 1 to many models
- Increased transparency and control through standard tooling, methodologies and automation
- Reduced operating costs in IT, human resources, procurement, learning and customer relationships
- Access to a Global Delivery Network of highly skilled professionals
- Continuous innovation through patented and patent-pending assets, tools and thought leadership

5.0 Pricing

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

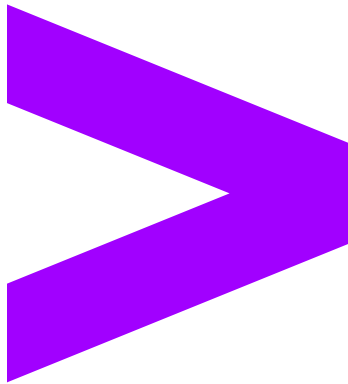
6.0 **Contacts**

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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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