



G-Cloud 15 Service Definition

Accenture Private Cloud Services

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Contents

- 1.0 Scope of our services 1**
- 2.0 Approach 2**
 - 2.1 Compute Services 2
 - 2.2 Storage Services 3
 - 2.3 Operational Data Backup Services 4
 - 2.4 Disaster Recovery (Optional Service) 4
 - 2.5 Network Services..... 5
 - 2.6 Security Services..... 6
 - 2.7 Infrastructure Monitoring 6
 - 2.8 Database Service (Optional Service) 7
- 3.0 Pricing..... 8**
- 4.0 Contacts..... 9**
- 5.0 About Accenture 10**

1.0 Scope of our services

This document describes the Accenture Private Cloud and should be read in conjunction with the associated G-Cloud 13 Services documentation.

Based on a standard global architecture and delivery model, Accenture Private Cloud provides a secure, reliable, cost-competitive infrastructure platform to underpin IT and business operations. Accenture Private Cloud offers a range of Approved Solutions tailored for particular workloads; it can be deployed as a standalone solution or ad-hoc, as a component of the Accenture Cloud Platform.

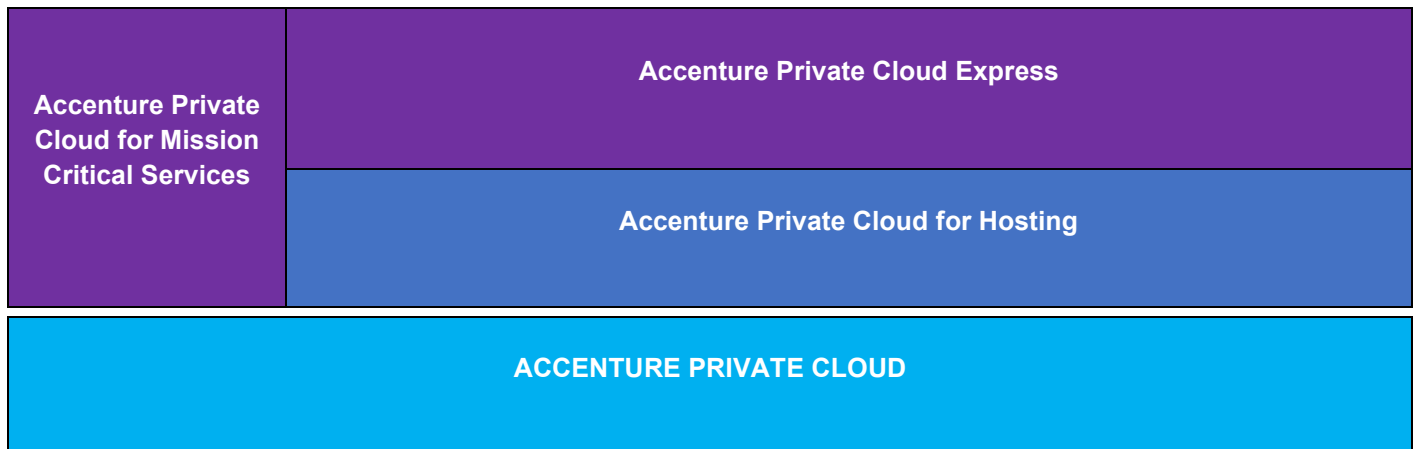


Figure 1: Accenture Private Cloud Express

As a key component of Accenture’s end-to-end business service architecture, Accenture Private Cloud’s automation and scale allows us to develop and run complete infrastructure solutions that are market competitive, more responsive to business needs and much simpler to manage.

Accenture’s standard private cloud architecture is the foundation of the multi-tenant version of Accenture Private Cloud – it can also be used to build “on premise” private clouds. We maintain and employ a standard reference model proven to reduce the effort to stand up environments, without sacrificing security and performance.

On top of our private cloud architecture, we layer standard services that allow us to respond to a variety of client needs both with agility and flexibility.

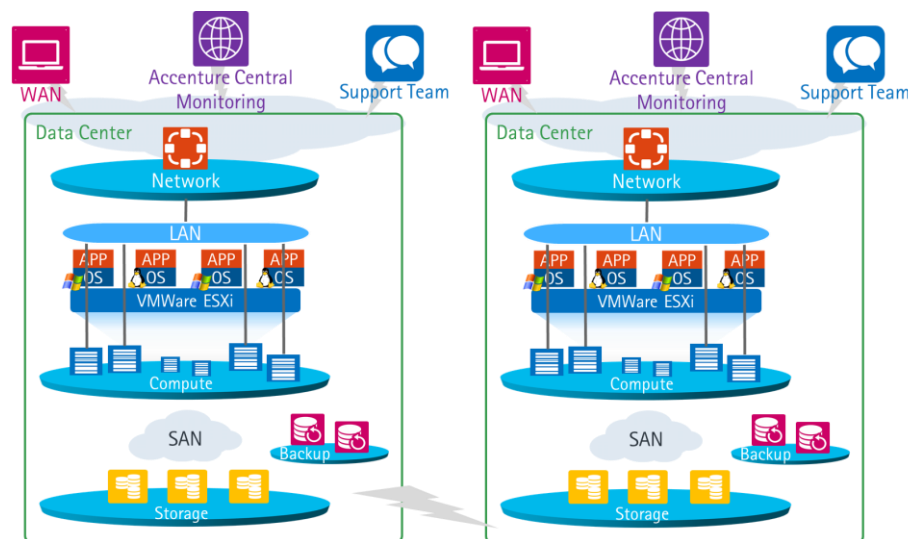
The integration with the Accenture Cloud Platform, makes Accenture Private Cloud an integral part of the Accenture Cloud strategy, where the private and public clouds converge in a hybrid model.

Some of the benefits Accenture Private Cloud offers include:

- As part of a fully Accenture-delivered solution, it provides end-to-end accountability, simplifying accountability and increasing efficiency in incident and problem resolution.
- Flexible scalability, with a utility-based, “asset-lite” model that can shift capital expense to operating expense, with no upfront capital requirements.
- Lower development, transition and run costs as compared to traditional hosting.
- Offers security, performance and risk mitigation
- Delivered as an “Evergreen model”, where the technical architecture refresh is built into the solution, means that there is no need to fund ongoing capital projects.

2.0 Approach

Accenture Private Cloud is a fully hosted solution with complete and comprehensive managed services from a “one-stop support model”. The solution has a standard global service catalog with predefined components that allow clients to customise their footprint within Accenture Private Cloud.



Core Solution Components

Standardized performance tiers that can be customized based on performance and capacity requirements

Compute VMware farm designed for virtual machine migration and load balancing capabilities	Storage Enterprise storage technologies providing multiple performance tiers	Operational Data Recovery Multi-site enterprise capabilities with multiple service offerings	Disaster Recovery Identical remote site with storage replication and virtualization; disaster recovery tools to facilitate failover
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Embedded Infrastructure Components

Enabling technologies delivered with the standard core solution that can be personalized to comply with specific client requirements

Network Network administration, load-balancing, and firewall services	Security Patching, vulnerability, intrusion detection, and data encryption capabilities	Monitoring Agent-less monitoring for operating system performance, hardware and incident management
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Optional Components

Capabilities solutioned and delivered as custom requirements

Database Service Environment administration and maintenance, with backup, patching, and reporting capabilities
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Figure 2: Accenture Private Cloud Components

Following is a breakdown of each of the components depicted above, which together define the Accenture Private Cloud service.

2.1 Compute Services

X64 virtual machines on an enterprise virtualisation platform, with physical OS machines available based on business need and delivery center architectural approval.

Operating Systems

- Windows 2016 Data Centre Edition and Oracle 7.8 by default
- Optional OSs include: Windows Server 2019 DataCentre , Linux Red Hat 7.0+ & 8.0, and Oracle Enterprise Linux 7.0+ & 8.0

Standard Services

- Systems Administration – 24x7 support for P1 events

- Automated patching and anti-virus services
- Server availability, server performance monitoring (i.e., CPU, memory, Pagefile), and reporting
- Operating System disk
- Underlying assets
- All servers in Accenture Private Cloud Domain, leveraging its DNS services

Optional Extras

- Clustered physical and virtual servers
- Site loss protection
- Supplemental memory for physical servers

Machine Sizes

Virtual Servers	2 vCPU, 4 GB RAM	2 vCPU, 8 GB RAM	4 vCPU, 16 GB RAM	4 vCPU, 32 GB RAM	8 vCPU, 64 GB RAM	12 vCPU, 128 GB RAM	16 vCPU, 256 GB RAM
Higher memory and vCPU configurations are available - refer to the Service Description for further detail Physical servers available upon request							

The platform can offer virtual machine sizing flexibility for clients with specific requirements up to the limits defined below:

- Standard Configurations
 - vCPU - 1 vCPU, 2 vCPU, 4 vCPU, 8 vCPU, 12 vCPU, 16 vCPU
 - Memory - 4 GB, 8 GB, 16 GB, 32 GB, 48 GB, 64 GB, 128 GB, 256 GB
- Available at Additional Cost
 - vCPU - 32 vCPU and 40 vCPU
 - Memory - 512 GB and 768 GB

2.2 Storage Services

Fully managed storage service to meet defined requirements, encompassing physical storage components and storage administration. Storage Services are designed to provide flexible growth storage capacities without dedicated client storage assets. Each server is assigned to one performance tier.

Standard Services

- Storage administration – 24x7 support for P1 events
- Storage software licensing
- Availability, capacity and performance monitoring and reporting
- Storage is encrypted in transit between data centers
- Ongoing semi-annual metrics-based performance and capacity reviews for steady state clients to determine modifications to storage tier allocations

Optional Extras

- Data replication to a secondary location
- Site loss protection
- Data at rest encryption

Performance Levels

	Response time at IOPS/GB (array level)	IOPS/GB Target	Recommended Uses
Standard	20ms	<0.10	High SLA, low demand business applications, non-production environments
Premium	5ms	<5.0	Production, critical business applications, databases, ERP environments
Custom (extra cost)	Varies (≥ 2ms at ≤15 IOPS/GB)	Up to 10 IOPS/GB	Custom configuration based on client-specific requirements

2.3 Operational Data Backup Services

A fully managed backup service providing synthetic full daily file level backups able to rapidly restore file level corrupt data from a near-line location. Backups are also replicated to an offsite location for data protection. Services include the capability to execute warm backups of databases in a non-intrusive fashion. Production servers are required to take either standard or enhanced backup services.

Standard Services

- Backup administration – 24x7 support
- Software licensing to allow backup functionality, including database agent licenses
- Backups are encrypted in transit between data centers
- Severity 1 incident data will be restored within four hours (24x7)
- Severity 2, 3 and 4 will have a restore target corresponding to the incident SLA

Optional Extras

- Extended operational backup retention times are available
- Backups with Data at Rest Encryption using FIPS 140-2 compliant algorithms available in the United States

Operational Backup

	Single Site Backups	Dual Site Backups	Database Backups
Onsite Backup RPO/ Maximum Restoration Performance	Daily / 150 GB/hour	Daily / 150 GB/hour	Hourly for databases, daily for non-databases / 150 GB/hour
Data Retention	35 days	35 days	35 days

2.4 Disaster Recovery (Optional Service)

Optional service tailored to the criticality of the associated data and business processes. Recovery Point Objective (RPO) is measured from the occurrence of the site loss; Recovery Time Objective (RTO) is measured from Accenture's invocation of the site loss. Development and test servers are repurposed in the event of a Disaster to run production instances, reducing idle capacity and cost for site loss services. RPO and RTO targets for the Infrastructure components up through the operating systems - application RPO and RTO targets are not included.

The service includes semi-annual data integrity checks, monitoring of data replication and completeness, standard “run books” to facilitate client development of protection procedures and full client DR test required prior to “go live”.

Optional Extras

- Annual Disaster Recovery test per client; application DR testing can be added at the same time
- Database replication configuration and management
- Additional server and storage capacity to allow Dev/Test to run alongside Production after a DR failover

Disaster Recovery Services

- Technology Approach: Data replication at storage layer, repurposing of development and test servers at the secondary location in the event of a site loss
- Compute Hardware at second site for DR: Dev/Test servers are repurposed to run production - full or partial production performance recovery
- Disaster Recovery RPO / RTO:
 - Fully Virtualised Environments- 1 Hour / 24 hours
 - Environments with Physical Servers – 1 Hour / 24 hours (a review by delivery architects is required to assess the environment)

2.5 Network Services

Accenture Private Cloud is designed for fault-tolerance and secure access to systems and servers. Client resources are secured via logical segmentation and there is a secured multi-tiered network architecture design (internet facing and protected network tiers).

Standard Services

- Network administration – 24x7 support for P1 events
- Shared intrusion detection devices in the Internet facing zone to monitor inbound traffic
- Multi-tenant physical load-balancers with virtual client contexts for data separation
- Shared firewall services to limit ingress and egress points in the client virtual network

Optional Services

- Dedicated physical network devices
- Private connections to and from client networks either by the Accenture client connectivity team or by the client
- Connectivity to the Internet and the Accenture backbone
- Site-to-site VPN

Client Segregation

- Dedicated VLANs for each client group to logically separate client traffic within the LAN architecture
- Fully redundant production LAN infrastructure with no single points of failure

2.6 Security Services

Accenture Private Cloud provides a baseline of technical and operational security controls designed to protect client data.

Standard Services

- Patching and vulnerability scanning and analysis: monthly Windows patching and monthly assessment of Linux patching assessed, applied as necessary
- Vulnerability Analysis – Weekly Scanning and remediation aligned to the Accenture security standards
- Shared intrusion detection devices in the Internet facing zone to monitor inbound traffic
- Denial of Service (DoS) and Distributed Denial of Service (DDoS) monitoring and alerting
- Encryption of data in transit between data centers
- Secure multi-tenancy configuration
- SSAE 18 certification
- CSA STAR Certification
- End-Point Protection

Optional Extras

- Per request client security audit
- Support for integration of application layer encryption
- Support for application penetration tests
- Shared Intrusion prevention system

2.7 Infrastructure Monitoring

Set of pre-configured tools that continuously monitor the availability and performance of Accenture Private Cloud infrastructure components.

Standard Services

- Accenture standard tools provide agent-less monitoring for:
 - Availability Monitoring - provides device “reachability” view as to whether remote polling server can reach target device via a UDP ping
 - Operating System Performance: key thresholds and conditions of the operating system to detect impairments and performance issues
 - Hardware: sends Simple Network Management Protocol (SNMP) alerts into the monitoring environment
 - Incident Management Integration: event management tools are fully integrated into Incident management tools and processes

Optional Extras

- Application, database, and middleware monitoring: availability and performance monitoring of business-critical applications
- End-user experience monitoring: accuracy, availability, and performance monitoring from an end-user perspective by executing synthetic transactions and collecting actual user transactions

- Additional reporting capabilities, such as for application and database services

2.8 Database Service (Optional Service)

Performs the critical technical administration functions for clients' database platforms, leveraging ITIL and COBIT standards. This enables clients' business databases to perform appropriately and facilitates the required availability of their business applications.

Standard Services

- Database administration – 24x7 support for P1 events
- Database user and profile management
- Database structural maintenance
- Database availability and performance monitoring
- Performance management and tuning
- Backup and recovery
- Patch management
- Engineering support

Extended Services

- High-availability configuration and support
- Disaster recovery services
- Product strategy and development

Optional Extras

- Advanced compression
- Native database security/encryption
- In-memory features
- Partitioning
- Diagnostics pack
- Tuning pack
- Database migration and transition
- Add-on DB component support
- Database data movement
- Custom database monitoring
- Database stored procedure development
- Database installation and upgrade

3.0 Pricing

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

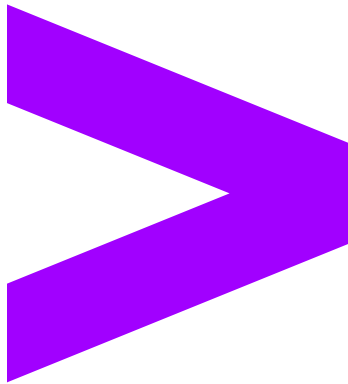
4.0 **Contacts**

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5.0 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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