



G-Cloud 15 Service Definition

**Accenture Microsoft Modern Workplace
Services**

Jan 2026

accenture

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1.0 Scope of our services

Accenture's Microsoft Modern Workplace portfolio enables organisations to empower employees and secure the organisation workplace by leveraging Microsoft 365 technologies.

With exclusive access to the Microsoft Technology Center Ecosystem, we've enabled millions of users to reap the benefits of more productive Microsoft technology platforms. Our deep expertise in Microsoft workplace technologies inspires data-driven strategies to elevate employee impact and evolve the digital, physical and virtual workspace.

The offering is structured into several service areas – each with a defined Scope of **Services**, delivery **Approach**, key **Assets & Tools**, and Expected Outcomes. The services align to G-Cloud service definition standards and focus on delivering value quickly while ensuring a **secure, evergreen, and high-productivity workplace** environment.

Thrive in the future of work

Modern Workplace Solutions – powered by Microsoft – help clients navigate complexities and turn their workplace into a productive and innovative space ready for the AI era.



Modernize and Optimize the workplace core

52% of C-Suites believe their organization is not technologically ready for AI change in 2025, and 63% of employees share the same concern.

Modernize and extend your workplace technology ecosystem to **protect against attacks, support new ways of working, and drive increased business value.**



Power the workforce

68% of employees report they lack 'full, unrestricted access' to gen-AI tools for their work, despite 3 in 4 employees claiming to be using gen AI tools for work.

Create a personalized work environment and next-generation employee experience platform to **inspire people to be their best, amplify human potential, and drive enduring behavioral change.**



Reinvent work

67% of C-suite leaders believe AI will replace entry-level skills in the next 5 years, compared to 58% of employees.

Reconfigure how work gets done and adapt work environments to **sustainably improve customer experience (CX) and business performance.**

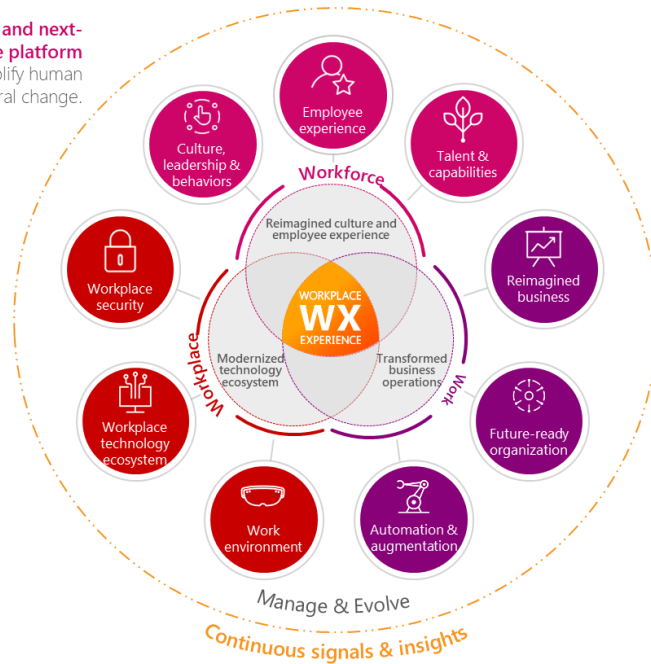
Source: Accenture Pulse of Change Survey Jan 2025

Accenture's Workplace Services improve the overall Workplace Experience (WX) in organisations by aligning technology, security, and operations with employee needs.

Effective WX requires taking a holistic approach to the transformation and evolution of work, workplace and workforce are crucial— from devices and collaboration tools to identity, cloud, security, and IT operations.

Create a personalized work environment and next-generation employee experience platform
to inspire people to be their best, amplify human potential and drive enduring behavioral change.

Modernize and extend your workplace technology ecosystem
to protect against attacks, support new ways of working and drive increased business value.



Reconfigure how work gets done
and adapt work environments to sustainably improve customer experience (CX) and business performance.

Figure 1 - Our workplace services

The approach enhances productivity through Copilot, business applications, data insights, and strong end-user support.

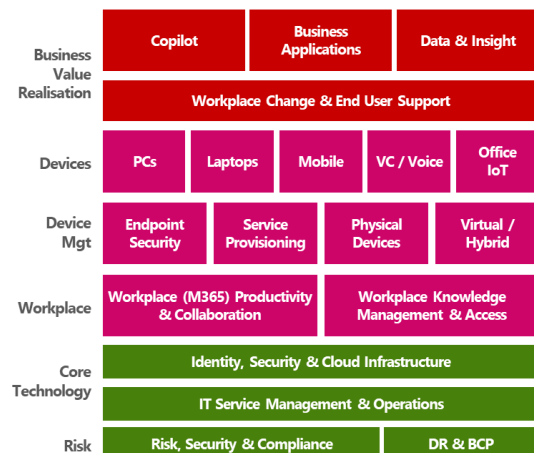
It ensures secure, seamless device management, provisioning, and hybrid/virtual work enablement. Security, risk, compliance, and recovery are foundational to resilient workplace operations.

Successful organisations focus on clear priorities:

- Effective communication
- Secure work from anywhere (Zero Trust)
- Modern productivity tools and automation
- Real-time collaboration and knowledge sharing
- Strong cyber-risk management
- Innovation through AI and insights generation

Establishing the right Workplace Experience (WX) requires organisations to have a clear set of priorities to drive focused change

Getting secure workplace modernisation & productivity right impacts many layers of technology...



Organisations who are successful with employee experience start with a focused set of priorities



- ✓ Communicate effectively (internal, external chat)
- ✓ Work securely anywhere (zero trust security, access resources securely)
- ✓ Improve foundational productivity (Find things, modern tools, automation)
- ✓ Collaborate & participate (real time document collaboration and sharing)
- ✓ Increase trust and management of cyber risks (phishing, identity)
- ✓ Innovate in your role (use of AI, automation, insights generation)

Modern Workplace Platform Modernisation Services Overview

Accenture's Modern Workplace Platform Modernisation Services transform technology and organisations to accelerate the consumption of secure Microsoft cloud-based workplace platforms and services at a cost-efficient scale. It includes evergreen services to drive continuous adoption and business performance improvement, along with enterprise-grade Cloud Managed Services (CMS). It establishes the platform for workplace employee experience services which are delivered with a design-led experience in partnership with our digital innovation studios.

We have a holistic strategy that combines technology, operations, culture and employee experience which has helped many global organisations to unlock the value inside their workplaces. A key to getting started is a cost-efficient, responsive and secure evergreen workplace platform, which can bring improved mobility, productivity, collaboration and security.

Our Services cover cloud, on-premises and hybrid technologies with a focus on workplace security, modern devices and managed services but also include services that help organisations migrate and transform to the Microsoft 365 platform. The M365 Workplace Technology Modernisation Service is comprised of these services:

Modern Devices Services	Intelligent Communications Services	Workplace Security Services	Office 365 Services
A set of proven processes, methods and tools to deploy, migrate and manage windows 11 end-user compute	Enablement of Teams based chats, team discussions, collaboration, enterprise voice, video conferencing and telephony integration.	A set of strategies and technology implementations to enable users to work securely and seamlessly anywhere with managed devices. They ensure	A comprehensive set of Office 365 and unified communications and collaboration (UCC) transformational and 24x7x365 remote monitoring and management services. The managed services

systems and office applications. The services cover three main components; desktop operating system, system management and desktop application remediation. The service is delivered using a standardised methodology supported by our proprietary tool, Accelerate 365.		applications and data are protected with encryption and access controls that enable rather than hinder productivity. The services cover identity and access management, information protection, advanced threat protection and security management across all managed devices and supporting infrastructure.	operate in the public cloud, private / hosted virtual clouds, on-premises or in a hybrid deployment. Office 365 managed services are end-to-end, from strategy through to transformation and to managed services, with an emphasis on technology/business adoption and governance.
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Our approach and service enhance employees productivity, collaboration, and serve security in an 'as-a-service' manner. Examples include:

- Migrated end-user platform including device, security, and communications to the latest evergreen Windows 11 and Office 365 platform, including Teams and Enterprise Mobility + Security (EMS), i.e., Microsoft 365
- Improved workplace security posture (identity & access management, information protection, threat protection and security management)
- Updated infrastructure supporting deployment and management activities (Active Directory, Microsoft Endpoint Configuration Manager, Azure AD, Office 365)

Our end-to-end approach to workplace technology modernisation provides you with a platform that puts your business on a growth footing.

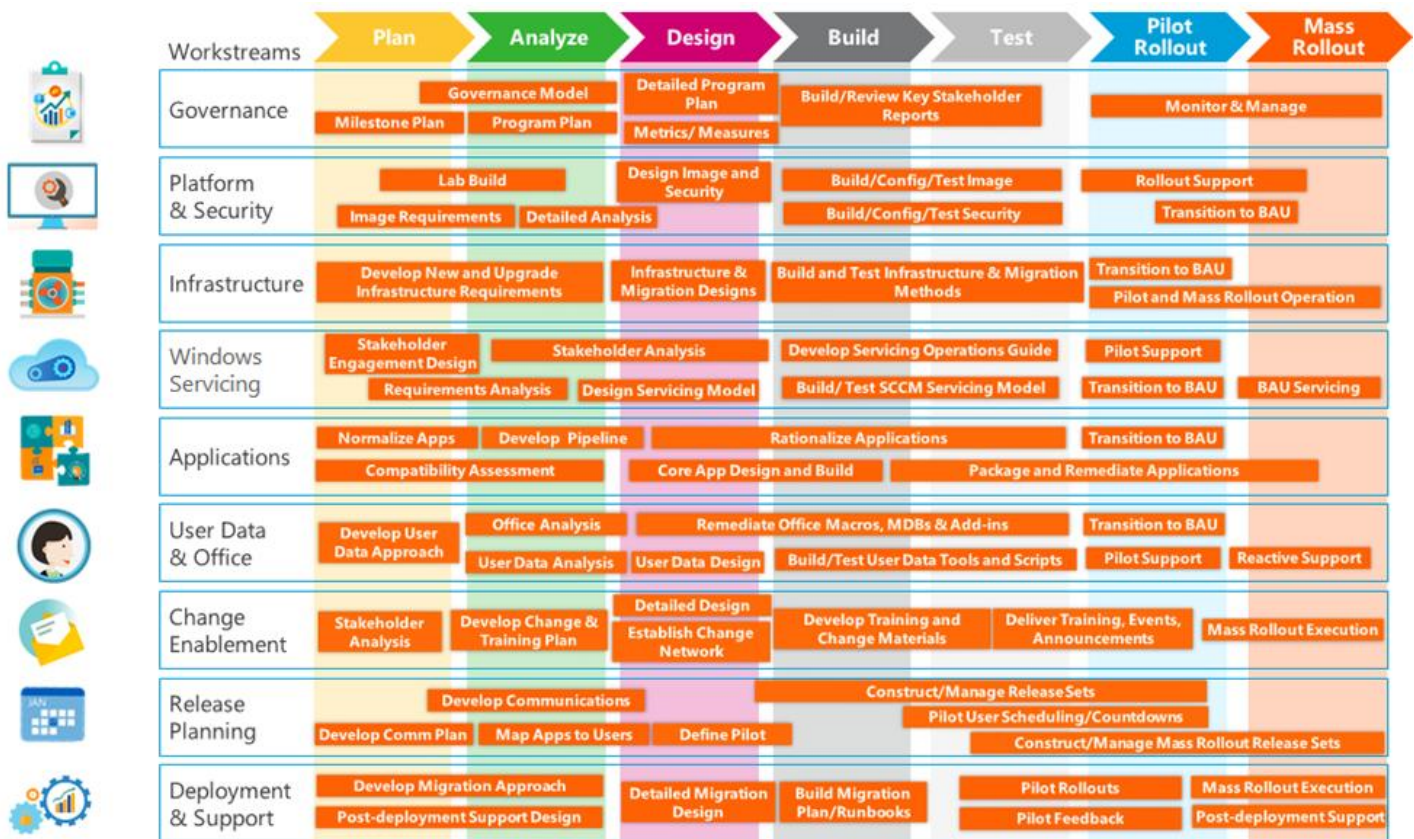


Figure 1: Overall Workplace Transformation Plan

Our workplace modernisation approach allows to :

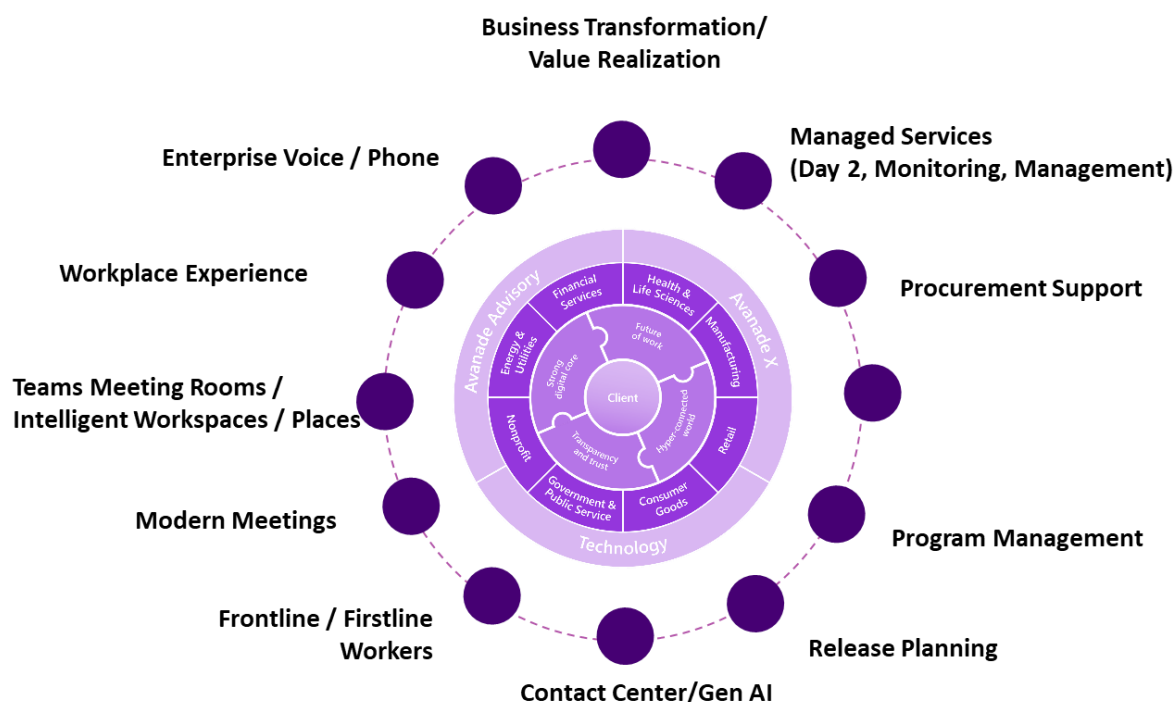
- Provide strategy and design for evergreen Windows 11 & Office ProPlus processes, operational changes, and operational application readiness
- Implementing and adopting Microsoft 365, which includes Office 365, Windows 11 and Enterprise Mobility and Security
- Creating seamless experiences which optimise workplace technologies and physical environments to increase productivity and collaboration
- Migration of documents and settings, user data management and Office productivity suite installation and configuration, including Office Add-Ins readiness, compatibility and remediation
- Minimise security exposure by securing your workplace, ensuring compliance, and maintaining customer trust
- Optimising for an evergreen cycle by managing risks and exploiting opportunities associated with frequent updates
- Organisation, site and user readiness, readiness management, user adoption , training and transition to BAU
- Consuming the workplace as a service and continuously improving employee experience and operations

Microsoft Teams as a Business Platform

Scope of Services: Transform Microsoft Teams into a **central hub for communication, collaboration, and business workflows**. Our solution streamlines hybrid workplace collaboration by integrating Microsoft Teams meeting technology, tailored room designs, and proactive managed services.

Modernize communications, simplify meeting scheduling, and ensure consistent, high-quality experiences for both in-office and remote teams while our team applies best practices in change management and provides ongoing support to maximize adoption and long-term value.

Our solution goes beyond basic chat and meetings – Accenture helps build **custom Teams applications, bots, and integrations** that embed line-of-business processes into Teams. For example, we can surface business apps (built with Power Platform or custom code) directly within Teams to enable employees to complete approvals, update data, or trigger workflows without leaving the Teams interface.



Our solution delivers these key benefits:

- Seamless hybrid collaboration for in-office and remote teams
- Consistent, high-quality meeting experiences across locations
- Proactive managed services for reliable support and monitoring
- Streamlined booking and space management
- Reduced operational costs and technical complexity
- Enhanced employee engagement and productivity

Our Approach:

Successful deployment of the Teams platform is a prerequisite to employee experience services that extend it with bots and customisations. The two main workstreams for workplace technology platform modernisation focus on rolling out the communications and collaboration features of Teams. Communication features enable users to communicate with co-workers via chats, peer-to-peer audio conferencing, and phone and dial-in conferencing. Once core team platform is established, our approach supports rapid enablement of core Teams collaboration features (chat, channels, meetings) to drive adoption, followed by iterative enhancement. Accenture's **Teams Deployment** accelerators can roll out Teams for an entire organisation in days – including secure configuration, interim support, and user training. Once the foundation is in place, we work with stakeholders to **identify opportunities to leverage Teams as a platform** for business processes.

Through workshops and design sessions, we gather requirements for custom Team apps or integrations. We use the **design thinking** approach supported by our Teams specialists then co-create solutions (e.g. integrating third-party systems via Teams tabs or building chatbots for common service requests) in short, agile cycles. Throughout, we establish a governance model for Teams (security, compliance, lifecycle of Teams workspaces) and an adoption plan to ensure new capabilities are embraced by users.

The diagram below shows the typical stage of Teams deployment but highlighting the need for assessments and planning before any services are enabled. It is highly recommended that a cloud performance assessment and a Microsoft 365 Security assessment are undertaken at a minimum.

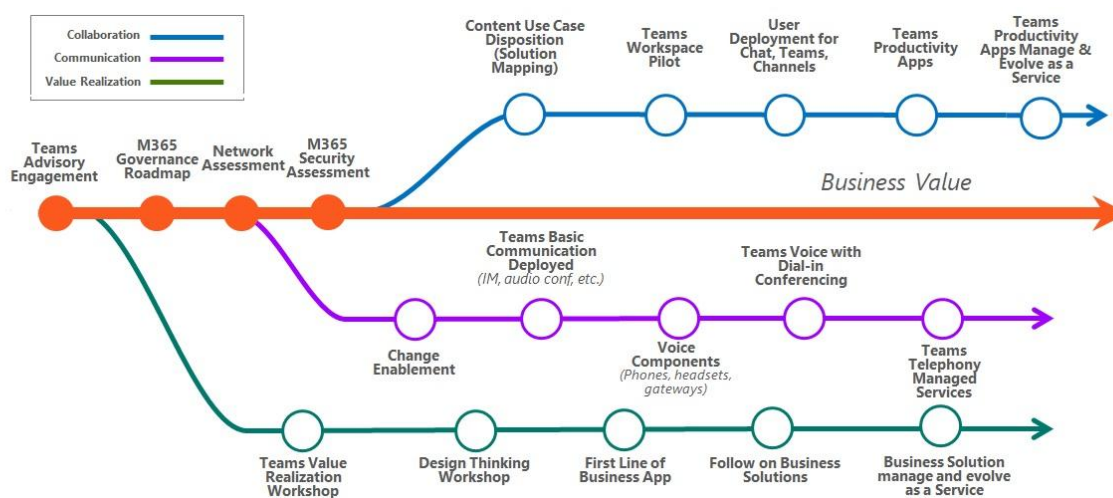


Figure 2: Teams Rollout approach

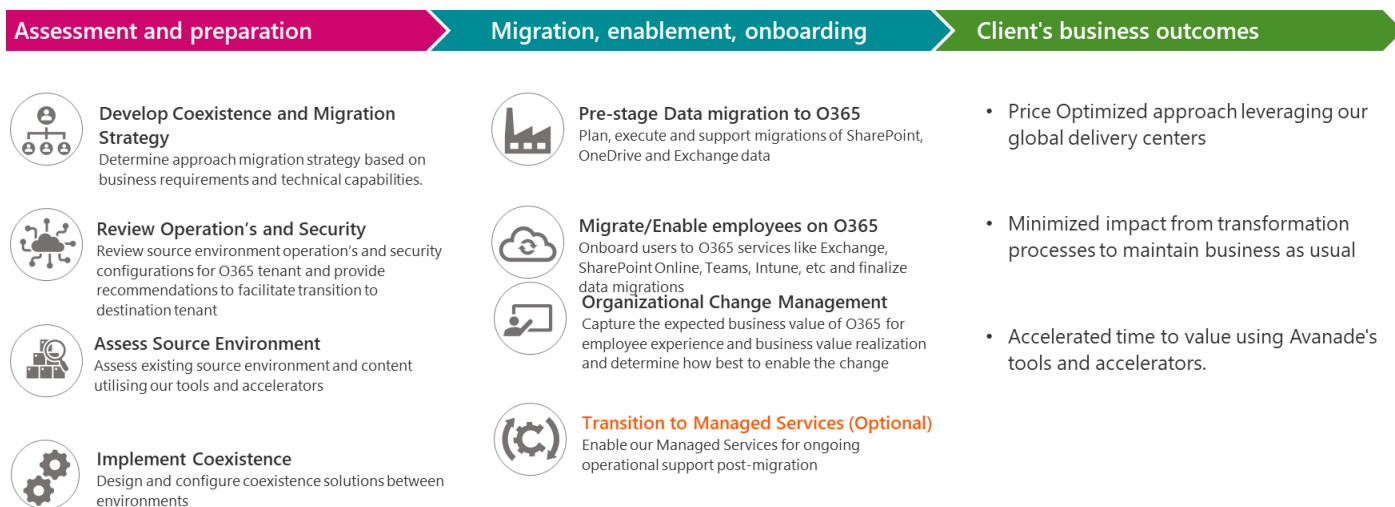
Assets & Tools: We bring **pre-built Teams solution accelerators** and templates to speed up implementation. This includes **proven frameworks for Teams adoption**, governance templates, and sample Team apps. For example, Accenture has developed **organization-branded Teams apps** that interact with Azure AD and Microsoft Graph APIs to perform admin tasks securely. We leverage Microsoft's **Teams App Templates** (customizable open-source apps) and the Power Platform to rapidly prototype low-code solutions in Teams. Our close partnership with Microsoft means we have early access to new Teams features and **best practices** (Accenture has been Microsoft's Global Alliance SI Partner of the Year a record 16 times), which feeds into our tools and guidance.

Expected Outcomes: *Microsoft Teams as a platform* result in a **unified digital workplace** where employees can **collaborate and get work done in one place**, instead of jumping between disparate apps. Key outcomes include increased employee productivity (thanks to streamlined workflows embedded in Teams), higher Teams adoption and engagement, and improved responsiveness of the business (with processes accelerated through Teams automation). Organisations also benefit from **reduced costs** by consolidating legacy collaboration tools into the Teams platform and strengthened security/compliance by managing everything within the Microsoft 365 ecosystem. Ultimately, Teams evolves into a **business-critical platform** driving both communication and daily operations, supported by Accenture's governance to keep the environment organised and secure

Microsoft 365 Migrations (Exchange, OneDrive, SharePoint)

Scope of Services: End-to-end migration of core productivity workloads to Microsoft 365 cloud services. This includes migrating email systems (Exchange Server or other mail systems) to **Exchange Online**, migrating users' personal and shared drives or older SharePoint sites to **OneDrive for Business and SharePoint Online**, and consolidating content into Microsoft Teams/SharePoint Online as needed. Accenture's migration services cover the full project lifecycle – **assessment and planning of the source environment**, remediation of any issues before migration, technical migration execution (using industry-leading tools), and post-migration support and optimisation. We handle complex scenarios such as tenant-to-tenant migrations, mergers/divestitures, or migrations from other platforms (e.g. Google Workspace or Lotus Notes) to M365. The scope also often includes **user adoption and change management** to ensure a smooth transition for end-users to the new cloud tools.

Our Approach: Accenture uses a **phased “Migration Factory” approach** refined over hundreds of projects.

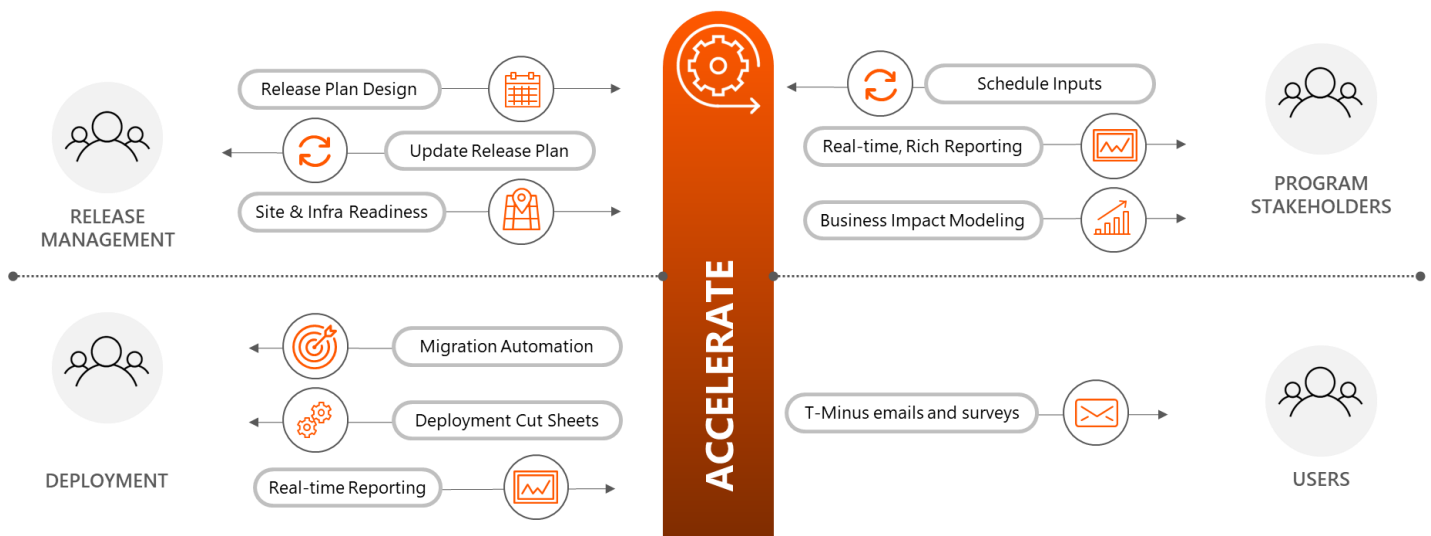


Leveraging proprietary tools and accelerators, we have a proven methodology for migrations. We begin with a detailed **assessment of the source environment**: inventory content and mailboxes, identify complexities (large archives, custom workflows, compliance requirements), and design a migration strategy and timeline. We emphasize a **“cloud-ready” strategy** – not just moving data “as-is” but also taking the opportunity to **modernize the workplace platform** during the migration (for example, assisting clients in cleaning up obsolete data, implementing governance, and enabling new M365 features). Our team then executes migrations in waves following best practices: pilot migrations to validate the approach, then batch migrations scheduled to minimise disruption (often leveraging weekend or evening cutovers for email). We use proven partner tools depending on the scenario, and automate where possible (scripts for repetitive tasks, etc.). **Minimal downtime and data integrity** are core to our approach – we perform rigorous testing and validation after each batch (comparing item counts, verifying permissions, etc.). Accenture also coordinates closely with client IT and business units for scheduling and communication – detailed **t-minus communication plans** keep users informed about when and how their data will move. Post-migration, we provide **hypercare support** to quickly resolve any issues and ensure users are fully functional on Exchange Online, OneDrive, and SharePoint Online. Throughout the project, we apply our **holistic change**

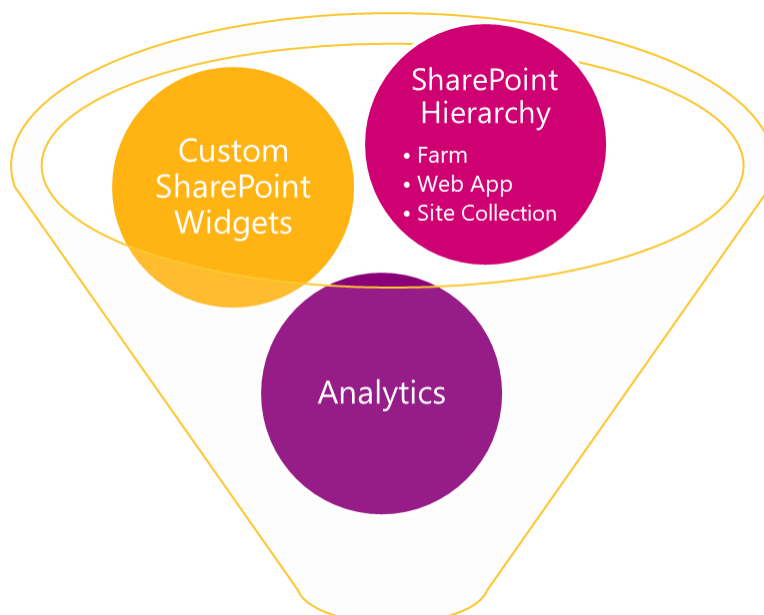
management framework so that users are trained on new features (like using OneDrive or the Online archive) and the organisation can take full advantage of the M365 platform post-migration.

Assets & Tools: Accenture brings **industrialised migration assets** that de-risk and accelerate the project. We have a **Migration Playbook** and runbook that covers step-by-step tasks, quality checks, and common issue resolutions – based on our experience migrating **10+ million M365 seats for over 250 clients worldwide**. Our proprietary tools (e.g.,

Accenture's Accelerate 365 tool is a proprietary solution developed to automate many of the steps involved in the deployment planning and execution of a migration to Office 365. Accelerate 365 solution provides our clients with up to 30% reduction in cost and 50% reduction in duration ensuring migration milestones are met on time .



SharePoint Insights provides a 360-degree view of the contents in the SharePoint Platform with an operational dashboard providing information on various parameter and their thresholds needed to effectively monitor their usage



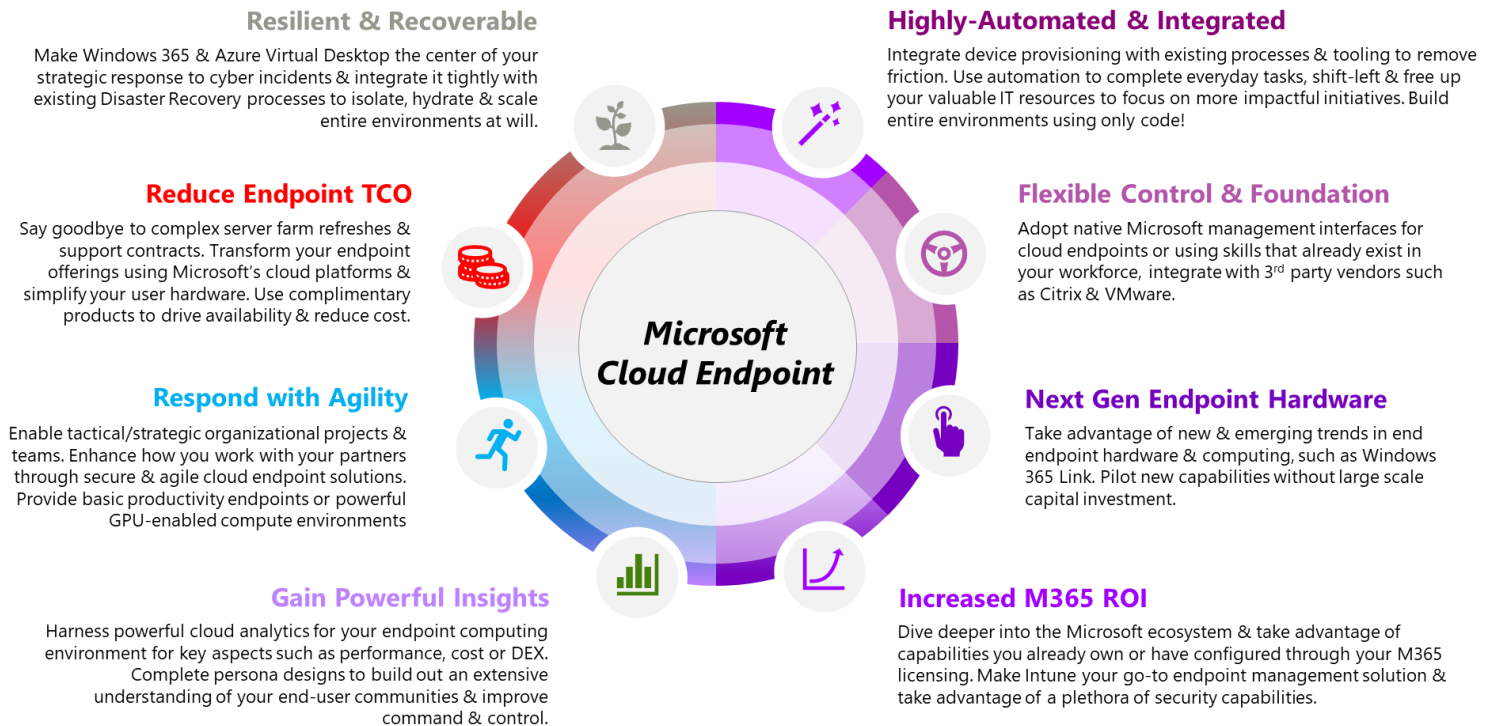
Additionally, we maintain **Migration Centers of Excellence** (with teams in India and the Philippines dedicated to M365 migrations) – these provide globally consistent methods, skilled migration specialists, and even automation (like our Accelerate platform for orchestrating migration tasks). All these assets ensure that migrations are done **consistently, efficiently, and with predictable outcomes**.

Expected Outcomes: Organisations successfully move their email and content to the cloud **with minimal business disruption**, gaining the benefits of Microsoft 365 quickly. Users get a seamless experience – for instance, email is accessible in Exchange Online with perhaps only a brief cutover window, and their files appear in OneDrive/SharePoint with intact structure and permissions. **Business continuity is preserved** (no data loss, minimal downtime), which is a critical outcome. Beyond the technical move, clients end up with a **modern, cloud-based workplace** that is **cost-efficient and evergreen**. No longer burdened by maintaining on-premises servers for Exchange or SharePoint, IT can focus on higher-value activities. The migration often unlocks new capabilities: employees can now **work from anywhere with full access** to email and files, collaborate in real-time on documents, and use advanced M365 features (security, compliance, eDiscovery, etc.) that were not available or were cumbersome on-premise. Accenture’s migration methodology also stresses setting up an **“evergreen” platform** – after migration, the environment is configured for continuous updates, so the organisation stays up-to-date with the latest features and security patches without major future upheavals. In summary, the outcome is a **smooth transition to Microsoft 365** where the organisation quickly reaps cloud benefits (agility, scalability, new functionality) with **mitigated risk**. Our clients often see improved user satisfaction (faster, more reliable access to email and content) and reduced operational costs (by retiring legacy infrastructure). Furthermore, the stage is set for ongoing digital workplace transformation now that everyone is on a unified M365 platform.

Microsoft Endpoint Management Services

Scope of Services:

Accenture Cloud endpoint service is designed to simplify and secure endpoint management in hybrid work environments. It enables organizations to deploy and manage Cloud PCs at scale, ensuring consistent performance, compliance, and user experience across devices and locations. This solution is ideal for clients seeking to modernize their workplace infrastructure, reduce IT overhead, and empower teams with secure, agile access to enterprise resources.



Microsoft cloud endpoint provides comprehensive management of **end-user devices** across the organisation – covering PCs (Windows 10/11 desktops and laptops), mobile devices (iOS/Android smartphones and tablets), and potentially specialized devices (rugged devices, kiosks). This service encompasses device provisioning, configuration, security enforcement, software deployment/updates, patch management, and lifecycle management (from onboarding new devices to retiring old ones). Accenture's endpoint management leverages **Microsoft Endpoint Manager (Intune)** and related technologies to implement modern **cloud-based device management**. We also manage on-premises device management tools if needed (like Microsoft Configuration Manager/MECM in co-management with Intune). In scope is setting up device **enrolment (including Windows Autopilot for zero-touch PC provisioning)**, defining compliance policies (e.g. requiring disk encryption, password policies), distributing applications (Microsoft 365 Apps, third-party software, custom LOB apps), and monitoring device health and compliance. Endpoint management services also often include **mobile application management (MAM)** to protect company data in mobile apps, and handling of BYOD scenarios via app protection policies. Essentially, Accenture takes responsibility for ensuring every user's device is **secure, up-to-date, and equipped** with the right tools for productivity, with minimal manual effort required from the user or local IT.

Our Approach: Accenture follows a **policy-driven, automation-first approach** to endpoint management. Early in an engagement, we conduct a **Workplace Assessment and Planning** phase to review the current device landscape and identify opportunities for standardisation and modernisation.



Endpoint Management	Endpoint Configuration	Device Build/Provisioning	Endpoint Applications	Security & Identity
Analysis of [customer]'s current endpoint management technologies, platforms and services.	Analysis of [customer]'s current approach to endpoint configuration, including GPOs etc.	Detailed look at current endpoint build and provisioning tooling and methods.	Examination of [customer]'s current endpoint application estate, the approach used to manage the application lifecycle. Includes self-service capabilities.	Understand the security landscape at [customer] from an endpoint and data perspective.

We then develop a strategic roadmap to move towards **unified endpoint management** using cloud services. Our team designs a **standard build/image** (or leveraging Microsoft's default image with cloud configuration) that suits the client's needs, including required applications and settings, to achieve consistency across devices. We configure **Intune with device profiles** that push required settings (Wi-Fi, VPN, email, etc.), and compliance policies to enforce security (for instance, ensuring all devices have BitLocker enabled, antivirus on, and are not jailbroken). We make heavy use of **Windows Autopilot** for new PC provisioning: when a device is unboxed, it automatically configures itself from the cloud with the user's apps and settings – simplifying onboarding for new joiners. For existing devices, we employ co-management or enrolment strategies to bring them under management with minimal disruption. Patching is handled by Windows Update for Business policies or Configuration Manager, aiming for **zero-day patching** of critical updates while staggering rollouts to avoid user impact. Our approach to software distribution focuses on self-service where possible: we can set up a **Company Portal** where users can install approved apps on demand, reducing the need for tickets. Furthermore, we implement **role-based access and delegation** so that, for example, local IT can perform specific device actions (like remote wipe or reset for a lost device) through the management console without full admin rights.

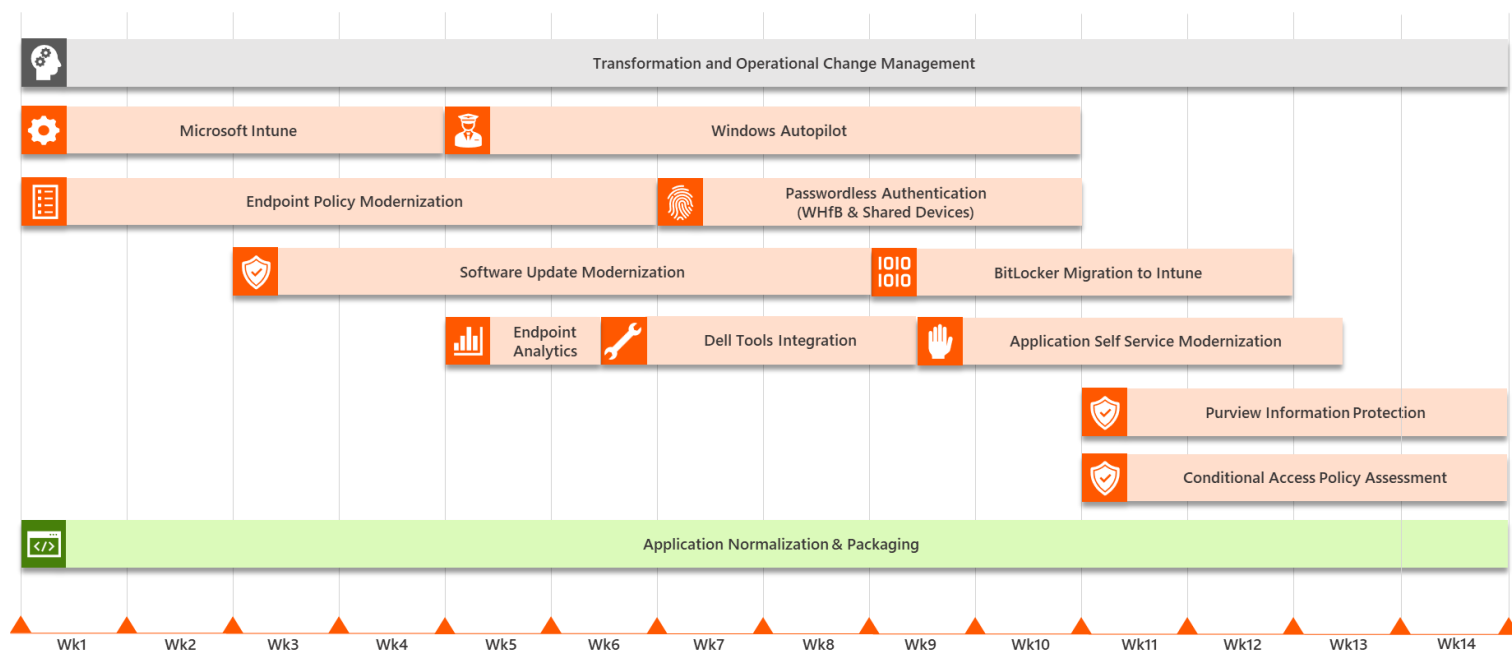


Figure 3 - Indicative timelines of Modernisation roadmap

Throughout our approach, **user experience is balanced with security** – e.g., we set policies, so they are strict enough to secure data but not so intrusive that they hinder productivity (finding the right MFA prompts frequency, etc.). We also incorporate **analytics** (using Endpoint Analytics and Experience insights from Microsoft) to proactively fix issues that degrade user experience, like long boot times or app crashes. In steady state, our approach uses continuous monitoring: devices that fall out of compliance (say, missing a patch or with disabled encryption) trigger alerts or even automated remediation. By applying best practices and automation, Accenture’s approach reduces the hands-on effort needed to manage thousands of endpoints.

Assets & Tools: Key tools include **Microsoft Intune** (for MDM/MAM), **Microsoft Configuration Manager** if in hybrid mode, and the **Azure AD** ecosystem for compliance evaluation and Conditional Access. Accenture augments these with our own **endpoint management templates and scripts**. For instance, we have ready-made Intune configuration packages for common needs (VPN profiles, Wi-Fi, Office 365 app deployments) that accelerate setup. We use **PowerShell scripting** extensively to automate repetitive tasks or to create custom compliance checks beyond built-in ones. Additionally, Our privileged partnership with Microsoft often gives us access to **private previews or advanced troubleshooting** support from product engineering if we encounter novel issues. With the help of various tools and assets mean we can manage endpoints at scale effectively, and continually adjust the environment based on real data (for example, if our Endpoint Analytics shows a particular application causes slow startups, we take action to optimise it or adjust its deployment).

Expected Outcomes: The organisation achieves a **Simplified Cloud endpoint deployment with Enhanced compliance and data protection** with reduced IT overhead. End-users enjoy a **more seamless device experience**: new joiners or people receiving replacement devices can get their laptop ready for work in minutes via cloud provisioning, and employees have the software they need whenever they need it (with automated installs and updates in the background). There’s also a **consistency of experience** - Users can securely sign into any managed device, with core settings automatically applied, enhancing mobility. Endpoint management ensures nearly **100% encryption and compliance with regulations, reducing security risks and support incidents**. This leads to **improved operational efficiency**, such as faster device setup and higher patch compliance rates, ultimately **empowering users and streamlining IT management**.

Manage and Evolve Workplace Managed Services

Scope of Services:

Accenture Workplace Management Services (often delivered under our Manage & Evolve model) provide end-to-end management of the modern workplace ecosystem while continuously improving and evolving it to drive business performance and an outstanding employee experience. In essence, this service goes beyond traditional “keep the lights on” IT support – it combines operational excellence with proactive enhancements, ensuring that employees are empowered with a productive, secure, and up-to-date digital workplace that aligns with the organization’s strategic goals. This is a comprehensive managed service with integrated set of capabilities, processes, and tools designed to deliver, support, and continuously evolve the digital workplace experience for employees. These services encompass both operational and strategic layers, combining technical support, user experience design, analytics, and change management to ensure a secure, productive, and adaptive work environment.

Manage & Evolve

- We **reduce cost and risk** by managing the lifecycles of your technology
- We ensure the **availability, reliability and security** of the workplace ecosystem, with the help of automation, AI and self-healing
- We make the most of your ecosystem through **custom applications**, solutions, automations and reports
- We support your people whenever and wherever they are, through **self-service** via multiple channels
- We **refine the service** with insights from our unique analytics framework
- We **reduce cyber risk** by adapting to threats prioritized by intelligence
- We **enrich workplace experience** through our leading experience management capability
- We foster the **digital dexterity** of your people, through adoption and change services
- We modernize and **simplify** the ecosystem, enhancing your applications and custom solutions

To continuously improve



The quality and security of the service



The effectiveness of your communication and collaboration tools



the stability, efficiency and sustainability of the endpoints



the value of the ecosystem through new ways of working and innovation

Manage and Evolve Workplace Managed Services

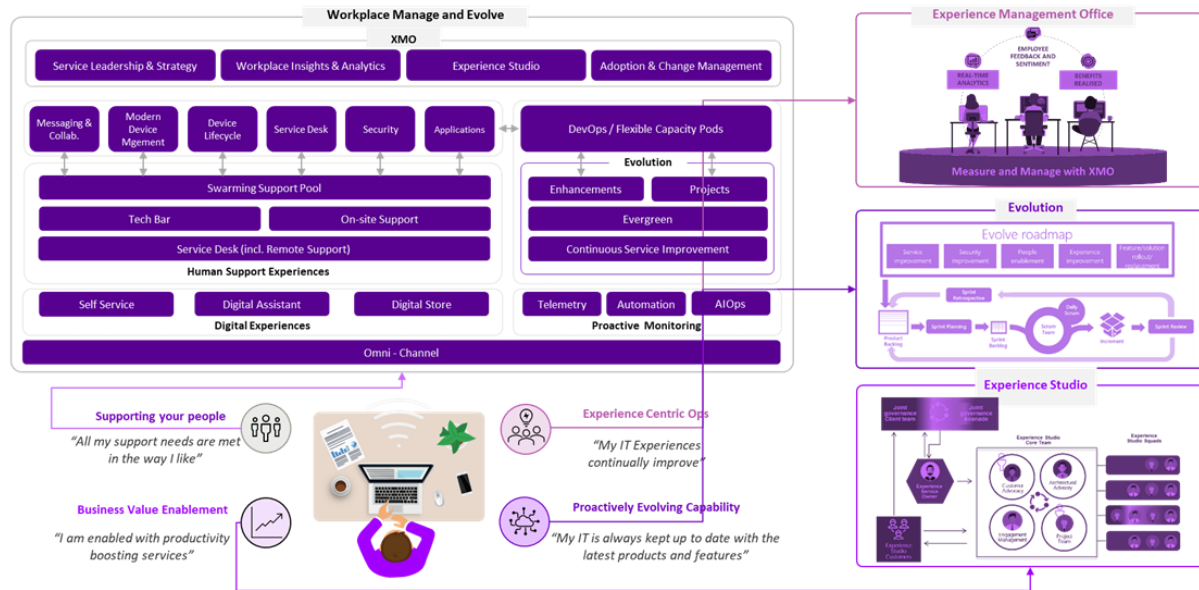


Figure 4 - Accenture Workplace managed services overview

- **Experience Management Office (XMO): Enhanced Employee Experience:** The service places employee experience at the center. The XMO tracks a Digital Experience (DEX) Score and other experience Level Agreements (XLAs) to gauge how IT services are impacting users. With that insight, the team continually addresses pain points – for instance, reducing device boot times, ensuring new hires are productive on Day 1, or proactively fixing issues before users notice. A better digital experience means employees can collaborate easily and feel supported by technology rather than hindered, leading to higher engagement and retention (studies show employees with excellent tech support are far more engaged and less likely to leave).
- **Operational Support Layers:**
 - Service Desk and Remote Support
 - On-site Support
 - Swarming Support Pools
 - Self-service portals, digital assistants, and digital stores
 - Proactive monitoring, telemetry, automation, and AIOps
- **Core Service Domains:**
 - Messaging & Collaboration
 - Modern Endpoint Management
 - Device Lifecycle Management
 - Workplace Security
 - Application Management

In scope are activities such as tenant administration, user and license management, service requests and incident resolution, change management (for new features or configuration changes), and continual service improvement.

- **User experience and adoption :** Accenture’s managed service puts an emphasis on user experience and adoption (often including a focus on measuring and improving how users

engage with M365 services, not just keeping the lights on) as well as cost optimisation of the M365 licenses and services.

- **Continuous Evolution:** A roadmap-driven approach to service enhancement, including evergreen updates, innovation projects, and continuous service improvement initiatives. . This service also includes **evergreen management** – managing the continuous stream of Microsoft updates (new features, periodic upgrades) to ensure they are tested and rolled out in a controlled manner. We align to ITIL-based processes for incident, problem, and change management, and integrate with the client’s IT teams or service desk as needed.
- **Experience Studio:** A design-led function that applies design thinking, persona-based experience design, and co-creation workshops to improve user satisfaction and productivity.
- **Generative AI Integration:** Leveraging AI to enhance service delivery across ITIL-aligned functions such as incident management, change enablement, service continuity, and knowledge management. Use cases include automated content generation, trend identification, and intelligent automation of support processes.

Our Approach: Accenture’s approach to M365 managed services is **proactive and data-driven**. Rather than just reacting to outages, we implement monitoring and analytics to foresee and address issues before they impact users. When onboarding a client, we establish a dedicated **service delivery team** that operates 24x7 (leveraging our global delivery centers) to cover different time zones and provide round-the-clock support. We put in place ITIL-aligned processes and governance, including regular service reviews and reporting on SLA/KPIs. A key aspect of our approach is “**consume the Workplace as a service**” – meaning we help the client organisation shift the focus from infrastructure to outcomes. For example, we define **Experience Level Agreements (XLAs)** in addition to traditional SLAs, measuring success by user satisfaction and productivity metrics, not just uptime. Each month or quarter, our team will review Microsoft’s roadmap of upcoming changes in M365 and prepare the client environment (and users) for those changes – this evergreen management might involve communicating new features to users, updating admin settings, or scheduling update rollouts so they don’t disrupt business operations. We also maintain a **continuous improvement backlog**: using insights from support tickets, user feedback, and new Microsoft capabilities, we propose improvements to configuration or new features to enable. For instance, if we observe low usage of Teams in a certain department, we might coordinate an adoption campaign or enable a feature like Viva Engage and monitor the results. Security and compliance are tightly integrated into our approach as well; our managed service ensures all security policies (like DLP, conditional access, anti-phishing) in M365 are consistently enforced and updated.

In summary, our approach is **holistic management** – covering not just the technical uptime of M365, but also adoption, continuous enhancement, and alignment with business goals.

How to get started

Accenture will meet you where you are – whether you’re looking for a rapid assessment, an advisory-led engagement, or both.



Discovery assessment

1-2 days



Business case development

3-4 weeks

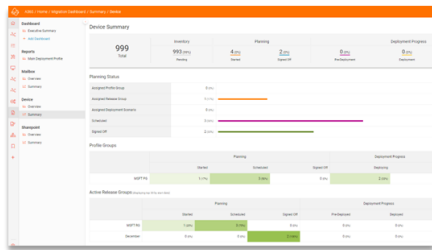
- Understand your current device landscape and worker needs
- Develop understanding of what the right endpoint solutions are for your organization

- Conduct cost reduction analysis and persona assessment
- Develop an employee experience-focused fleet redesign
- Create a new device onboarding experience design

2.0 Assets & Tools

A critical enabler of Accenture's Workplace Management Services is our rich set of **assets, platforms, and tools** that we bring to automate operations, gain insights, and streamline service delivery. These assets are part of our Smart Operations Framework and have been refined through our global experience managing hundreds of thousands of endpoints and users. Tools and assets :

Accenture Accelerate

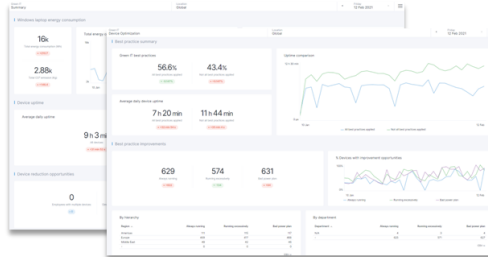


Accelerate is our proven platform for data-driven orchestration of complex processes, such as migration and device life-cycle management.

Benefits

- Reduced execution risk and overall cost
- Centralized view of status and information to plan and optimize device refreshes
- Automated Windows and application lifecycle management

Nextthink

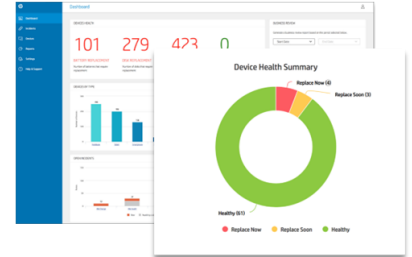


Nextthink is a Digital Experience Management partner, providing insights across the operating system, software, usage and device / service experience as well as proactive remediation capabilities.

Benefits

- Experience and sustainability insights to make decisions on when to replace devices
- Self-healing for common issues
- Performance and usage insights to recommend the right device on refresh

OEM Partner Telemetry



OEM partner tools provide deep insights into the health of the hardware components in the devices, enabling proactive detection and remediation of issues.

Benefits

- Predictive and proactive repair of hardware faults before failure
- Performance insights enable device portfolio optimization
- Automated service request handling

Underpinning the service is Accenture's **Smart Operations Framework** – a blueprint of intelligent processes and tools that drive efficiency and proactivity in delivery. (We detail the tools enabled by this framework in a later section.) From the client's perspective, SOF means the service is highly automated, data-driven, and agile. It allows us to confidently offer outcome-based commitments, since we have real-time visibility and control over the environment and can rapidly adapt. The SOF also provides **transparent reporting of service performance and value** via dashboards (the **Service Experience Portal**) showing business impact metrics, IT SLA/KPIs, and progress on innovation initiatives. This transparency and continuous optimization approach is a significant value: clients can see how the managed workplace is contributing to their KPIs (for example, how an improvement in device performance correlates with sales productivity) and trust that the service is not static but always improving

Intelligent Toolsets are a core pillar of our Smart Operations Framework. They enable us to provide a proactive service, by reducing incidents and instability which in turn reduces disruption of your business.



In summary, **Workplace Management Services** deliver **stable, efficient IT operations (service continuity, security, support) and ongoing enhancements (new capabilities, optimized experience)** in one packaged offering. This helps clients save costs (through efficiency and prevention of issues) while simultaneously **unlocking new value from their workplace technology investments**. It supports business growth by enabling a high-performing workforce, improves satisfaction for both end-users and IT stakeholders, and ensures the organization's digital workplace keeps evolving in step with business strategy and technological change

Windows Virtualisation

Scope of Services:

Accenture provides design, implementation, and support of **virtual desktop infrastructure (VDI)** solutions using Microsoft technologies, primarily **Azure Virtual Desktop (AVD)** and **Windows 365 (Cloud PC)**. This service enables organisations to provide Windows 10/11 desktops and applications to users on any device, via the cloud. Accenture's Windows virtualisation offering covers scenarios like enabling secure remote access to corporate desktops, pooling resources for shift workers, or delivering specific line-of-business apps in a virtualised environment. We handle all aspects: sizing and setting up the Azure infrastructure, configuring host pools and images, integrating with identity (Azure AD) and profile management, and optimising performance and cost. This includes **migrating or publishing apps** into the virtual environment and ensuring security controls (conditional access, endpoint security) are in place for the virtual desktops. We also provide **Windows 365 Cloud PC deployment** for a more SaaS-like persistent desktop experience if needed.



Cost

- Industry-competitive consumption pricing
- Cost-mitigation with AVD entitlement (including vOS) included in E3+ licensing



Culture and Adoption

- Provide technology and optimizations for enabling effective remote working in a familiar desktop experience with minimal training required to adapt to a constantly changing workplace environment



Distributed Continuity

- Enhance business continuity plans to include mass sick leave, travel restrictions and large-scale remote working environments



Deploy and Scale In Minutes

- Azure management portal for AVD
- Built in security and compliance
- Partner ecosystem extensibility

Our Approach: Accenture typically starts with an **assessment of workforce needs** to determine the right virtualisation strategy. We identify user personas or use cases (e.g. full-time remote workers vs. contractors vs. occasional access for legacy apps) and **design the architecture accordingly** – deciding on pooled vs. personal desktops, the number of host servers, and the Azure sizing. We use Azure best practices to architect for resilience and scalability (e.g. availability sets or zones for host VMs, autoscaling to handle peak loads). Once designed, we quickly move into a **pilot deployment**: set up the Azure Virtual Desktop environment, including network connectivity (VPN/ExpressRoute if needed), configure host pool(s) with a golden image, and enroll a test group of users. We include foundational apps in the image (such as Office, browsers, and any required core software), and can integrate advanced needs like Teams AV optimisations or GPU support for graphics-intensive workloads. After a successful pilot, we scale up to production deployment, migrating users in waves to the virtual desktop platform. Our approach also incorporates **knowledge transfer and user training** – ensuring end-users know how to connect to and use their new virtual desktop (via the Remote Desktop client or HTML5 web client). We address **change management** because moving to a virtual desktop can be a shift for users' ways of working. Additionally, we put a strong emphasis on **security and compliance**: enabling multi-factor authentication for VDI access, hardening the base images, and implementing monitoring for unusual activities. Post deployment, Accenture can manage the AVD environment or transition it to the client's IT, but our approach ensures that by go-live the client has a robust, well-documented virtual desktop service that meets performance and reliability targets.

Assets & Tools: Accenture leverages a strong toolkit of Microsoft-native tools and proprietary accelerators to deliver AVD and W365 services efficiently.

Persona and Capacity Modelling Tools:

- To conduct the initial assessment, we have early adopter assessment accelerators to identify potential quick wins to carry into the technical POC Cost benefit analysis.
- Cost benefit analysis: to project of AVD utilization at various scales based on gathered data and persona profiling framework – essentially a structured questionnaire and analysis tool that captures each user group's workstation requirements. This helps clients make informed decisions on sizing and approach before we build anything.

Cloud Deployment Blueprints: We utilise proven reference architectures and automation scripts for setting up Azure Virtual Desktop.

Power Platform for CoE Enablement, App Modernisation & Process Transformation

Scope of Services:

Accenture offers a comprehensive suite of Power Platform services aimed at empowering the modern workplace. This spans strategic advisory through to managed solution delivery. Core components include establishing a **Power Platform Centre of Excellence (CoE)** – to govern the platform (security, compliance, standards) and a **Centre of Enablement (CoEn)** – to foster citizen development and user adoption. Together these ensure the Power Platform is used safely and widely across the organisation to harness the **Microsoft Power Platform** and **modernise legacy applications**, automate business processes.



ADVISORY/STRATEGY

- Assessing current state and identifying issues/blockers
- Roadmap and envisioning planning and activities
- Quarterly “evergreen” advisory briefings
- Value hypothesis establishment and measurement
- Organizational change management recommendations



CREATIVE

- Perform UX assessment activities and provide recommendations on potential improvements
- Provide UX / UI guidance and recommendations on any custom implementation work
- Provide visual design work to support any custom development and integration activities



ARCHITECTURE

- Architectural or technical design reviews
- Perform oversight, guidance and code reviews of any custom development or implementation work
- Support or guide setting up architecture
- Recommendations and feedback on technical implementations and roadmap activities



DEVELOPMENT/INTEGRATION

Implement, Extend, Configure and Customize

- **Power Apps** – canvas apps, model-driven apps, Portals
- **Power Automate** – cloud flows, attended RPA and unattended RPA bots
- **Power BI** – custom reports & dashboards
- **Teams** – bots, workflows, messaging extensions, connectors and more
- **SharePoint** – migrate legacy workflows to Power Automate



SUPPORT

- Triaging, investigating and resolving any incidents or defects reported within custom developed applications & automations
- Assisting with any general questions on Teams, SharePoint and Power Platform
- Configuration assistance for all O365 platforms



SERVICE MANAGEMENT

- Service governance
- Service delivery reporting
- Service review meetings
- Capacity and resourcing management
- KPI and value tracking



AUTOMATION

- Platform migration to Power Automate
- Opportunity assessment
- Idea generation & pipeline management
- Citizen maker automation strategy & governance
- Development support (Power Automate / UiPath / BluePrism)



CENTER OF EXCELLENCE

- Business demand management
- Portfolio management
- App lifecycle management
- Automation lifecycle management
- Monitoring and reporting

Accenture supports end-to-end Power Platform adoption – from **rapid app development** (replacing manual or paper-based processes with Power Apps) to enterprise-scale roll-out with a **governance CoE** that defines best practices, security, and nurturing of citizen developers. This includes building new **Power Apps to replace legacy apps**, creating workflows in Power Automate to streamline processes, and using Power BI for analytics, all under a CoE framework that enables scaling these solutions enterprise-wide.

Our offering also provides a **Productivity Studio service** – a fixed-capacity, agile team that continuously builds and evolves Power Platform solutions (apps, automations) as a managed service. In addition, our offerings cover Automation (end-to-end process automation using Power Automate

and AI), **App Modernisation & Fusion Development** (using low-code to modernise legacy apps and accelerate development, in harmony with pro-code development), and **Advisory & Experience services** (strategy workshops, use-case identification, and design-led envisioning to kick-start or extend **Power Platform adoption**). This **end-to-end portfolio** allows clients to start at any point – whether laying governance foundations or scaling an established program – and ensures business value is delivered at every stage.

Supporting Digital Transformation with Power Platform

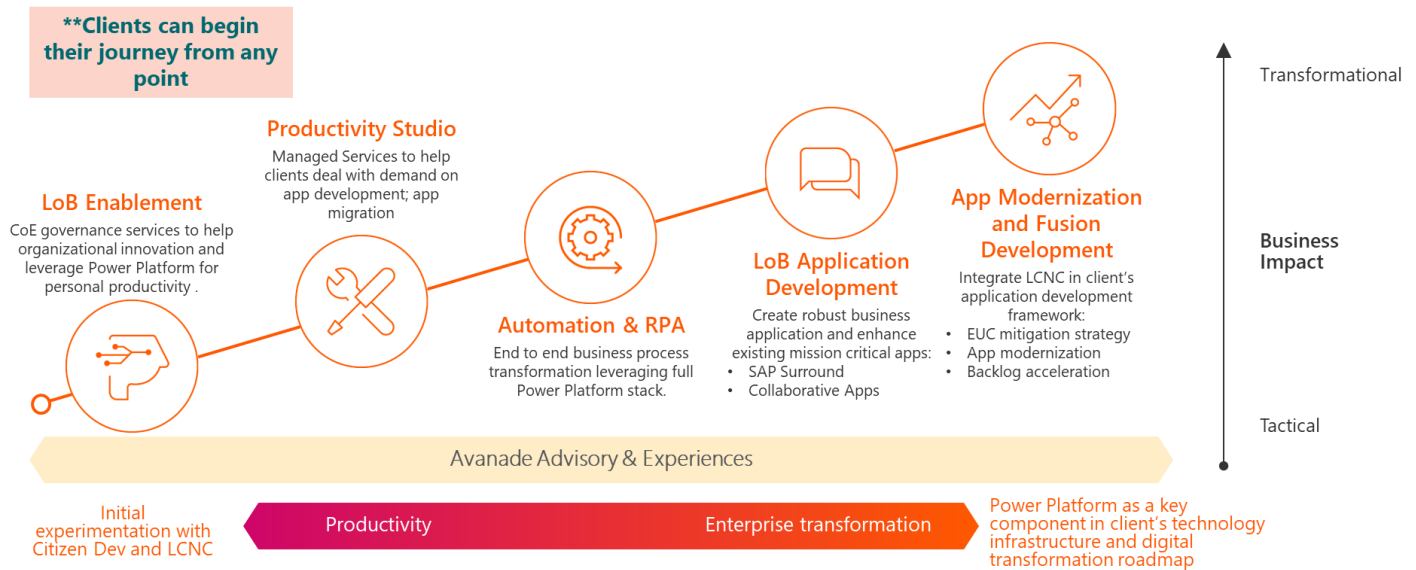


Figure 5 - Our has a series of services to assist customers with their Power Platform adoption journey

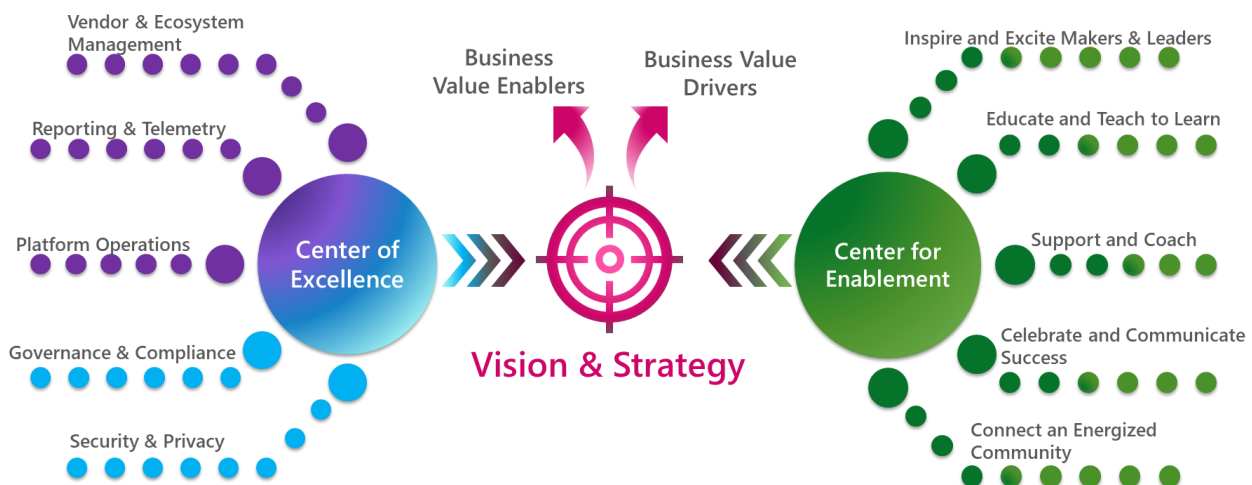


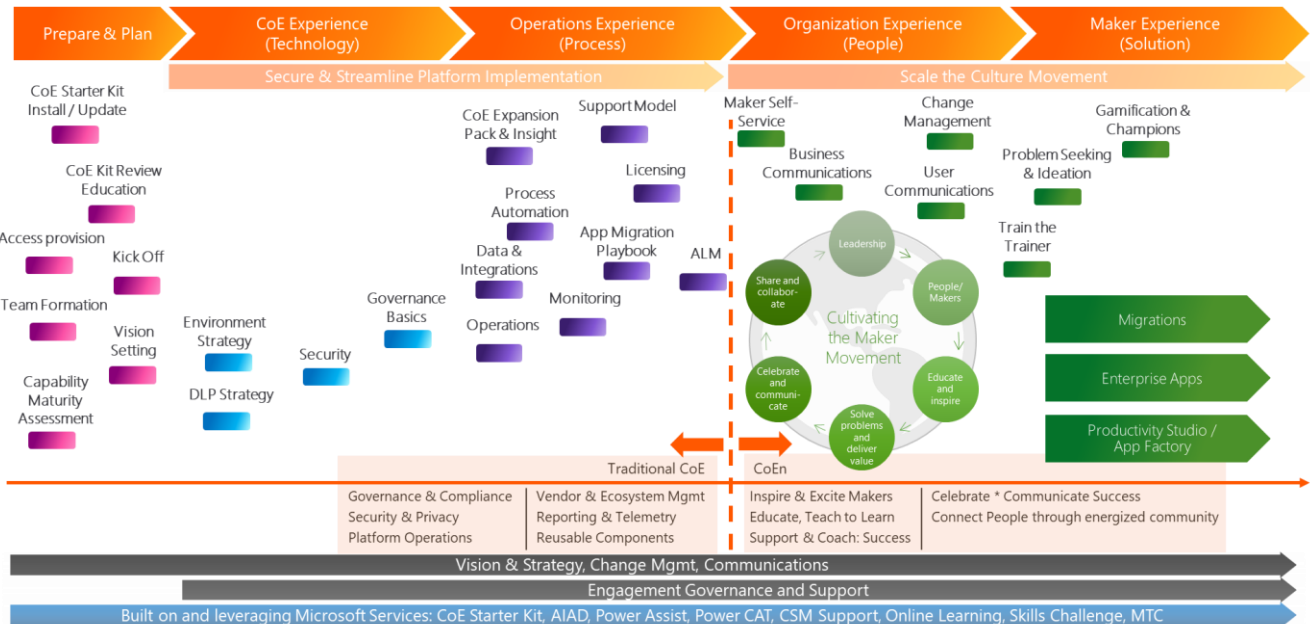
Figure 6 - Power platform Center of Excellence and Center of enablement

Our Approach:

We typically start with a **Power Platform Innovation Sprint** to demonstrate quick wins. Accenture offers a **design and prototyping** engagement: we conduct workshops with key users to identify pain

points and high-value ideas, then rapidly build a **brand-aligned prototype** Power App or automation of the selected use case. This “start small” approach shows tangible value and gets stakeholder buy-in. In parallel, we work with IT and business leaders to establish a **Power Platform CoE** – defining governance policies (environments, DLP rules, ALM), security (user permissions, data access), and support model for citizen development.

Build upon the core CoE Experience with mix & match workstreams tailored to your organization's needs



Accenture brings experience to **balance empowerment and control**: we put guardrails in place so business units can innovate safely. As we scale out, our approach includes coaching and upskilling citizen developers, implementing Microsoft's CoE Starter Kit tools for monitoring & governance, and modernising targeted legacy apps one by one (prioritised by business value). Throughout, our **agile delivery** and iterative improvement ensure that new apps or automations are refined with user feedback and aligned to business outcomes.

How do we enable Power Platform



People

People are what drive the CoE. Your organization will likely require a multitude of skill sets that will give life to your CoE.



Processes

Process is what will enable your organization to effectively manage the CoE capability within your organization. The CoE Operating Model, built by Avanade, contains governance processes to get your organization kickstarted.



Technology

The technology provides the physical tools to manage your organization's Center of Excellence. You will have the ability to monitor and manage all Power Platform components through your CoE technology.

Assets & Tools:

Accenture provides **proprietary accelerators** and IP for the Power Platform. For instance, our **Power Platform CoE toolkit** includes templates for governance (security models, support processes) and **automated compliance checks**. We have libraries of reusable components (for UI, connectors, common workflow patterns) to accelerate app development. Our **global talent pool** of Power Platform experts – over *5,000 specialists and 2,600+ certifications* – ensures skilled resources are available. Additionally, we leverage Microsoft's CoE Starter Kit (a collection of Power BI dashboards, Power Apps and flows for monitoring environment usage, app inventory, etc.) and extend it with our enhancements. Accenture's "**Digital Innovation Studios**" around the world serve as hubs of Power Platform and UX expertise, allowing us to inject cutting-edge design and user experience practices into apps. We also draw on our strong Microsoft partnership for insight into upcoming features, ensuring the solutions and CoE we build are future-proof.

Expected Outcomes: Clients realise **faster application development cycles** (often reducing development time from months to weeks) and **rapid process improvements** through automation. A successful Power Platform CoE means the organisation has a **governed, self-sustaining low-code practice**: business users can create solutions for their needs within a safe framework, reducing shadow IT. This leads to increased business agility and innovation – everyday users are empowered to solve problems (with IT oversight), resulting in hundreds of micro-innovations that cumulatively drive efficiency. Legacy systems and manual workflows are replaced with modern apps and digital processes, yielding cost savings (for example, less spend on expensive custom development or license fees for outdated software) and quality improvements (since workflows are now automated and auditable). Moreover, with Accenture's guidance, the Power Platform solutions are enterprise-grade – **secure, compliant, and scalable** – so the organisation can confidently expand usage knowing data is protected (thanks to the governance in place) and that solutions will continue to deliver value long-term. In short, the business achieves **higher productivity and innovation at scale**, with a governed Power Platform capability that can transform processes continuously.

3.0 Pricing

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

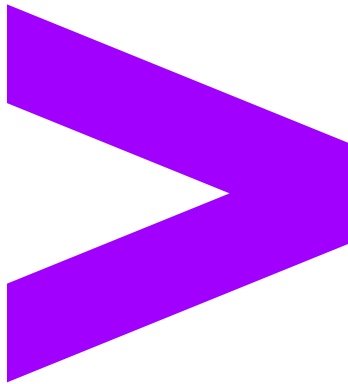
4.0 **Contacts**

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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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