



G-Cloud 15 Service Definition

Tech-driven Transformation

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 **accenture**

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1.0 ACCENTURE CLOUD HEALTH CHECK SERVICES

Service Description

Next Gen Engineering Cloud Health Check service is designed to enable a company to baseline their current practices against proven good practice in agile software delivery, deployment and operation. The service is an end-to-end capability assessment covering strategy, organisation, work environment, recruitment, staff development, analysis, planning, implementation, release, operation, and evolution.

Service Features

- Environmental assessment: desk plans, co-location, equipment, communication, visibility of backlog
- Capability assessment: Roles and responsibilities, experience in agile, DevOps, CI/CD
- Tools assessment: Development, configuration management, monitoring, alerting, repositories
- Delivery Assessment: Development methodologies, SDLC, use of boards/visualisation, test automation
- Deployment Assessment: Configuration management, build server, deployment pipeline, live testing
- Platform Assessment: Environment provisioning, monitoring, alerting, data sets
- Portfolio Assessment: Mission, Strategy, Metrics, Deliverables, Value versus cost/risk
- Partner Assessment: Integration points, capability, SLAs

Service Benefits

- Highlights waste, gaps, and blockers in delivery chain
- Suggests improvements to ways of working
- Suggests improvements to support cost-effective delivery and operation
- Recommendations for recruitment, training and staff retention
- Recommendations for improved tooling and platforms
- Highlights gains to be made with partners
- Recommends changes to increase velocity in the delivery pipeline

2.0 ACCENTURE CLOUD HOSTING AND SMART MANAGED SERVICES

Service Description

Smart Managed Service - running client services using best in class cloud infrastructure services, demonstrating DevOps and service automation to transform how organisations can run and evolve business critical, high scale and high availability services.

Service Features

- Automatic or scheduled scaling of infrastructure
- Consistent pre-production, test and production environment provision
- Clear, visible dashboards on service health and performance
- Event driven service capabilities
- Best in class monitoring capabilities
- Clear audit and logging capabilities
- Rapid migration to customer owned environments once implemented
- Rapid migration from legacy architecture and infrastructure to Cloud
- Consistent but adaptable Software Delivery Lifecycle
- Security and SOC integration

Service Benefits

- Cost-effective service-driven infrastructure
- ITIL-compliant lean automated service management function
- Clear visibility of service health and performance
- Rapid migration to customer-owned environments once implemented
- Established method and approach for cost management
- Clear audit and logging capability for all services
- Established a path to migrate existing services
- Template approach to service best practice
- Flexible but consistent delivery lifecycle for cloud evolution
- Best practice in IT Security and SOC compliance.

3.0 ACCENTURE CLOUD MOBILE ENABLEMENT SERVICES

Service Description

A full lifecycle service to provide functional and non-functional testing of multi-channel products and services (web, mobile, app, TV, wearable devices) in B2B or B2C environments. Our services include full stack testing (unit, story, integration, performance, penetration, acceptance), introduction of improved tools/techniques, software designed for testing and improved collaboration/knowledge sharing.

Service Features

- Unit Testing: definition, implementation, integration into deployment / release reporting
- Story Testing: BDD approach (Given, When, Then)
- Integration Testing
- Introduction of cutting-edge testing tools and techniques
- Security / Penetration Testing
- Load, Stress, Soak, Spike, Configuration Testing
- Acceptance and Smoke Testing
- Isolation Testing & Full stack test automation
- Teams optimised for improved collaboration and knowledge sharing

Service Benefits

- Rapidly pinpoint and resolves bottlenecks in application software
- Enables robust/scalable systems capable of performing at peak levels
- Systems able to repeatedly perform under sustained use
- System capable of handling dramatic changes in usage / load
- High level of automated code coverage built into deployment pipeline
- BDD enabled, assures product delivery fulfils agreed acceptance criteria
- Interfaces points fully documented and tests automated
- Automated test exit reporting, built into build process
- Highly empowered engineering capability - Test + Dev pairs
- Improved documentation pack aligned to user stories

4.0 ACCENTURE QUALITY IMPROVEMENT & TRANSFORMATION SERVICES

Service Description

A full lifecycle service to provide functional and non-functional testing of multi-channel products and services (web, mobile, app, TV, wearable devices) in B2B or B2C environments. Our services include full stack testing (unit, story, integration, performance, penetration, acceptance), introduction of improved tools/techniques, software designed for testing and improved collaboration/knowledge sharing.

Service Features

- Unit Testing: definition, implementation, integration into deployment / release reporting
- Story Testing: BDD approach (Given, When, Then)
- Integration Testing
- Introduction of cutting-edge testing tools and techniques
- Security / Penetration Testing
- Load, Stress, Soak, Spike, Configuration Testing
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Service Benefits

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5.0 ACCENTURE CLOUD DEVOPS & AGILE CONSULTANCY SERVICES

Service Description

DevOps & Agile supports rapid delivery of high-quality software/platforms. Next Gen Engineering has extensive experience in high complexity, high scalability, high availability environments for FTSE100 companies with specific compliance/regulatory requirements. We offer a range of services that can be delivered as resource augmentation, project team or outsourced service.

Service features

- Build your capability to deliver predictable, repeatable & rapid solutions
- Business, delivery, development, testing, architecture, design collaboration and team building
- Product Ownership, Business Analysis, Scrum Master, Project/Program Management
- Software Engineering, Extreme Programming (XP), Test Driven Development (TDD)
- Behavioural Driven Development (BDD), Acceptance Test Driven Development (ATDD)
- Continuous Integration, code quality and Deployment
- Hands-on practitioner training, coaching and mentoring
- Testing; automated, manual, performance, functional, integration, non-functional, exploratory, UX
- Virtualised Environments, Infrastructure and Platform Build, infrastructure as Code
- Scaling Agile & DevOps (e.g.; Spotify, SAgile, LeSS, DAD)

Service benefits

- Predictability of delivery - known velocity, visibility of risks
- Increased speed to market/revenue; concept to cash cycle
- Increased speed to respond to opportunities/challenges
- Increased value to cost; quality built in from the start
- Repeatable high-quality delivery with transparency of Development and Operations costs
- Rapid ability to detect and resolve issues
- Improved user and service metrics
- Create an ability to innovate
- Improved staff morale, retention and ability to recruit

6.0 ACCENTURE CLOUD SOLUTION DELIVERY SERVICES

Service Description

A full lifecycle service (on-premise/off-premise) capable of delivering high quality software, platform and infrastructure solutions across multiple channels (web, mobile, app, TV) in B2B or B2C environments. Next Gen Engineering will deliver services architected for Performance, Availability, Resilience, Recoverability, Integrity, Scalability, Security and Serviceability in a rapid, repeatable and predictable manner.

Service Features

- Software Architecture: Coding standards, SDLC, development best practices
- Platform automation: Reusable functionality, parameterised data, test automation
- Continuous Delivery: BDD, enhanced monitoring, configuration management, automated build
- Legacy integration: Data migration, re-platforming, software stack evolution
- Multi-channel development: HTML5, CSS3, JS, Native, WebKit, Wearable Devices
- Legacy integration with proprietary middleware and clients
- Non-functional testing: UI, load, soak
- Security Testing
- Project Remediation: Baseline, re-organise, re-plan, re-skill, execute
- Development Outsourcing Management: Development, testing, operations

Service benefits

- High quality code delivered in a rapid, repeatable, predictable manner
- Re-useable, modular codebase enables future evolution
- Separation of concerns to support changing integration needs
- Secure, robust and performant code
- Ability to execute across multiple channels without major rework
- Best practices used and shared with customers

7.0 ACCENTURE CLOUD BIG DATA SERVICE

Service Description

The Next Gen Engineering Cloud Big Data Service provides and builds capabilities to leverage and mine very large enterprise data sets for value and insight. We have proven experts to help you to build or enhance your Big Data capability and deliver powerful Big Data solutions.

Service features

- Analysis & Planning
- Capability Enhancement
- Design & Architecture - high availability, performance, resilience, recoverability, integrity
- Solution Delivery - Development, Continuous Delivery, Legacy Integration, Automation, Snowflake
- Monitoring & Alerting - synchronous dashboards, asynchronous alerting, log mining
- Data Boarding - ETL, cleansing, enrichment, matching, assurance, audit, aggregation
- NoSQL: Riak, Redis, MongoDB, Hbase, Neo4j, Gemfire
- Data Ingestion: Flume, Logstash, Sqoop, Talend, Chukwa, Avro
- Machine Learning: R, Mohut / Query: Pig, Hive
- Search: ElasticSearch, SOLR / Hadoop / Visualisation: Kibana, R, D3.js

Service Benefits

- Robust and reliable Big Data Cloud Solutions
- Reduced risk of investment via pilots and proofs of concept
- Capability enhancement via training and coaching
- Full end-to-end Big Data delivery ownership if required
- Transform data into business value and visualisation
- Supports major change initiatives and cloud migrations
- Enhancements in productivity, flexibility, & maintainability
- Understand your customers to better meet their needs
- Identify trends and behaviour that feed opportunity and innovation
- Enhanced documentation and shared domain knowledge

8.0 ACCENTURE CLOUD DELIVERY TRANSFORMATION AND MANAGEMENT SERVICES

Service Description

A service tailored to facilitating company level transformation to support a move to value and risk based continuous delivery of products and services. In short, we'll help you to redefine your mission, objectives, strategies, tactics and reinvigorate your people, processes, software and platforms to excel and evolve your capability.

Service features

- Define company-wide beliefs and vision
- Define customer focused mission statements, KPIs and strategies
- Improve visibility of company mission, roadmap, KPIs, delivery progress
- Iterative architecture input - city, tech-evolution, tech debt planning
- Visualise staffing issues, training needs and personal development
- Optimise culture, create a great working environment
- Introduce appropriate agile tools, techniques and practices
- Implement DevOps practices including continuous delivery and enhanced monitoring
- Evolve platforms to support repeatable delivery
- Evolve quality processes (functional, non-functional, security)

Service benefits

- Clear leadership and direction, enables high performance teams
- Clear success criteria. Everyone knows what good looks like
- End-to-end pipeline enables rapid delivery and higher quality
- A more high-performing, motivated and focused workforce
- Improved company culture, ethos, beliefs. A great place to work
- Improved employee interaction, collaboration and communication
- Predictable, repeatable, highly visible delivery progress
- High quality, customer focused deliverables
- Build your capabilities to deliver quality solutions, at pace

9.0 ACCENTURE TECHNICAL ARCHITECTURE AND DESIGN SERVICES

Service Description

Our services cover Cloud Enterprise Architecture, Solution Architecture, Application & Software Architecture, Disaster Recovery, Infrastructure Architecture and Operational Architecture. These disciplines are tailored to ensure the performance, availability, resilience, recoverability, integrity, scalability, security and serviceability of B2B or B2C products and services.

Service features

- Enterprise Architecture: City, technical evolution and roadmap planning
- Technical Governance Model, architecture principles
- Solution Architecture: High level architect and design
- Cloud Software and Application Architecture
- Proof of concept, prototyping, pilots, betas, best practices
- Design for non-functional requirements, design patterns, tech stack evaluation
- Disaster Recovery: Continuity planning, data centre planning
- Infrastructure Architecture: Network, Servers, Storage, Systems Management
- Operational Architecture: Monitoring, Alerting, Performance, Capacity, SLAs

Service benefits

- Clear technical landscape, target architecture and evolution plan
- Builds in architectural best practices
- Enhances an organisation's ability to deliver effective and timely services
- Clear definition of components, services and their interrelationships
- Enables realistic company roadmap planning
- Supports major change initiatives
- Enhancements in productivity, flexibility, & maintainability
- Increases the predictability of delivery within stated architecture
- Simplified Application Development
- Enhanced documentation and shared domain knowledge

10.0 ACCENTURE CLOUD MIGRATION AND SUPPORT SERVICES

Service Description

Our Cloud Migration Service supports and guides our customers through the design, implementation, transition, support and development of software services to either public, private or hybrid cloud providers. We have a proven track record of robust, scalable, secure cloud migrations across numerous industries and sectors.

Service Features

- Cloud provider agnostic; AWS, Microsoft Azure, GCP, etc.
- Financial planning and budgeting as well as cost optimisation
- Active monitoring and alerting
- Complete service honouring functional and non-functional requirements
- Complete support, guidance and hands-on coaching
- Up to 24/7 support and monitoring if required
- Peak load period support
- Architecture, design, planning, implementation, transition and full service support

Service Benefits

- Flexible service to suit your needs
- Robust, reliable, secure and scalable cloud services
- Complete 360 degree transparency of service performance and cost
- Senior practitioners to guide you through the migration
- Reduced TCO
- Faster deployments
- Seamless scaling (up or down)
- Complete planning, implementation and support service

11.0 ACCENTURE CLOUD PROJECT AND PROGRAMME MANAGEMENT SERVICES

Service Description

We offer a Project & Program Management & Recovery service to support value and risk-based continuous delivery. We work with our clients to address the challenges and implement robust/transparent Agile/DevOps and Continuous Delivery to deliver programs and projects.

Service Features

- Understand the problem & challenge - assess capabilities
- Define/agree a Target Operating Model (TOM) & delivery plan
- Define transition plan to move to Target Operating Model (TOM)
- Build capabilities via hands-on practitioner based coaching, training, support/recruitment
- Build environments and tooling to support DevOps & Continuous Delivery
- Leverage existing and new assets to ensure delivery is transparent
- Leverage best practices from our highly experienced team
- Leverage scaling practices such as; Spotify, LeSS, SAFe, DAD

Service Benefits

- Predictable, repeatable, highly visible delivery
- Clear project & program leadership, enables high performance teams
- Clear success criteria so everyone knows what good looks like
- End-to-end pipeline enabling rapid delivery and higher quality
- A high-performing, motivated and focused workforce
- Improved project & program, ethos, beliefs & culture
- Improved employee interaction, collaboration and communication
- High quality, customer focused deliverables
- Build your capabilities to deliver quality solutions, at pace
- Increased speed to market/revenue, concept to cash cycle

12.0 Pricing

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

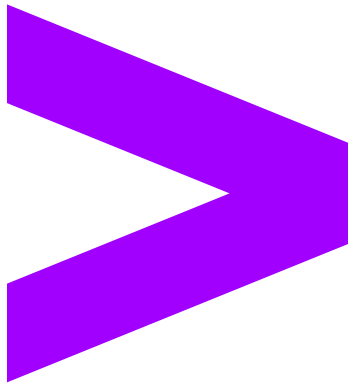
13.0 **Contacts**

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14.0 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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