



G-Cloud 15 Service Definition

Accenture Intelligent Workplace Services

Jan 2026


accenture

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1.0 Scope of our services

Organisations have yet to realise the benefits of fully connected and integrated offices, particularly in the wake of COVID-19. An Intelligent workplace can improve all elements of the environment from enhanced user experience to optimised operations, greater cost control and improved safety and security.

We offer a full spectrum of services from Intelligent Workplace advisory to enablement and managed services.



Figure 1: Accenture Intelligent Workplace

Our end-to-end approach encompasses all elements of the Intelligent Workplace lifecycle from ideation and conceptualisation through to defining a roadmap and approach and delivering both proprietary and vendor solutions.

Accenture offers the below strategy services in Intelligent Workplace:

Intelligent Workplace Advisory Work with construction design and planning teams to transform the workplace.	Chart digital journeys for each office persona. Ensure relevant towers purchase products and platforms that will enable the digital experience.
Workplace Experience Review Review how employees experience your current workplace	Understand today's challenges for consumers and operators of space. Identify how technology can increase operational efficiency, improve the experience and reduce operational costs

From a delivery and enablement perspective, Accenture offers the below services:

Digital Access	Replace the traditional badge with mobile apps or wearables
Location & Wayfinding Services	Guide workspace occupants and help locate people, places or services
Optimised Collaboration Spaces	Manage and monitor workspace remotely in real-time—keeping users productive
Workplace Information Services	Distribute information about workplace services, events, places and people across digital signage and mobile platforms
Intelligent Space Management & Analytics	Track, record and report on granular usage of space in real-time across the workspace
Mobile Concierge	Mobile app providing access to the most common services in the workplace

Guest Experience	Automate and streamline guest invitation, verification and check-in processes
Construction Management	End-to-end program management for all technology and digital aspects of workplace construction or renovation

2.0 Assets and Tools

Accenture has developed multiple proprietary applications and tools that leverage existing industry standard vendor solutions, providing a layer of orchestration at both the front and back-end as detailed in the diagram below:

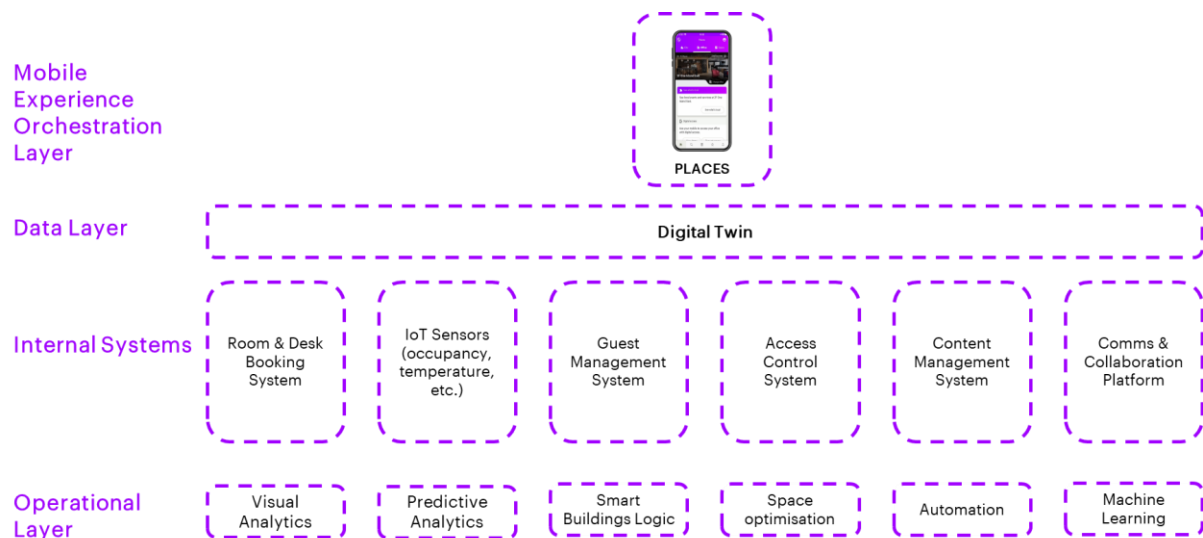


Figure 2: Front and Back End Orchestration

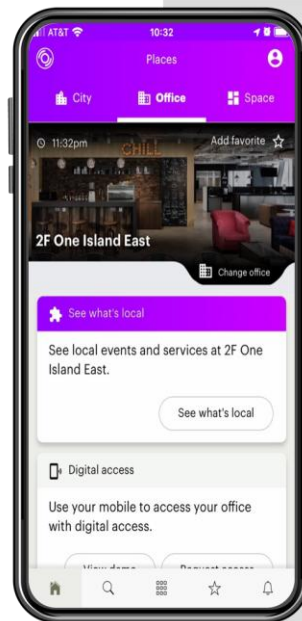
The strength of Accenture's solutions is in their ability to orchestrate and coordinate a diverse and disparate range of internal systems to enable a world-class user experience whilst aggregating data at the back-end to enable real-time analytics and predictive insight.

From a user experience perspective, Accenture has developed two key offerings in this space: the PLACES mobile application and our Interactive Signage Screen.

2.1. Places

MOBILE CONCIERGE

Integrated mobile application to support the most common workplace tasks employees and guests undertake in workplaces today.



- Book a Workspace
- Indoor Wayfinding
- Search for People
- Digital Access
- Rate My Space
- Request Help/Support
- See Local Events
- Local Transport Options

Figure 3: Mobile Concierge

The PLACES mobile application is built on Ionic and Cordova hybrid technology to enable rapid codebase changes and simple integration of new feature sets. The application can also be branded with respective colours, logos and fonts to ensure a streamlined and seamless experience between other enterprise apps. Available in both iOS and Android versions and compliant with both MDM and MAM protocols, PLACES can be swiftly deployed and integrated into a client's environment where it can start adding value through the below feature set:

Book a Workspace

This functionality allows for integration with industry leading space reservation systems, reserving and checking in space via a mobile app allows for an enhanced user experience and faster more efficient allocation of space. Enabling users to search for and check in space adhoc has been shown to increase meeting room utilisation by over 30% and improve real estate allocation

Indoor Wayfinding

Leveraging innovative Bluetooth low energy geofencing, the PLACES enables indoor blue-dot GPS navigation inside buildings to support traveling employees who are new to a site or do not visit frequently as well as large campus sites where locating specific rooms and desks can result in lost time and productivity. PLACES also ensures user data privacy is not violated and is compliant with GDPR. No location tracking is enabled on this phone and is only used to serve the user.

Search for People

Through integration with both a colleague directory system and the above mentioned location services engine, PLACES can enable users to search for colleagues and confirm if

they are present in a building. If so, and that user has opted in to sharing their location, the user can navigate to their colleague in real-time to help facilitate spontaneous interactions in the workplace and also simplify the issue of locating colleagues on large sites.

Digital Access

PLACES integrates with industry-standard HID mobile to allow the user's device to be used as a replacement for a physical access card. This leverages modern NFC mobile phone technology to allow users to always carry their badge with them. This can serve as a full badge replacement with downstream services such as follow-me printing and checking into meeting rooms enabled.

Additionally, PLACES also integrates with cutting-edge BLE Access Control Solution, Proxy. This allows a user to have truly frictionless access to their workplace with the option to enhance layers of security with biometric verification that is GDPR and data privacy compliant. This technology can also be used to trigger smart experiences in the office (see below for Interactive Signage Screens).

Rate My Space

PLACES facilitates improved interaction with workplace and facilities management when it comes to providing feedback on office space. Simple push notifications in the app increase the likelihood of users providing feedback over email surveys. This data can then be used to inform facilities management processes and schedules to ensure the operational uptime of the office.

Request Help/ Support

Through integration with Service Now and other popular service management applications, PLACES allows users to raise tickets to respective teams faster than through a web portal. This can help local technology and workplace teams' triage and resolve issues faster than before resulting in reduced TTR (time to resolve).

See Local Events

Leveraging either an existing enterprise content management system or one that can be provided by Accenture, PLACES allows users to better interact and derive value from their respective workplace. Understanding what local events are available to attend in the building, recommendations for lunch and for traveling employees – what to do in the city; PLACES becomes an invaluable tool that enhances the visit to the office and ensures employees are leveraging all the potential opportunities for engagement.

Local Transport Options

Through integration with Apple Maps and Google Maps (iOS and Android respectively), PLACES can provide the recommended optimal route for arriving at the office, no matter where the employee is. This can save valuable time when having to search for an office address. PLACES comes with all enterprise addresses hard coded into the mapping system.

2.2. Interactive Signage

INTERACTIVE SIGNAGE SCREENS

Digital platform to distribute context relevant information about workplace services, events, places and people across digital signage and mobile platforms.

Display Panels That Know

Who you are

What's happening relevant to you

How to get where you need to be next

If your closest collaborators are in the building
& where to find them

Where to find and reserve the best place to work

What's for lunch, and much more...

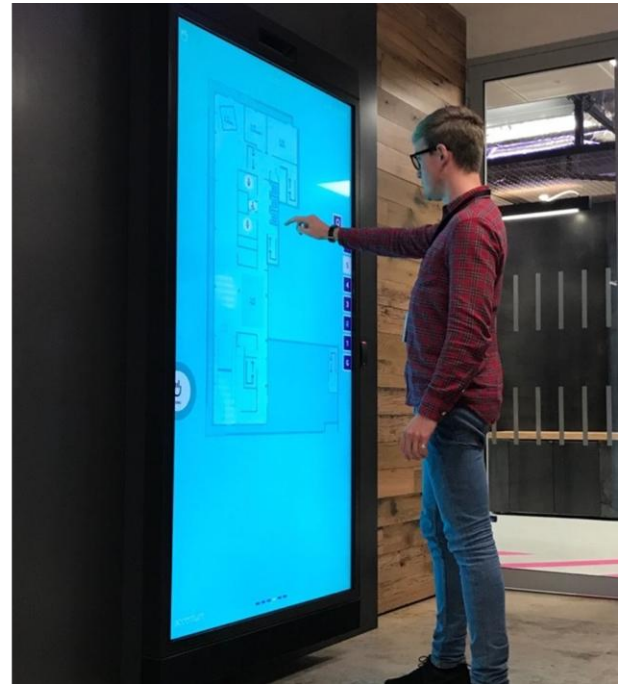


Figure 4: Interactive Signage Screens

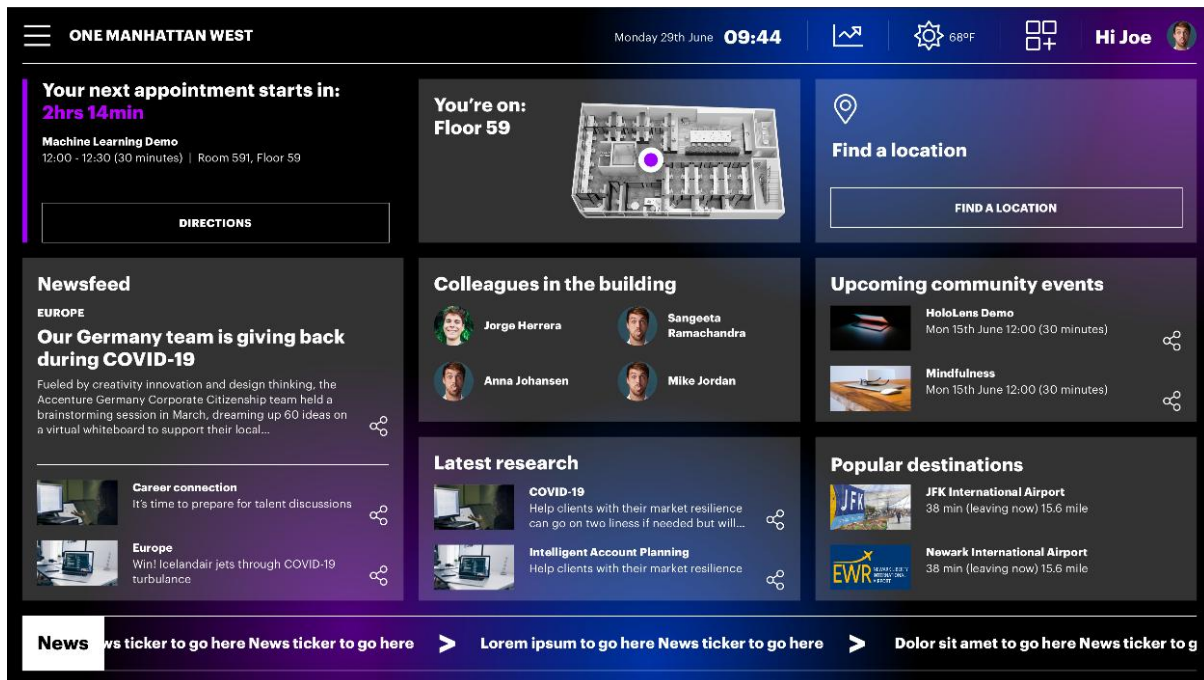


Figure 5: Example Portal

Accenture's Interactive signage screens leverage cutting-edge BLE geofencing technology for seamless sign-on; simply walk up to a screen, it authenticates the user and prompts them to tap to login. Once in the application, users can navigate using touch controls to view the below information:

- Calendar and workspace reservation details
- Location services
- Identify and navigate to different facilities/ areas that have been reserved
- Identify which of your closest colleagues are in the building
- Contextual travel information to and from the workplace
- Broadcast of the latest world news and company news in a live feed
- Ability to view and register for upcoming events in the workplace
- Ability to view areas of interest in proximity to the workplace (lunch recommendations as upvoted by colleagues, best coffee places, average queue time at the internal cafeteria)

Accenture's Interactive signage screen can work with any digital display, preferably with touch capability and is easily integrated into existing corporate systems such as content management system, colleague directory, etc. Each screen can be rapidly customised to provide contextual information on the respective floor and building.

2.3. Digital Twin Workplace Management Platform

Accenture's Digital Twin Workplace Management Platform is a cutting-edge data aggregation and orchestration platform that connects disparate and varied data across multiple sources including (but not limited to):

- Access Control.
- Wi-Fi.
- IoT Sensors (occupancy, environment).
- Visitor Management.
- Office productivity suite (O365, G Suite).
- Unified Comms system.
- Service Management system.
- Building Management System.

WORKPLACE OPERATIONS

GAIN INSIGHT AND INFORMATION

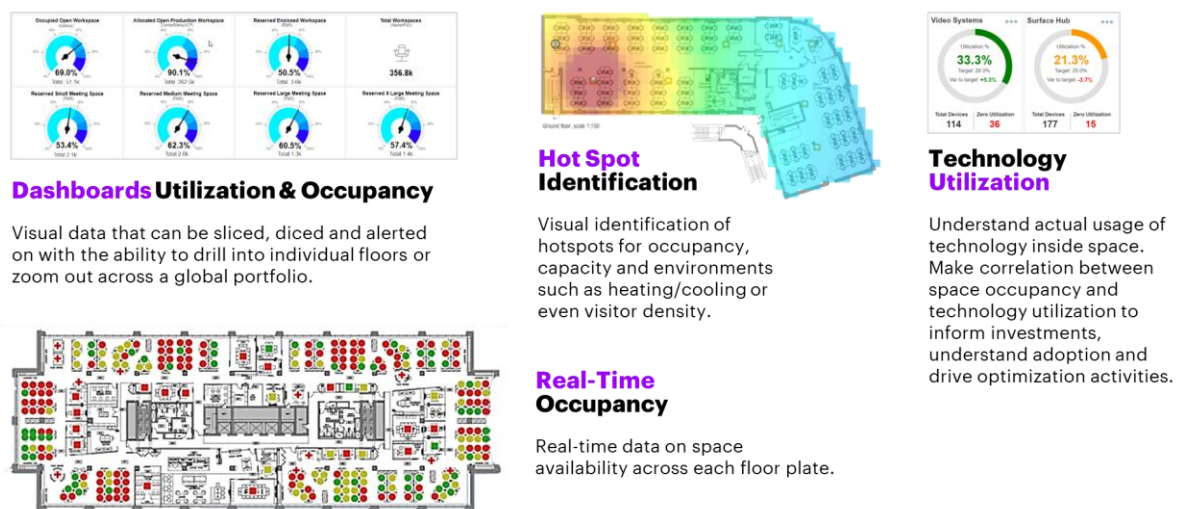


Figure 6: Workplace Operations Dashboard

Through connecting these various data inputs and translating them to a common data model, Digital Twin is then able to provide new insight into building operations and automate various system through its open API framework, allowing for the creation of truly intelligent, spatially aware buildings. The key features of the Digital Twin are detailed below:

Space Management

Leveraging IoT sensor data, the Digital Twin is able to present a view of space utilisation across an estate. Combined with computational modeling, optimal floor layouts can be generated to reduce real estate requirements and minimise waste

Occupancy Management

Data from PIR sensors, APs and people counters can provide a real-time view of occupancy within a building. Predictive modelling can not only allow a facilities team to better resource but also enable the optimisation of the cleaning schedule and improved resource management of the canteen.

Lifecycle Management

A Digital Twin allows simple and intuitive capture of all aspects of a building across its lifecycle: architectural designs, warranties, user guides. These can then be easily accessed by building managers

Environment Management

Through the use of IoT sensors, a Digital Twin can track real-time environmental data such as temperature, light sensitivity and air quality. In conjunction with occupancy analytics, this can paint a powerful picture for facilities managers as to the impact the environment has on its occupants

Scenario Planning

Realistic modelling of a building allows for more accurate simulations of events from emergency evacuations to floorplan redesigns. This can all be achieved with minimal cost and effort through a highly configurable, virtual replica of the building

Service Management

If the building has a service issue, technicians are able to use the Digital Twin to easily view a 3D model of the building, enlarging/ rotating as required in order to understand the issue. They would then be able to access the system's specifications, operating history and maintenance records to expedite the troubleshooting process

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3.0 Pricing

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

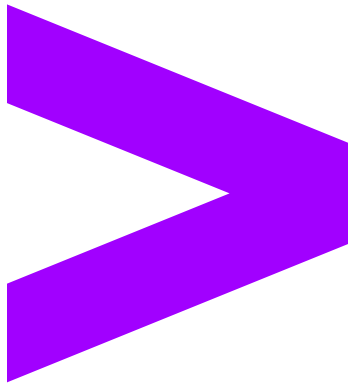
4.0 **Contacts**

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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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