



G-Cloud 15 Service Definition

Accenture Situational Awareness Services

Jan 2026

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1.0 Scope of our services

Accenture's Situational Awareness Service provides public safety, government and city organisations with the ability to access, intelligently visualise and analyse both real time and historical information from an increasing number of internal and external data sources such as incidents, assets, partner data, public data, social media.

The front-end user interface can show assets such as people, employees, vehicles and buildings both moving and stationary. It has the ability to run statistical scenario-based models and analytics using available data and logical business rules. It has the ability to run dynamic, predictive, learning models of future scenarios to automate diagnostics and improve human cognition and decision making.

A situational awareness platform supports a variety and high volume of mapping layers including 3D visualisation that can ingest a breadth of sensor, video and social media data, analyse and provide actionable insights in real time; it is flexible in terms of the data/codecs it can ingest. It is modular by design, allowing substitution or augmentation of existing modules to remain flexible to client industries or use cases.

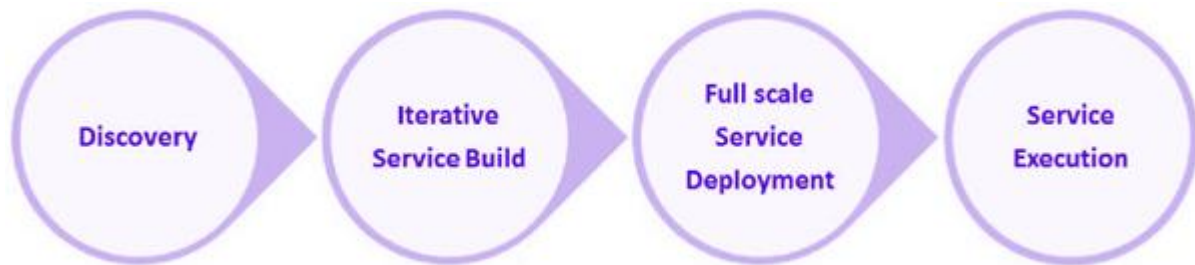
It uses open source technologies where possible and adopts industry standards or community supported tools for standard operations and integration with existing systems. It is agnostic to a variety of protocols for data types / connectivity / file formats / device adapters. It supports video input and provides video analytics "at the edge" with support for various cameras, codecs and uses (e.g. static, dash-cam and mobile video). It provides or supports integration with a scalable IoT management layer which can authenticate, secure and manage devices, sensors and cameras at "the edge". Its business value is derived from working alongside operational policing, command and control and digital evidence management solutions, providing the ability to more efficiently manage and analyse situations.

Due to the nature of management of digital data and the need to dispatch officers to locations based on effective situational knowledge, both those capabilities may either be subcomponents or standalone solutions that are required for effective incident and mission management.



2.0 Approach

Accenture has developed a structured approach to delivering the Situational Awareness Platform, working closely with our clients:



Discovery

During the first phase our team will work with you to determine how situational awareness can be used as a central tool in your day-to-day operations. Additionally, they will work with you to understand potential savings and possible effectiveness gains from using the tool. They will also evaluate which data sources and assets would deliver most benefits within the platform. This will be achieved through a number of stakeholder interviews and user centric workshops.

The output of this phase will be a roadmap for the delivery of the situational awareness 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.

Iterative Service Build

Whilst the activities of the service build depend on what is already in place, and what needs to be developed, our preference is to use iterative approaches to construct the service. We will use iterative development to deliver pilot and beta deployments to understand how best to integrate the technology in your environment and deliver your business benefits and outcomes. This approach allows us to get feedback from end users as early as possible to allow us to understand whether the service delivers what it should do and that it will achieve the predicted benefits.

The Change Enablement team would be engaged at this stage to begin to understand the shape of the service in the business and to work with the early adopters of the service to understand how it works, and how best to support the wider business on rollout.

Full Scale Service Deployment

Working directly with the business, and using the feedback from Alpha and Beta pilots the full-scale deployment phase builds the service out to its intended capacity, and puts 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 (e.g. desk aids).

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 has several technical and service assets and tools which can support this service:

- Front End Situational Awareness User Interface – This agnostic, interactive mapping layer and operational user interface (UI) which provides visualisations and consequence analysis in real-time, allowing 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.
- Connected Platform as a Service (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.
- Video Analytics Service Platform (VASP) – Accenture’s video analytics service platform with both back end and front end capabilities
- Accenture Insights Platform (AIP) – Accenture’s end to end offering, purpose built to discover insights in all data and deliver actionable outcomes

4.0 Expected Outcomes

The Accenture Situational Awareness Platform delivers a range of high value outcomes and can be deployed to support many different industries and use cases. These outcomes include:

- More predictive and optimised capability with efficiency and effectiveness gains
- More effective utilisation and management of assets
- Single central view of assets and data allowing for proactive and more informed decision making
- Real-time proactive alerting and control room integration as well as mobile capability at a variety of form factors
- Intelligent decision making and recommended actions
- Faster resolution of issues and delivery of outcomes
- Integration into the workflow for incident management
- Ability to run predictive models to plan for certain scenarios
- Ability to view numerous video feeds and video analytics in one view
- Manage incidents, tasking, asset information and missions through platform both proactively and reactively
- Integrate into other existing systems to optimise and automate processes and provide a signed integrated up view
- Allows for a more proactive and joined up service
- Improved citizen or customer satisfaction

5.0 Pricing

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

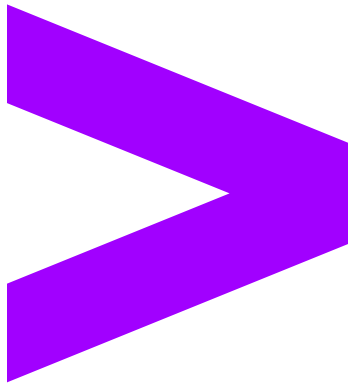
6.0 **Contacts**

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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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