



G-Cloud 15 Service Definition

**Accenture ERP & HCM Cloud Advisory
Services**

Jan 2026

 **accenture**

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1.0 Scope of our services

This document describes the Accenture ERP and HCM cloud offering and should be read in conjunction with the associated G-Cloud 15 Services documentation.

The scope of our offering covers the strategy through to implementation of cloud enabled Human Capital Management (HCM) ERP systems including change to the HR function to maximise the implementation of cloud-based strategies and technologies. It also covers all aspects of process, people, enabling technology (including AI) and business change to maximise the outcome of the cloud transformation for HCM ERP implementations.

Research from Gartner, Forrester, IDC and others conclude that more than half of Cloud/SAAS ERP implementations fail to deliver the outcomes expected. This risk of failure can be mitigated if organisations set out a clear outline of what an ERP project needs to deliver to maximise resulting business benefits, and a strategy to achieve it. Furthermore, the implementation, whilst delivering a technology solution, should not be seen as purely plugging-in a new system. Accenture research has shown 80% of projects fail to deliver the value expected due to lack of change, process, organisation and governance considerations.

In response to this, Accenture provides a full range of ERP Advisory Services outside of our System Implementation/configuration and rollk-out services to organisations who are transforming the back office and beginning their journey to the Cloud/SAAS as part of that transformation.

The scope of our work with organisations includes following:

- Transforming the back office to deliver better business value and digital services
- Building the business case for adoption of Cloud services
- Prioritising which ERP services to migrate to the Cloud first and the configuration of the ERP (SAP, Oracle, Workday etc)
- Integration of Cloud services with the core ERP including project and programme management support
- Identifying where AI including use of Agentic tools can help augment the core SAAS ERP system being implemented including development and implementation of new tools.
- Gaining better business insight from the back office through use of smarter analytics and tools
- Exploiting the value of current ERP assets
- Supporting the implementation of new HR operating models including detailed organisation design for the full HR function (leadership, strategy, centres of excellence and administration)
- Setting up of and support in transtion to Global Business Service style operations including Shared Services
- How best to support the change needed to initial embed and then sustain the changes required.
- Full end-to-end support in the design, build, and roll-out of the transformation
- Other augmenting technologies needed to support the effective operation of a solution, not replicating or replacing functionality within an ERP but rather building on and developing an overall technology strategy and implementation which will maximise the value and benefits for the client.

Accenture also provide consulting services to assist organisations with formulating their **digital transformation** to fully leverage the changes and opportunities of digital technologies in a strategic and prioritised way. We do this by the creation of a 'digital roadmap' and designing new operating models that take advantage of technology innovations which will increase business value for the organisation.

When looking at an HCM transformation, the new normal and long-term trends have converged, forcing organizations to reimagine HR and the employee experience.

Companies must reengineer ways of working and organizing by evaluating how technology and safety impact every aspect of an organization and the workforce experience.

These factors are compelling C-Suite leaders, including CHROs, plus members of Board of Directors, to shift the dial and re-think:

- How does HR shift from a foundational core to an enterprise transformation enabler?
- What are the business expectations of HR?
- What are key priorities for the business?
- What is HR's role in shaping the future of work and the workforce?
- How can HR harness the power of technology including AI to prepare for the future of work?
- How can HR operate at scale, while maintaining a sustainable cost base?

Accenture's perspective on the changes to HR is as follows

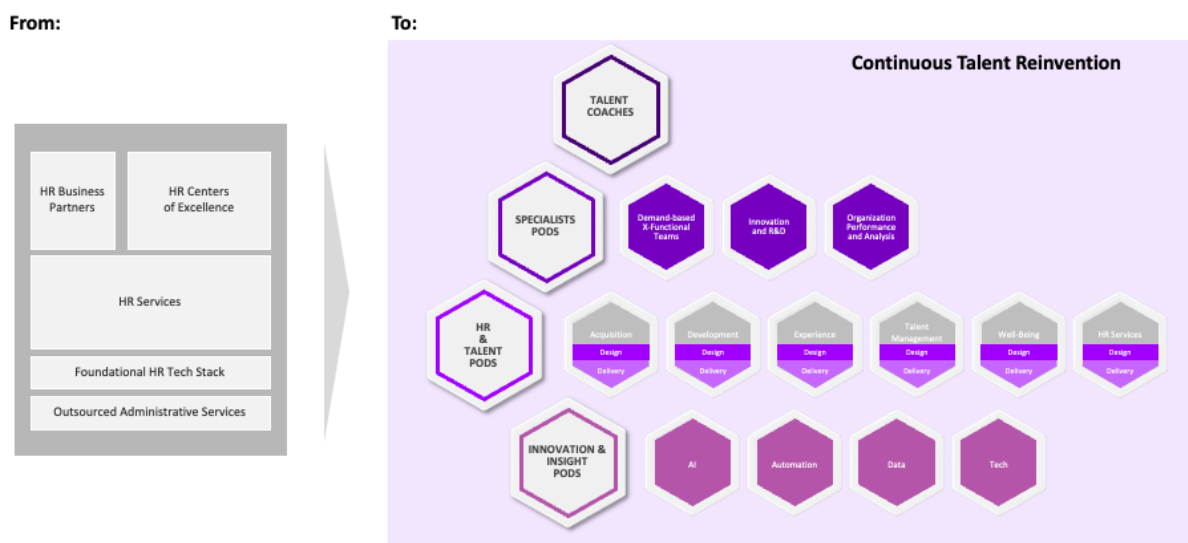


Figure 1: the components of a Modern HCM operation

We partner with clients to help them re-imagine their business and drive growth through modernized HR strategies and operating models. This, in turn, unlocks human potential by moving beyond efficiency to resiliency, whilst driving innovation, productivity, capability and agility, so HR is positioned to contribute to achieving business outcomes and scale with certainty. We collaborate with clients to activate human potential and drive growth through:

- Helping companies to rotate to new work and workforce, by assessing future workforce needs, building skills and capabilities, and realizing the full potential of human, cloud and machine collaboration.
- Fueling HR capability through cloud platforms, advanced analytics, RPA, Machine Learning, and all forms of AI (including use of Agentic solutions)
- Driving agile business transformational change to achieve business outcomes at speed and scale with certainty.
- Creating shared workforce resilience to power the best path forward for the organization, its people, and the community.
- Shaping organization design and culture and nurturing leadership development to align to company values and purpose.
- Creating superior people experiences to attract and retain people.
- Implementing cloud enabled HR technologies which will help drive improved service delivery and better employee experiences.

However, to maximise the benefit from a cloud HCM strategy, change management is even more relevant where an adopt versus adapt philosophy is being deployed. Figure 2 describes the components of our HCM cloud change approach.

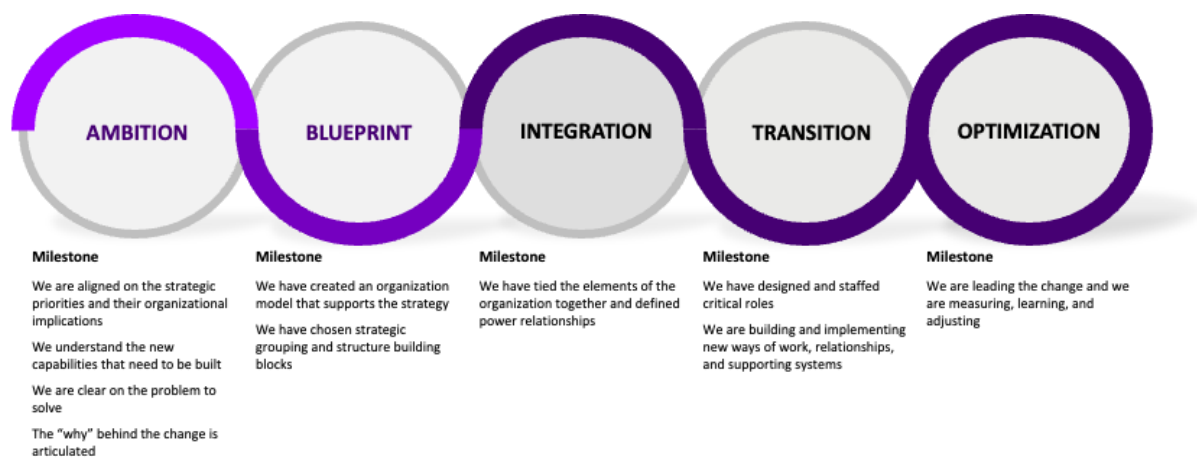


Figure 2: Transformation elements

2.0 Approach

What enables back-office excellence? Thinking from the outside in, developing a strong strategy and measuring success by the quality of citizen services and concrete outcomes achieved.

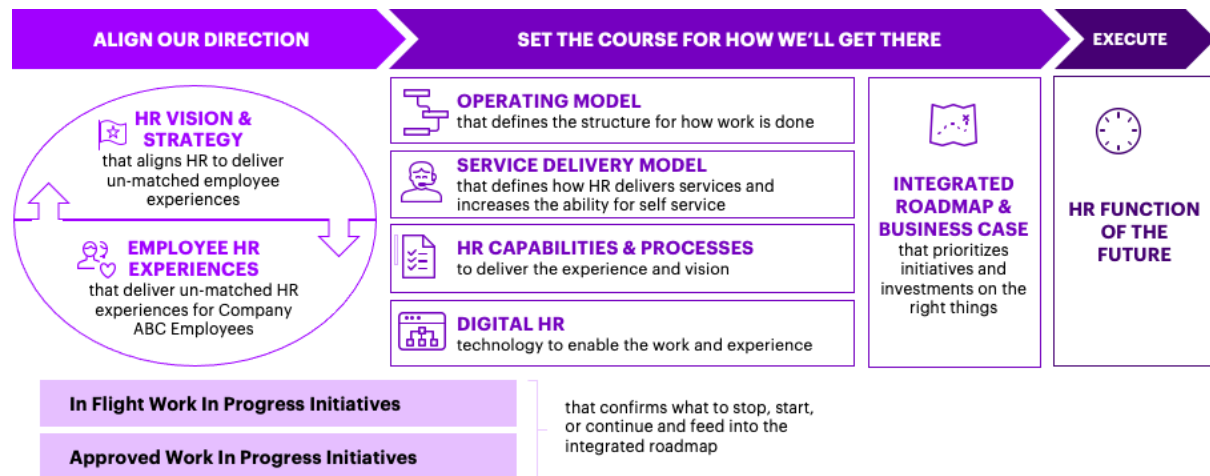


Figure 3: High level HCM scope

When embarking on an HCM ERP solution, we believe that there are three key steps:

- **Aligning on direction** – This sets out the overall vision for the HR and People strategy, what good looks like and what the employee experience is required. As part of this visioning, the HCM ERP cloud requirements will be discussed at a high level and the capabilities required identified. As part of the work, User Centric design will take place. This identifies user persona's for the end-to-end HCM lifecycle (from hire through to retire) and develops what good looks like from an experience perspective. This helps determine what the future need is and is developed with actual end users. As part of this business cases (aligning to government standards) will be produced; the IT architecture and landscape will be defined for the HCM cloud solution(s) and the journey defined.
- **Set the course for moving to the vision** – This then takes the vision, design principles, and capabilities and starts to develop four key elements:
 - **Operating model** – including the overall design for the HR delivery organisation (from leadership through HRBP's, CoE and Service Delivery). The operating model will be developed based on user centric processes as well as out of the box functionality of ERP HCM systems (such as SuccessFactors, Oracle, Workday, ServiceNow, Salesforce etc). Combining both out of the box and user experiences will help develop the best solution for an organisation.
 - **Service Delivery model** – this will cover how users interact with the HR function. It will include the interfaces used by managers and employees in interacting with technology for the end-to-end HR lifecycle. It will also cover how AI, RPA and other forms of technology will help augment the services delivered. As part of this element, measures of performance, SLA's and other metrics will be defined (e.g. customer satisfaction, time to hire, time to fill vacancy, attrition, payroll accuracy etc...). The data and analytic elements will also be determined to cover both outcomes from the People strategy as well as outcomes from HR service delivery.
 - **HR capabilities and processes** – will cover the development, through Design Thinking and user involvement, of future state HR processes for both the HR process as well as any service delivery functions (e.g. Shared Services, CoE's etc). From this, combined with out of the box functionality, the level of configuration can be determined

and technology requirements defined. Equally, based on the processes and scope of activities, the capabilities and skills for HR and other agents in processes can be defined.

- **Digital HR** – this takes all the designs and definitions and then produces requirements, specifications for technology and begins the definition and design of all aspects of the technical solution (ERP through to AI tools, RPA as well as Best Of Breed solution) plus the building and configuration of systems. The scope of this also covers interfaces between enterprise applications, the role of hosting, SAAS and PAAS and how the overall technology elements will work together. We work closely with Government Digital and CDIO functions as well as the HR function to develop the future state technology landscape.
- Whilst not discussed, aspects of location, legal and change management are also covered throughout the end. To end lifecycle of an HCM and ERP cloud implementation.

The above approach is embedded into the Accenture FORM methodology (as shown in figure 4).

- Our Method One approach is created in partnership with leading vendors and has value-added enhancements to reduce delivery risk, accelerate delivery speed, and maximise business value. We have, through our platinum status relationships with Oracle, SAP, Workday, Salesforce, ServiceNow and Microsoft. We have capability in delivering public sector specific HCM ERP cloud solutions and have worked successfully with UK government departments
- Our Method One approach is business-process driven and considers the full spectrum of products to utilise out of box functionality and support ongoing enhancements.
- Method One applies where relevant Agile development practices, utilising an iterative prototyping approach critical to engaging stakeholders to define the solution, and that is underpinned with rigor and discipline to confirm delivery pace and predictability.
- We believe in the criticality of active involvement of our client stakeholders throughout each stage, to build knowledge within the client team from Day One. Our approach focuses on “implementing with our client” and not “for our client”.

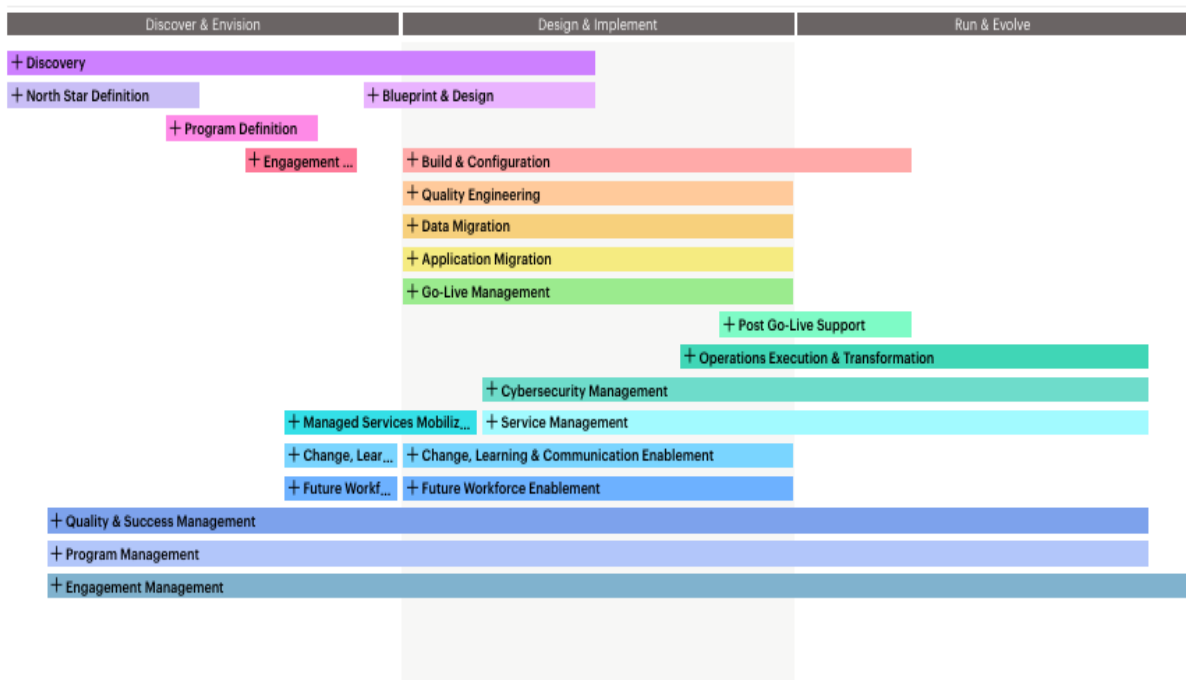


Figure 4: Accenture's Method One phasing

3.0 Benefits of our approach

There are several benefits from our approach including:

- Deliver projects successfully and rapidly through the use of Method One and also historic implementations of cloud HCM solutions.
- Accelerate solution implementations through use of Accenture's Modern Change approach which brings digital, agile and behavioural science approaches to the implementation of technology leading to over 90% adoption of new systems.
- Enable consistent delivery of high-quality implementations.
- Reduce rework and mitigate implementation risks through MyWizard which helps ensure dependencies and tracked and activities managed effectively across different workstreams.
- Driving team efficiency through improved ways of working and Accenture's team building and implementation expertise.
- Provide predictable and reliable outcomes

4.0 Assets and tools

We have many assets and tools as part of our implementation of ERP and HCM transformation. All these systems can be used independently or as an integrated solution to support the HCM ERP cloud project. Below are three highlighted solutions.

- **MyConcerto** – Automates and includes the end-to-end Method One approach and contains specific ERP technologies and insights. For example, MyConcerto includes benchmark figures for effective HR operations and also how the ERP vendor software can best meet upper quartile outcomes. Consequently, there are leading edge processes, roles and designs built into MyConcerto which helps automate the ERP systems and therefore accelerates, based on proven solutions, the final design
- **MyWizard** – Helps to bring together and coordinate different workstreams and project activities including resources and dependencies. Using in-built AI, the system can help flag where potential issues and risks will arise as well as mitigating actions that can be taken.
- **Reinvention Navigator Platform** – brings together, through one system, all the elements required to support effective business change to make sure an ERP cloud implementation is successfully delivered. It allows for development of communications and engagement approaches as well as stakeholder identification. It also allows for coordination of change teams across a mixed portfolio of workstreams and thereby enables speedier and more accurate reporting of issues as well as identification of actions to mitigate potential change issues.

Culture and Performance:

- **Cloud Culture DNA Assessment:** 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 organizations, 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 organization to establish a strong culture to accelerate and enable their cloud journey. It uses an “inside-out” approach for organizational 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 organizational 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 organizational culture from both internal and external perspective.

Change Management Services

- **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 organization’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 organizations 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 organizations 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 organizations 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 organization's specifications and history in dealing with transformations, and what the return on this investment would be.



Change Management Platform

Integrated platform that enables change leaders and practitioners to collaboratively plan, manage and deliver impactful change at pace. Benefiting from consolidated view of change management activities in one place, consistent methodology, near real-time visual data and powerful insights.



Transformation GPS

AI-powered analytical solution that enables leaders to use data-driven insights about their organisation's dynamics to navigate transformation change journeys with certainty and predictability.

High transformation change capabilities are positively associated with stronger EBITDA financial performance.



Culture DNA

Inside-out organisational culture assessment that enables leaders to diagnose their organisation's culture to determine how to leverage unique culture attributes to realise change and business goals.

Strong organisational culture is positively associated with stronger financial performance, across various indicators such as EBITDA and revenue growth.



Culture MRI

AI-enabled outside-in assessment that scans organisational culture in a no/low-touch way. It leverages machine learning and unstructured information to provide assessment of organisational culture from both internal and external perspectives.

Figure 5: Sample screen shots of Accenture's change assets

Equally we have many other assets and tools which help define the talent and training needs, the cultural requirements, assess high-level process improvements and costs/FE/Quality to allow for benefits to be identified.

5.0 Pricing

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

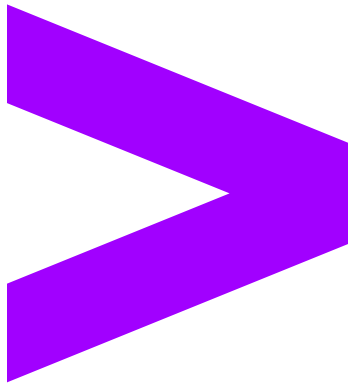
6.0 **Contacts**

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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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