



G-Cloud 15 Service Definition

Accenture Video Enablement Cloud Services

Jan 2026

Contents

- 1.0 Scope of our services 1
- 2.0 Approach..... 3
- 3.0 Assets and Tools..... 5
- 4.0 Expected Outcomes 6
- 5.0 Video Enabled Justice..... 7
- 6.0 Pricing 8
- 7.0 Contacts..... 9
- 8.0 About Accenture..... 10

1.0 Scope of our services

This document describes Accenture's Cloud Video Enablement Service and should be read in conjunction with the associated G-Cloud 13 Services documentation.

Accenture's Cloud Video Enablement service provides a flexible, end-to-end capability to support organisations looking to drive a channel shift to increase the use of video conferencing technology. One of the main use cases for this service is Courts and Police Custody Suites, however it can be used in a range of other environments. The cost and environmental benefits of using video conferencing technology are considerable and well established, such as reducing travel requirements or increasing productivity through freeing-up employee time as well as increasing accessibility of interactions. With the recent introduction of measures to restrict movement and limit human contact as a result of COVID-19, the need for video conferencing technology has significantly increased. Such measures are likely to be in place for the short to medium term and organisations will need to adapt accordingly through use of video conferencing and other remote working technologies.

In the criminal and civil justice space, we have developed specific assets and capabilities to enable clients to embrace digital technologies and move towards video enabled justice, where all parties in a case can appear in court virtually, via video-link. Video enabled justice brings a range of benefits to all parties throughout the justice process.

Our experience has shown that investment in the technology alone seldom drives the degree of channel shift required to achieve the anticipated benefits. This service provides a means by which organisations in any state of video technology maturity can take advantage of a managed service which will drive the channel shift. The key features of this service are shown in the picture below.

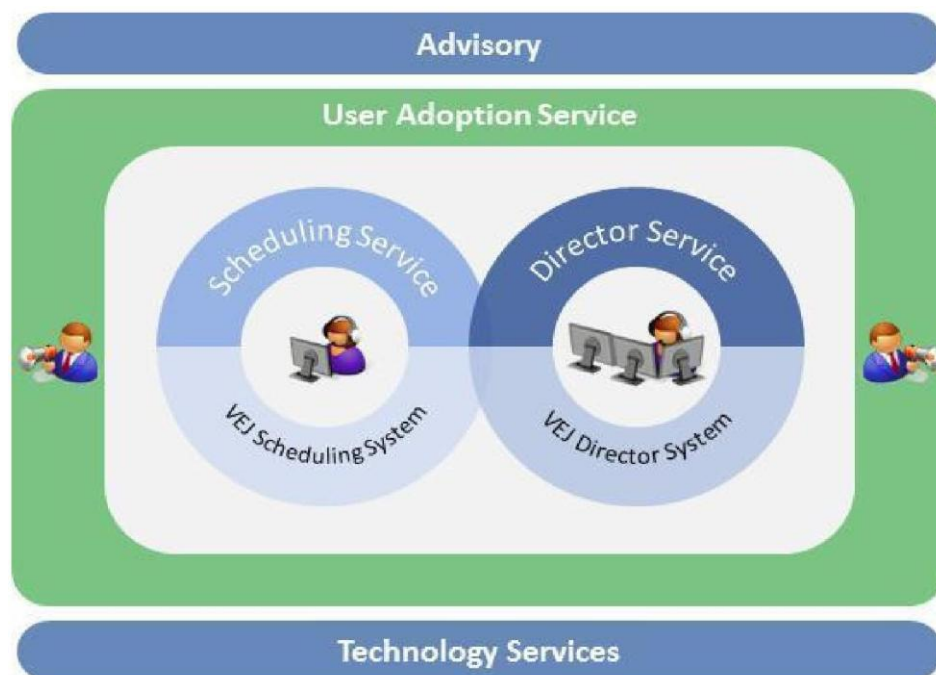


Figure 1: Video Enablement Capability

This service seeks to provide an end-to-end solution – from advisory to a fully managed service, which can be tailored to address your requirements and degree of maturity. The key features are:

- **Advisory services:** To analyse the appropriate technology investments to make, and where to use video within the business process to get improved benefit

- **Technology services:** Technical help in integrating video capability using the latest bridge technologies to be able to join different equipment seamlessly
- **Scheduling services:** A managed service for centrally scheduling the use of video equipment, monitors utilisation and balances demand
- **Director services:** A managed service for driving the video events themselves, from remote starting endpoints and 'keeping the lights on' to welcoming participants and engaging with the process itself
- **Change Enablement services:** Wrapping around the technology and services this function can help drive the channel shift out into the business by working directly with stakeholders and users to support them in adopting the technology.

2.0 Approach

Accenture has developed a structured approach to the enablement of video services based on an iterative service deployment and ITIL based service delivery model:

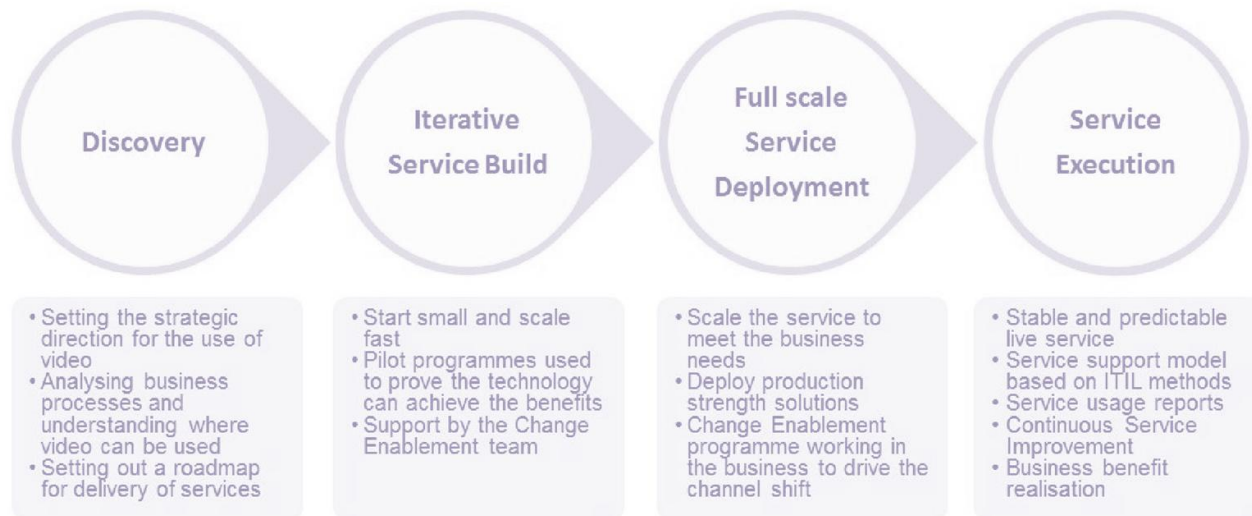


Figure 2: Approach to the Enablement of Video Service

Discovery

During the first phase our team will work with you to determine how video services can be used as a central tool in your day-to-day business operations and what potential savings can be made. They will also evaluate what, if any, existing investment has been made in video technology and make sure that this investment can be enhanced wherever possible in the long-term solution.

The output of this phase will be a roadmap for the delivery of the video services which will lay out how the service will be built, deployed and managed, and how the business will use the service to seek potential benefits.

Iterative Service Build

Whilst the activities of the service build phase depend on what is already in place, and what needs to be developed, our preference is to use iterative approaches to construct the service. We will use pilots and betas to prove that the technology works and get feedback from end users as early as possible to allow us to understand whether the service delivers what it should do and that it will achieve the predicted benefits.

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

Full Scale Service Deployment

Working directly with the business and using the feedback from Alpha and Beta pilots the full-scale deployment phase builds the service out to its intended capacity, and puts all the support processes and technology in place to assist the full deployment. These include:

Operational Testing

- Performance Testing
- Security and Business Continuity design and implementation
- Defining Service Management models
- Training materials and other support materials (e.g. desk aids)

Service Execution

Accenture has well established Business Process Outsourcing capabilities, and ITIL compliant Application Support and Maintenance processes which will combine to provide a service based upon the agreed specifications. During the live service operation, we can provide:

- Service Reporting
- SLA Management and Conformance
- Service Support functions – all tiers from front line support to Tier 3 service maintenance
- Business Continuity and Service Management
- Security management

3.0 Assets and Tools

Accenture have several technical and service assets and tools which can support this service:

- **Accenture Video Conferencing Bridge** – allows the connection of different types of video equipment together to participate in a single event, essential in getting the most from existing investments in technology and collaborating across different organisation boundaries
- **Accenture Collaboration Gateway** – facilitates integration between SaaS web conferencing technology (e.g. Cisco WebEx, Microsoft Live Meeting, IBM Lotus Live) with the heterogeneous network infrastructure on your premises (i.e. TelCo/Enterprise)
- **Knowledge Management Solutions** – pre-configured knowledge management applications which can support end-user training and user adoption activities, as well as provide autonomous resolution for common issues
- **Operational Maturity 2.0** - The Service Delivery Organisation (SDO) Maturity Framework provides a clear set of standards by which delivery process teams are measured to help ensure improved levels of efficiency and excellence

4.0 Expected Outcomes

Accenture Video Enablement Services have helped our customers to drive a significant channel shift to use virtual meeting environments resulting in a variety of beneficial outcomes including:

- Reducing the need for business travel
- Reducing the carbon footprint associated with travel
- Increasing utilisation of equipment and seeking much better return on investment
- Improving collaboration and joint-working between remotely located teams
- Increasing productivity by removing 'dead time'
- Increase staff satisfaction levels and work-life balance

Accenture UK teams have wholeheartedly adopted video conferencing technology and the use of our Video Enablement Services has assisted with a 25% reduction in travel and associated financial cost and CO2 emissions, whilst improving the work/life balance of our teams by reducing out of town travel and associated lost time.

5.0 Video Enabled Justice

The use of video technology within Criminal and Civil Justice is established policy. The potential benefits it brings are widely acknowledged and significant progress has been made from a legislative and regulatory perspective to put in place the rules necessary to facilitate the transition to video. However, this alone is not sufficient, as there are a number of complex barriers restricting the uptake of video. To enable successful implementation of VEJ, Accenture has tailored our Cloud Video Enablement Service to meet the needs of the justice system.

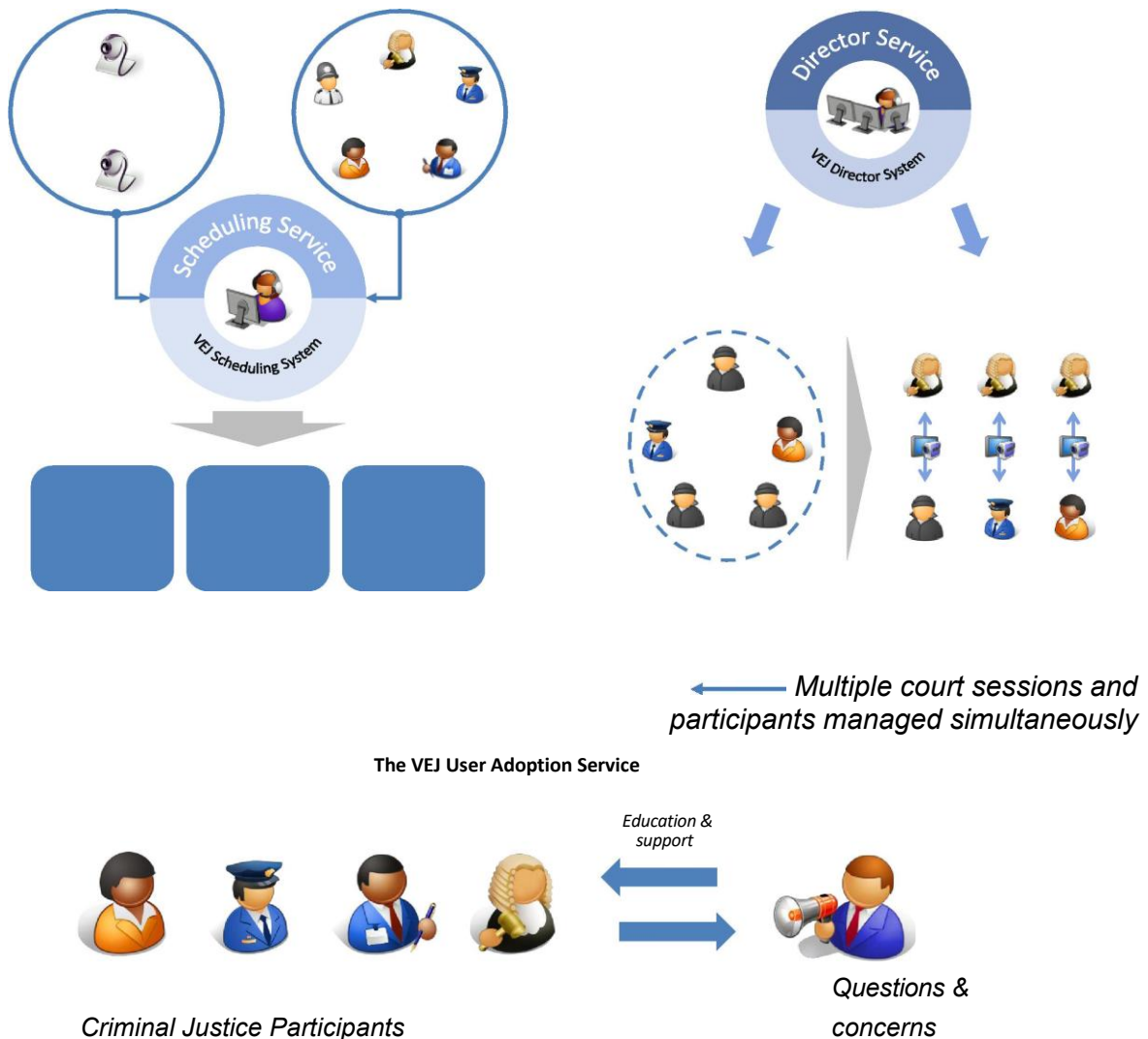


Figure 3: Video Enabled Justice

6.0 Pricing

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

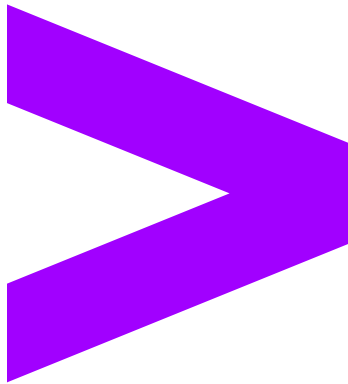
7.0 **Contacts**

Email: UK.TenderMonitoring@accenture.com

Telephone: +44 (0) 20 7844 4444

8.0 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.