



G-Cloud 15 Service Definition

Accenture Higher Education Cloud Service

Jan 2026

accenture

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1.0 Scope of our services

This document describes Accenture's approach to helping Higher Education Institutions plan their Journey to cloud.

Accenture's Higher Education Cloud Service is designed to help leaders in the sector tackle the specific challenges and take advantage of the opportunities that cloud computing offers. Higher Education Institutions (HEIs) face pressures on a number of fronts including operating cost reduction; revenue and student recruitment pressures, as well as the ongoing pressure to be more agile and responsive to evolving consumer expectations.

Cloud computing has a role to play in helping HEIs be more effective in all these areas, though strategic priorities differ depending on the business process, as well as the maturity of the existing application and infrastructure estate. Accenture's HE Cloud Service helps identify the right approach and path for migration to and management of a Cloud estate for HEIs. Our services include:

Strategy & Benefits Planning

- Strategy and Planning. We use a broad range of frameworks including UCISA and Cubane to work with HEIs to identify where and how cloud can support key organisational aims including increasing organisational agility, reducing operating costs, increasing flexibility & scalability and improving the overall security and risk position.
- Key Performance Indicator definition – we work with business and IT teams to define the KPIs that will be used to measure success of cloud migration.
- Business case, benefits framework and benefits realisation plan for cloud migration
- Approach definition and strategy for where new delivery methods such as microservices and DevOps will support organisational strategy, along with workable Cloud Operating Model in the HEI environment.
- Vendor review and selection process for Cloud IaaS, PaaS and SaaS vendors.
- Integration strategy, including approach for integrating Student Record Systems, CRM, Curriculum Management, Timetabling and other key organisational functions in a public, private or hybrid cloud environment.
- Commercial strategy for vendor, contract and license management
- Cloud innovation days, including input from other relevant industries such as Accenture's work to support Clinical Trials Research on the cloud in the Pharmaceutical industry.

Cloud Readiness and Migration Assessment

- Accenture's 7R's framework for quickly identifying; rehosting, re-platforming, refactoring, Replacing, Retiring, Retaining and Reimagining requirements for applications
- Infrastructure and network design to support cloud connectivity
- Security strategy for maximising the use of native cloud security features
- Identity and Access Management design for cloud connectivity
- Proof of concept application migration to cloud
- Data journey mapping and data migration plan for cloud

Cloud Service Management and IT Operating Model Design

- Definition of key roles and skillsets required to support the future IT Operating model
- Service management design, including definition of common shared services and how to move to agile product-based teams
- Automation, self-healing and capacity management strategy for cloud environments.

- Approach for integrating existing management tools with the cloud estate
- Commercial optimisation strategy and supplier management plan
- Security and operations management design
- SLA and OLA design

2.0 Approach

Accenture’s approach for designing cloud services for HEIs recognises that every organisation is unique and at a different point in its journey to Cloud. Typically, services start with cloud strategy but depending on the client’s need, Accenture can support in any of the areas below.

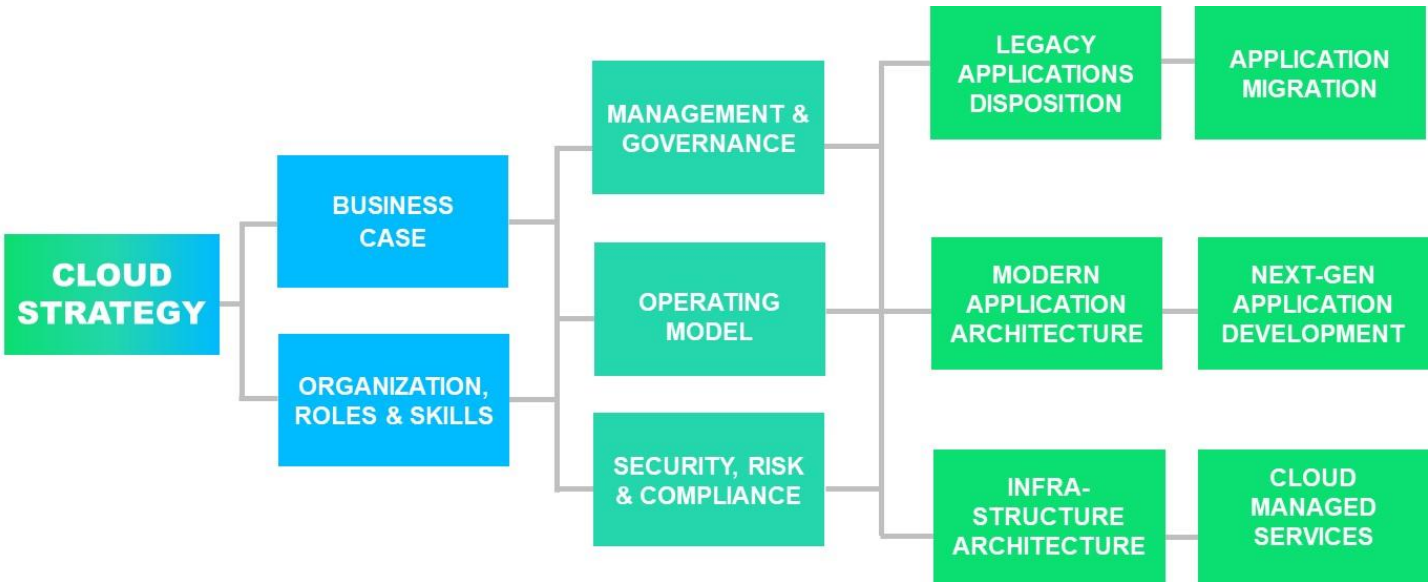


Figure 1: Cloud Strategy Approach

The exact approach and team structure deployed can be tailored in line with a specific organisation’s needs and would include strategy and design teams from the key streams below:

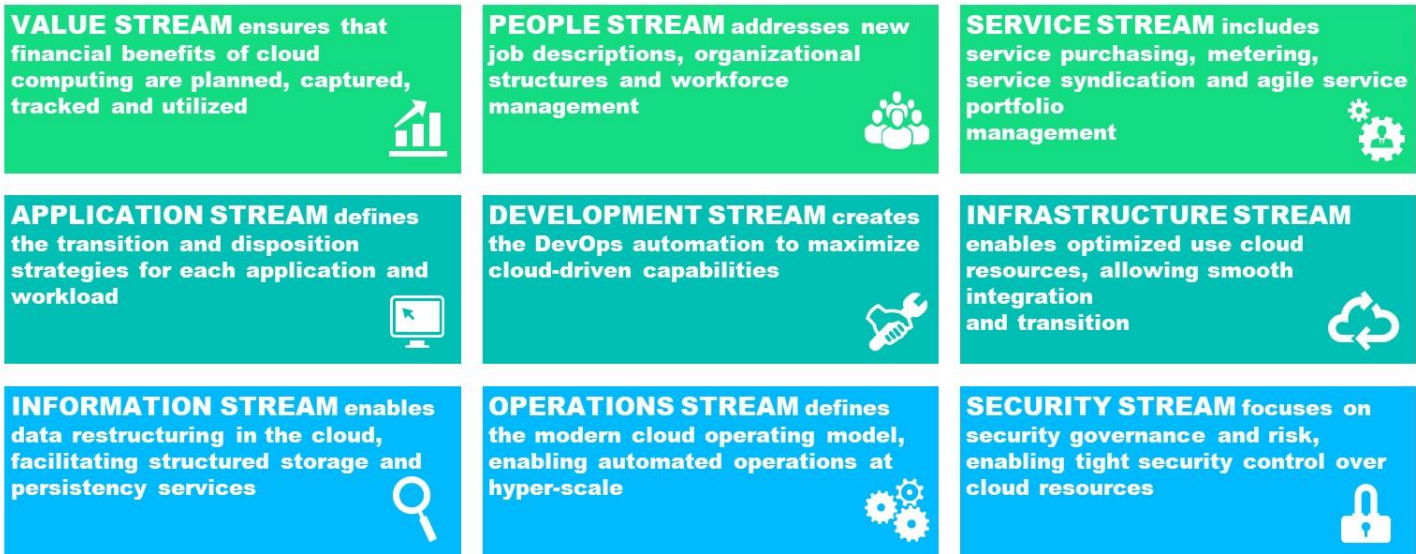


Figure 2: Multi-stream Approach

A key part of our approach is to closely map organisational strategy to cloud service design and the KPIs and SLAs that underpin them. In our experience this approach helps HEIs monitor and continually improve their cloud deployments to make sure they are delivering cost reduction and increased business agility where needed.

3.0 Assets and Tools

We have invested heavily in our workforce across the major cloud providers including Microsoft, AWS and Google as shown in the image below

AWS

Accenture is the only partner to hold AWS Premier Consulting Partner status for three years in a row across various regions around the world.

8000+

AWS - trained technologists

20+ AWS certified Competencies & Service Delivery Programs

~8,000

Cloud projects completed or in progress

75%

of the Fortune 500 are our customers

>40 innovation and delivery centers across 40 industries

6000+ AWS Certifications

MICROSOFT AZURE

Accenture, in partnership with Avanade, was the first global technology services provider to deliver end-to-end cloud solutions on Microsoft Azure.

'Leader' in IDC MarketScape for Microsoft Implementation Services – 2019

4K+

clients served with Microsoft-based projects

35K+

Microsoft projects delivered

90+

Microsoft awards since 2001

45,000+

Microsoft-dedicated professionals from Accenture and Avanade

Microsoft Alliance SI Partner of the Year - 11 consecutive years from 2008-2018

GOOGLE

Accenture and Google recently evolved our alliance to focus on bringing to market industry-specific solutions that will help clients use cloud, mobility and analytics to advance their digital transformation agenda and improve business performance.

4300+ Google Cloud professionals trained
1000+ Apigee practitioners globally
740+ Google Cloud certified practitioners
3000+ Data Scientists

9 times

Google Partner Award Winner 2011-2019

3M+ Users migrated to G Suite

50+ Locations delivering Cloud and Innovation services

Figure 3: Our Partnerships

Furthermore, we have developed a range of tools and assets to accelerate and support HEIs in their journey in our myNav portfolio of services, to cloud including:

- Cloud business case evaluation toolkit
- Dev Ops maturity assessment toolkit
- Static Code analysis tools to identify application refactoring and remediation requirements
- Language migration tool to convert legacy and procedural languages to modern object oriented languages
- Accenture Cloud Manager and Optimiser (CMO) – legacy to cloud control plane to support cloud management and migration to cloud
- Accenture Cloud Factory - a series of repeatable and industrialised blueprints for cloud migration
- Cloud security framework

4.0 Expected Outcomes

Accenture Cloud services for HEI focus on delivering clear business outcomes to help HEIs spend less time managing IT environments and more time building capability to attract and support students and deliver world class research. Expected outcomes include:

- Identification of IT infrastructure operating cost reduction of up to 15-30%
- Clear business case to support migration to cloud
- Service definition with clear business-oriented SLAs
- Programme design and cost estimates to identify approach and Cost Benefit Analysis for migration to cloud
- Co-existence approach for cloud and legacy environments
- Solution and technical architecture documentation and roadmaps to support migration to cloud
- Improved data and infrastructure security fully leveraging cloud native capability
- Strategy definition for opportunities to leverage cloud benefits in support of key activities such as increased telephony capacity during clearing or on demand compute for research activities.
- Improved IT resilience and service continuity

5.0 Pricing

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

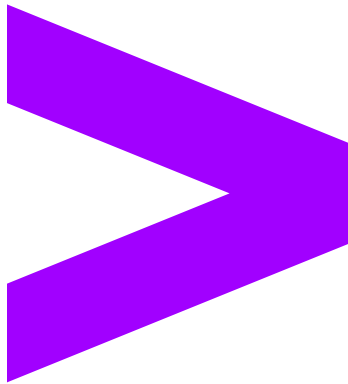
6.0 **Contacts**

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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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