



G-Cloud 15 Service Definition

**Accenture Infrastructure & Capital Projects
Services**

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accenture

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1.0 Scope of our services

Accenture's Infrastructure & Capital Projects provides strategy, consultancy, and technology services to enable owner- operators to achieve their outcomes by enhancing strategic and operational decisions and developing the required capability, both technical and non-technical.

The cloud-based offering brings together use cases across multiple areas within an asset lifecycle and includes aggregation of multiple platforms to create a holistic operational decision- making environment. As well as optimising command centres, connected construction and generative design capabilities, various technologies such as artificial intelligence, robotics process automation and advanced analytics can be leveraged to create and enhance smart infrastructure.

Infrastructure & Capital Projects offers a wider range of complimentary services including designing and implementing relevant operating models, business models and governance models to support digital ways of working.

2.0 Approach

Cloud Platform

Accenture has developed a structured approach to delivering a cloud Platform:

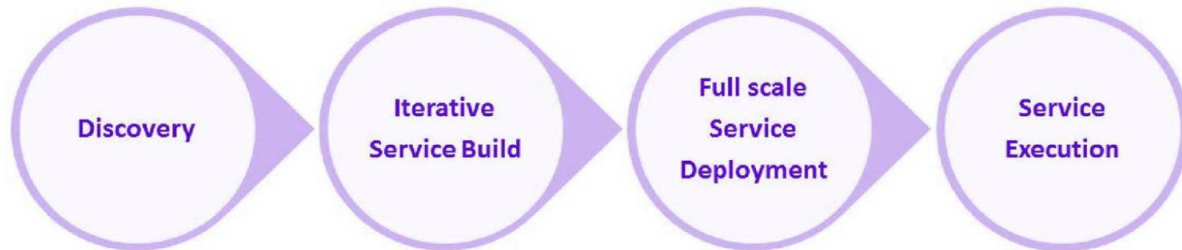


Figure 1: Cloud IoT Platform Approach

Discovery

During the first phase our team will work with you to determine how the cloud platform can be used as a central tool in your day-to-day operations and what potential savings can be made. This will be achieved through a range of activities, including stakeholder interviews and user centric workshops, ethnographic research and cross-industry experience and global influence.

Accenture partners with leaders and stakeholders at the beginning of their journey to define a north star vision and associated prioritisation frameworks to evaluate associated use cases. This will be delivered through proven methodologies focused on collaboration and end user experience, to promote use case effectiveness.

The output of this phase will be a roadmap for the delivery of the cloud platform use cases which will lay out how the service will be built, deployed, and managed, and how the business will use the service to seek potential benefits.

By bringing together multiple data sets and additional capabilities there is an opportunity to leverage the synergies between all areas to deliver the most valuable outcome.

Iterative Service Build

Whilst the activities of the service build phase depend on what is already in place and what needs to be developed, our approach is to use iterative approaches to construct the service. This enables the use of pilots and betas to verify that the technology works. Feedback is collected to verify value and usability and to continuously develop the roadmap. Through this phase, strategic operational support is provided to improve value, business case assessments and business model reviews. The expected outcomes, that success of the project will be measured against, are also defined.

Full Scale Service Deployment

Accenture is very experienced at developing solutions from the initial testing phase right through to large scale implementation and system integration. We put all the support processes and technology in place to assist the full deployment.

These include:

- Operational Testing
- Performance Testing
- Security and Business Continuity design and implementation
- Defining Service Management models
- Training materials and other support materials

Service Execution

Accenture has well established Business Process Outsourcing capabilities and ITIL compliant Application Support and Maintenance processes, which will combine to provide a service based upon the agreed specifications. During the live service operation, we can provide:

- Service Reporting
- SLA Management and Conformance
- Service Support functions – all tiers from front line support to Tier 3 service maintenance
- Business Continuity and Service Management
- Security Management

3.0 Assets and Tools

Accenture have several technical and service assets and tools which can support this service, a selection is below:

- **Front-End Situational Awareness User Interface** – This agnostic, interactive mapping layer and operational UI, which provides visualisations and consequence analysis in real-time, allows the operator to have a holistic overview of the evolving situation
- **Accenture Cloud Platform (ACP)** - The multi-cloud management platform powering the Accenture Hybrid Cloud helps you manage your business services securely and effectively across multiple clouds on demand, at speed, from a single point
- **CPaaS** - CPaaS is a complete IoT platform designed to uniquely address business challenges so clients can achieve operational efficiencies, shift from products to services, and unlock unconventional revenues by connecting devices, data, and people
- **VASP** (front-end/back-end) – Accenture's video analytics service platform with both back-end and front-end capabilities
- **Accenture AI as a Platform Service** – It allows cognitive engines acting in concert to transform and analyse data to deliver actionable intelligence
- **Accenture Insights Platform** – It offers a turn-key analytics solution that allows organisations to get actionable insights and business outcomes

4.0 Expected Outcomes

Accenture Infrastructure & Capital Projects delivers a range of high-value outcomes, a selection of which includes:

Strategy

- Improved decision-making across the project lifecycle based on deep analytics
- Holistic management across the lifecycle of the project, including transition between stages, from Design – Build - Operate to reduce risk and prevent delay to successful start-up Technology and data
- Seamless integration of technology into project delivery so it does not suffer from outdated legacy processes and ways of working
- Avoidance of IT regret costs associated with buying off-the-shelf technology that does not fulfil the project needs, lack of change / people management to ensure the new ways of working are embedded into everyday processes and costly data migrations

Scalable platform

- Integrated and single central view of data
- Real-time proactive alerting and control room integration
- Improved mobile capability – use of mobile / field devices providing the ability to operate from anywhere.

People

- Health, Safety & Wellbeing - where the right level of supervision is provided to prevent unsafe work incidents and wellbeing is treated as important as physical health and safety
- Workforce management where skilled labour shortage causes increased labour costs and drops in efficiency which is directly affecting project cost, schedule, and safety
- Integration into the workflow for incident management Performance and Productivity
- Assurance that the outputs from the project will achieve the required outcomes and that the end result reflects the original intent
- More effective utilisation and management of assets
- Predictability so projects are delivered on time and on budget at ever increasing levels of scale and complexity
- Optimised coordination of activities and maximising productivity through the management of workers, materials, and equipment in real time
- Alleviation of schedule pressures managing the thousands of daily work tasks with complex interdependencies to ensure the project schedule is maintained & improved

5.0 Pricing

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

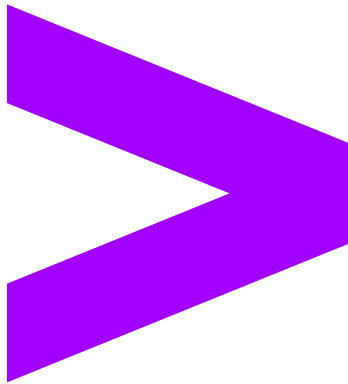
6.0 **Contacts**

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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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