



G-Cloud 15 Service Definition

**Accenture Workforce Planning - Cloud
Advisory Services**

Jan 2026

 **accenture**

Contents

- 1.0 Scope of our services 1
- 2.0 Approach..... 5
- 3.0 Benefits of our Approach 6
- 4.0 Assets and Tools..... 7
- 5.0 Pricing 8
- 6.0 Contacts..... 9
- 7.0 About Accenture..... 10

1.0 Scope of our services

This document describes the Accenture Workforce Planning (WFP) cloud advisory offering and should be read in conjunction with the associated G-Cloud 15 Services documentation.

The scope of our offering covers the end-to-end strategy through to implementation of cloud enabled strategies and technologies related to workforce planning.

The future of work and how services get delivered have been changed dramatically due to the increased usage of AI. This has led to a seismic shifts in workers expectations of what work means, combined with cloud technologies, increased automation and technological advances in AI and RPA have meant that a new approach is required to workforce planning. The new approach must focus on both strategic workforce planning (WFP) with operational and more tactical workforce planning. This in turn will impact Talent Acquisition and Talent Development strategies. This requirement to develop new workforce planning approaches is supported by:

- At least **133 million new roles** generated as a result of the new division of labour between humans, machines and algorithms may emerge globally by 2022/23, according to the [World Economic Forum](#)
- Mature industries like energy and manufacturing are in the midst of major change and emerging sectors such as cyber-security are already responding to a rapidly changing environment. Digital skills and also approaches to delivering services will impact the make up of the workforce
- Continuous investment in learning is needed for creating resilient workforce where human strengths are emphasized in a collaborative relationship between people and machines
- **Globalisation**, a **younger** and **more diverse workforce**, and the **growing use of digitalisation** in day-to-day operations of organisations are anticipated to aid the growth of the workforce management market in coming years. The demand for interaction and integration in daily operations and the necessity to operate as a unified enterprise are further driving technological as well as social advancements in companies worldwide
- Rapid advances in **artificial intelligence (AI), robotics and other emerging technologies** are happening in ever shorter cycles, changing the very nature of the jobs that need to be done - and the skills needed to do them - faster than ever before.
- **Fast-growing remote workforces** - employers need to consider the expanding remote workforce when they're planning for the future.
- Independent contractors, online platform workers, contract firm workers, on-call workers and temporary workers are on a rise. Millennials already represent a significant proportion of the alternative workforce.
- **Relying more on data-driven decisions** - Predictive analytics based on HR data can help determine the talent and skills gaps that employer need to fill well in advance
- **GDPR** ensuring additional rights to the employees to reinforce control over their own personal data.
- **Automation (AI & ML)** - Responsible for a large chunk of workforce management tasks. Specifically, time-consuming and iterative jobs like scheduling, time-tracking, approvals, and workflows will become automated.
- **Integrations of workforce management apps** – Most of the apps or tools exist in silos, with a separate module for workforce management, payroll, benefits, and so on.

In order to overcome these issues, we bring our deep knowledge of public sector issues across NHS, Healthcare, Central Government, Defence and Higher Education and take a structured approach to delivering a cloud-based workforce planning solution. Below (in figure 1.) we cover what typically is included at each step of effective workforce planning. We have also highlighted some of the benefits we have witnessed in previous projects.

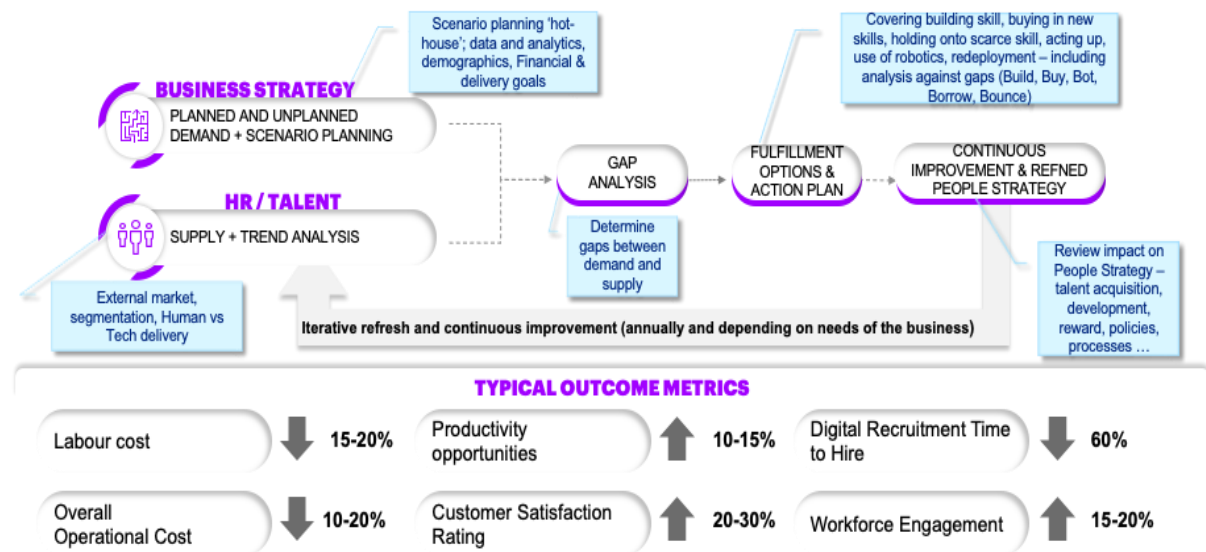


Figure 1: The five workforce planning steps

In response to this, Accenture provides a full range of Cloud supported Workforce Planning Advisory Services (covering Strategic Workforce Planning, Operational Workforce Planning through to Tactical Workforce Planning, including Rostering and Scheduling, Shift and Time Management approaches). Our approach to assessing need is based on following the same overall structure for each of the Strategic, Operational and Tactical lenses. In this way we can easily build a line of sight from the Strategic viewpoint through to Tactical (as seen in figure 2).



Figure 2: Aligning Workforce Planning at each level.

In developing the cloud enabled workforce planning (WFP) approach, the scope of our services includes the following:

- Strategy – defining the overall WFP strategy and approach to workforce planning within an organisation including analysing market trends (including how work can be

delivered through cloud automation, AI, RPA and other cloud technologies such as Kronos, OrgVue, Anapla, Oracle, Successfactors and Workday as well as Planday, and Visier, ; defining future state scenarios and developing a vision for an organisation's future workforce (combining Humans, Robots and hybrid delivery methods), assessing supply indicators (including market assessment of people skills in different location and their availability); development of an end-to-end workforce planning approach (covering the Accenture five critical capability components of workforce planning).

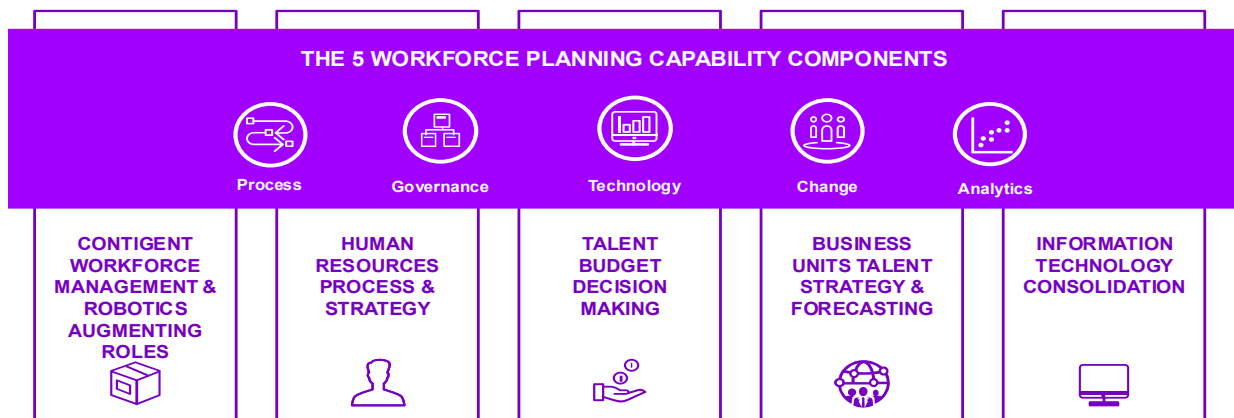


Figure 3: The five core capability components (circled) of Workforce Planning

As part of the strategy development (and/or during Design or Implementation) we can also support detailed development of the necessary: Processes required (in order to deliver effective Workforce planning operations), Governance (in order to drive clear accountability in an organisation), Technology (in order to deliver the system support needed for effective workforce planning), Change (to make workforce planning sustainable and part of an organisation's DNA), and Analytics (to allow for evidenced based decision making around delivery of work, issues faced and requirements on recruitment and learning);

- **Planning** – helping a client organisation to structure and plan for the implementation of a workforce planning solution.
- **Readiness** – assessing the readiness (against the five capability components) of an organisation to implement successfully a workforce planning solution.
- **Piloting** – helping a client organisation to plan and shape pilots, utilising agile approaches and techniques whilst aligning to Government Standards around Alpha and Beta pilot approaches. Our support extends to helping define the team structure, the overall purpose and aims of the pilot, the key entry and exit criteria by which the pilot will be assessed as well as Accentures support in setting up the pilot, hosting/configuration of cloud technology (e.g. if Rostering and Scheduling we support Kronos, Crown, Infor etc. and if more Strategic Workforce Planning, OrgVue, Anaplan, Dynaplan as well as Oracle Fusion and Planning and Analytics, Workday Adaptive planning, and SAP Workforce Analytics and Planning, SuccessFactors, S/4 Hana, and Concur etc.).
- **Design** – including designing the future state cloud supported processes, cloud technology specifications, governance structures, data and analytic requirements and change support needed to successfully implement a workforce planning solution.
- **Development** – including taking the cloud based designs and then developing:

- in different cloud technologies the solution, and configuration of the applications including process designs (down to operating procedure and work instruction level) and user journeys;
- the required change journey (including development of communications and stakeholder engagement approaches, learning and development materials for embedding the cloud workforce planning solution, leadership coaching, design thinking and user centric delivery, as well as visioning and innovation studios etc);
- new roles and responsibilities (including Governance) and organisation structures to support delivery of an effective workforce planning solution;
- capturing, analysing and designing a data taxonomy and data sets to allow workforce planning to operate effectively including definition of reporting needs and building of reports in either ERP solutions or others (such as Tableau and Power BI etc).
- **Implementation** – Which takes the scope of work developed in the Development stage and rolls-out the cloud enabled solution including cut-over, data transfer, staff transition support, hyper-care, hosting and support for technology as well as reporting (if required), staff development, organisation change, testing (UAT, performance, pen, stress etc).
- **Improvement** – on completion of the implementation, or based on a previous implementation, analysis of the areas for improvement (against the 5 core capability components of workforce planning).

2.0 Approach

We have a proven method to assessing and determining the approach to cloud enabled Workforce Planning as shown below. This is based on Accenture's Method One approach which brings both the human aspects, processes and technology together to create 360-degree value (which looks at value from six lenses of financial, experience, talent, inclusion and diversity, sustainability and drivers specific to each client). The timescales below are indicative and will vary dependent on each client situation and the scope of work required.

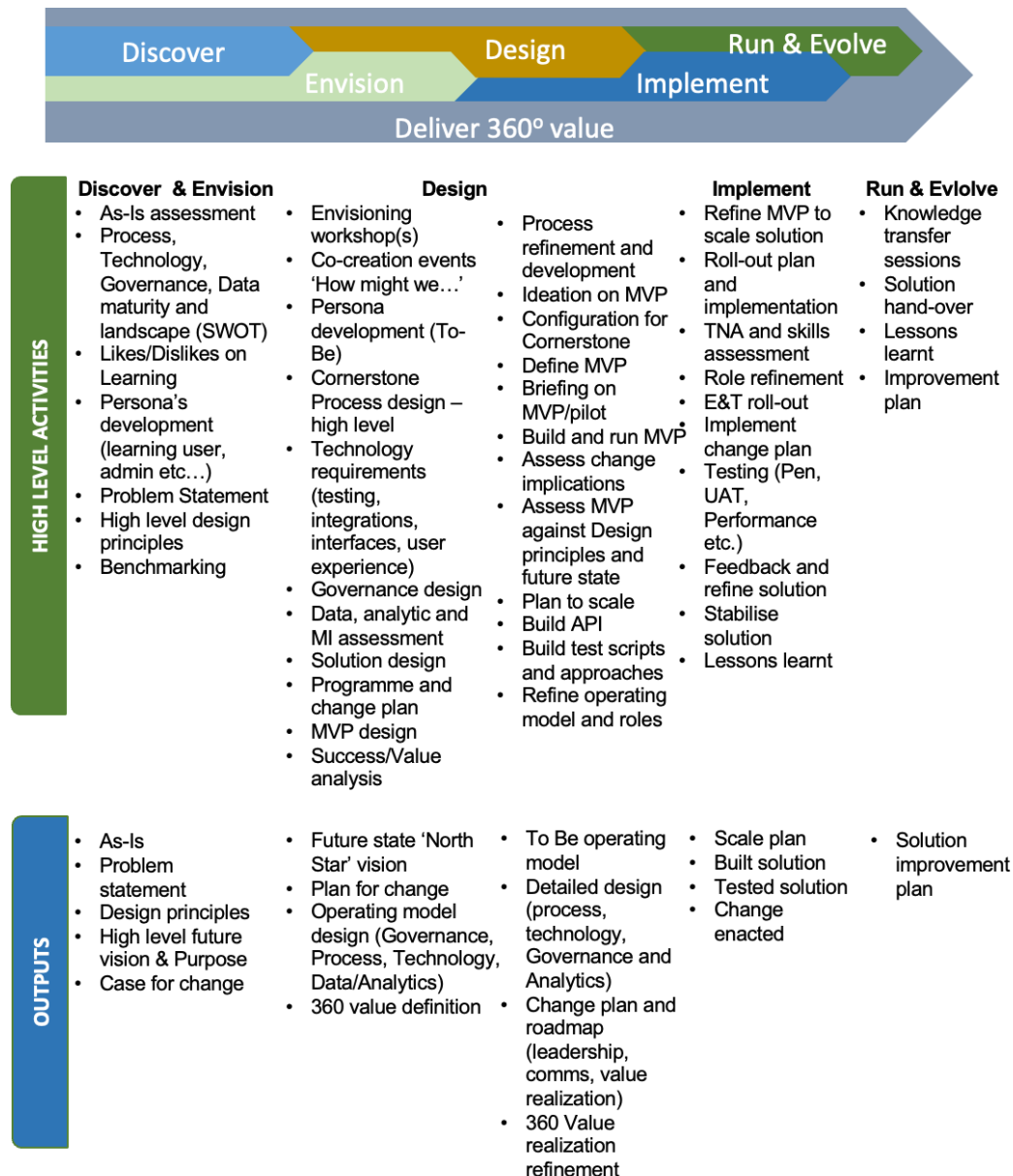


Figure 4: MethodOne for Workforce Planning

3.0 Benefits of our Approach

Our approach combines decades of experience in implementing new ways of working and technology. This is further enhanced by our cloud-based knowledge and expertise in cloud systems such as Oracle, SuccessFactors, Workday as well as best of breed cloud solutions. This is particularly relevant to cloud enabled Workforce Planning initiatives as they combine organisation, people, technology, process and governance changes which ultimately impact how leaders and managers operate. The benefits our approach which embeds change as part of a cloud WFP project includes:

- 60% greater value delivered across the workforce;
- 2.3 times more employee productivity;
- 1.9 times faster migration from old ways to new cloud enabled working;
- 2.2 times enhanced organisational agility and innovation and improved customer service;
- Reduction in the need for contingent workers
- Reduction in the need for un-necessary recruitment;
- Ability to deliver greater 'speed to value' of up to 2 times faster;
- Reduction in the cost of un-necessary administration because of ineffective processes, technology and ways of working equating to upward of 30%;
- Greater day-one adoption of the cloud technologies implemented with fewer requirements for re-work or post go-live change support.

4.0 Assets and Tools

In delivery of the support described, we have several cloud-based accelerator tools and relationships with external organisations. For example, we have a strong relationship and capability in Kronos (with UKG), OrgVue, Visier. Equally we are diamond partners with organisations who provide cloud Rostering and Scheduling systems such as UKG (Kronos), Crown, Infor etc. and if more Strategic Workforce Planning cloud software such as OrgVue and Anaplan as well as cloud ERP including Oracle Fusion and Planning and Analytics, Workday Adaptive planning, and SAP Workforce Analytics and Planning, SuccessFactors, S/4 Hana, and Concur etc. The diagram below shows the number of organisations we have partnered with and have capability in.



Figure 5: Accenture's partnerships and capabilities

Equally we bring several assets to the development of a cloud enabled workforce planning solution, especially in the change space. This helps in the embedding and adoption of new ways of working, processes, technologies, and governance. A sample of the assets are shown below:

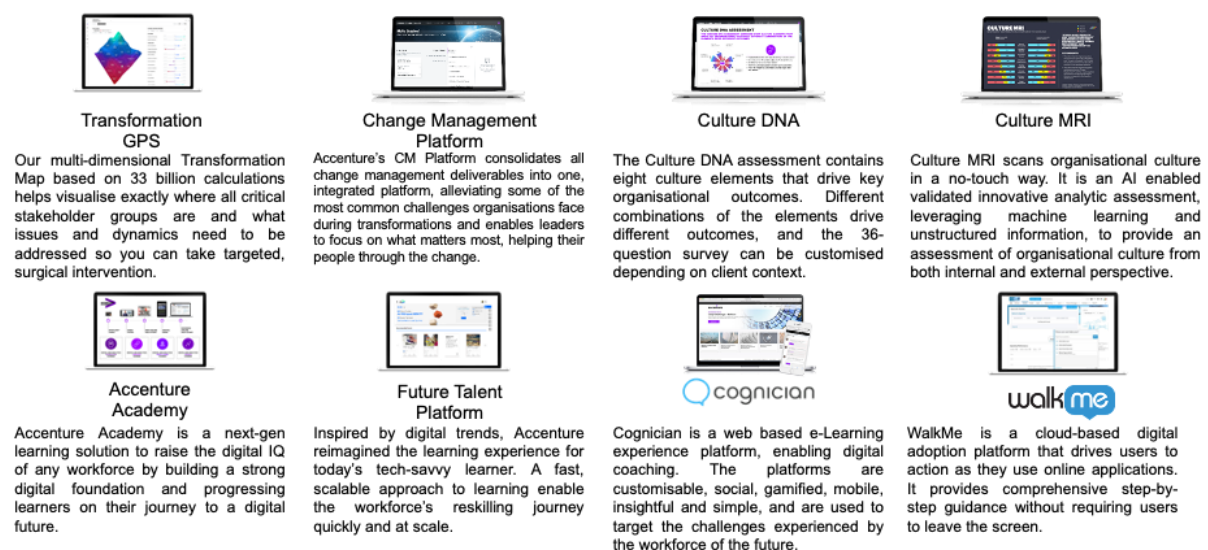


Figure 6: Accenture's Assets to support and effective WFP program

5.0 Pricing

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

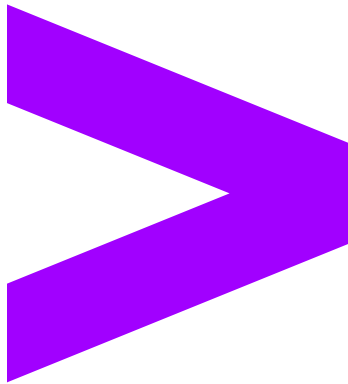
6.0 **Contacts**

Email: UK.TenderMonitoring@accenture.com

Telephone: +44 (0) 20 7844 4444

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



Copyright © 2026 Accenture
All rights reserved.
Accenture and its logo are trademarks of Accenture.