



G-Cloud 15 Service Definition

**Accenture Technology Consulting in a Digital
World**

Jan 2026

accenture

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1.0 Scope of our services

These services include technology consulting and advisory services to enable Public Sector organisations to better define and align their technology roadmap to meet rapidly changing business needs. All of these services can be deployed in Cloud, non-Cloud and multi-Cloud environments.

Example of our technology consulting services include:

- System Transformation & Population Health Roadmaps for a Provider / ICS / STP / LHCR – delivery of a collaborative roadmap to be designed and agreed with all stakeholders.
- Business Intelligence Services (incl Simulation Models to plan new services) for a Provider / ICS / STP / LHCR – delivery of the descriptive analytics and predictive analytics to support the design of new models of care
- Population Health & Integrated Care Service Design (incl cost models) for an ICS / STP / LHCR – delivery of the design of population-based health care delivery models, including the creation of digital pathways which empower patients and staff
- Population Health & Integrated Care Transformation & Programme Management for an ICS / STP / LHCR – delivery of complex programmes across a region including successful change management to support programme objectives.
- CIO and CCIO Advisory – enabling CIOs and CCIOs to understand and exploit new technology services and innovations
- Building and executing Digital Strategies (shown in more detail in section 4)
- Interoperability between existing systems and newer Digital/Cloud implementations using advanced middleware or more traditional methods such as HL7 (V2, V3 or FHIR)
- Enterprise Collaboration – working across organisation and geographical boundaries to generate efficiencies in the workplace
- Medical and Document Imaging – converting inefficient and costly paper-based operations through the use of digitisation and workflow
- Application Portfolio Optimisation – assessing how an existing legacy estate of applications and services can be transformed using leading edge technology
- Back-Office Transformation – increasing efficiency and reducing costs in administration processes
- Digital – leveraging New technologies to understand and exploit the digital business world – for example through the use of Analytics to generate a deeper understanding of your customers

As an example – Accenture is helping healthcare organisations develop their Sustainability, Transformation and Partnership (STP) plans and goals by focusing on three key areas of Strategy, Management Consulting and Technology Consulting as can be seen in the diagram below:

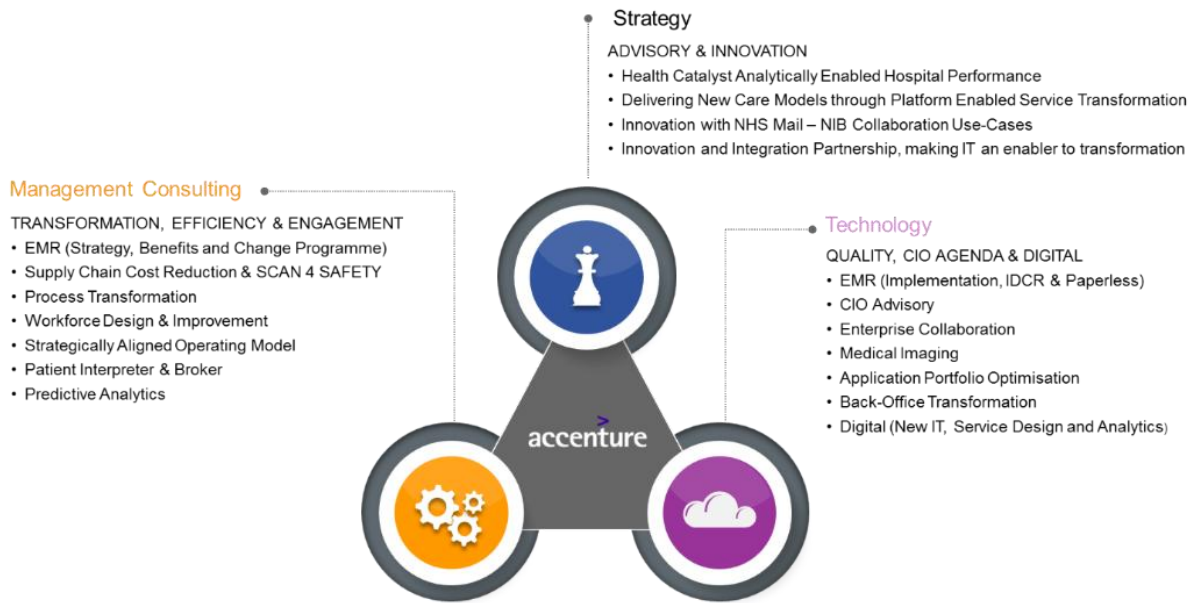


Figure 1: Accenture Technology Consulting Services

2.0 Our Approach

Accenture's proven FORM approach provides a structured business-led approach to define the strategic direction and opportunities for using information, digital solution and technology to improve the business capabilities required to realise the business goals and objectives. We take a systems approach to ensure a seamless transition from strategy to delivery with alignment between the business, technology and governance domains. Key features of our approach include:

1. Clear business ownership through stakeholder engagement and communication
2. Focus on enabling transformation of the critical capabilities to improve the bottom line performance whilst maintaining current business-as-usual activities
3. Business not technology driven - we are driven by the needs of the business and not technology with engagement from relevant stakeholders
4. A holistic perspective to align business and technology domains that improve business capabilities not solely on technology solutions
5. Clear description of the enterprise's future state and enable its evolution with robust support to prepare and implement changes
6. Benefits tracking to ensure ROI through improvement to the bottom-line.

Our proven FORM transformation approach covers the full lifecycle of digital transformation from vision to transitioning to business-usual activities. We recognise that no one size fits all. _Form_ gives you the freedom to use all the tools and assets we've built to date, while embracing new ways of working with clients like design thinking, data analytics and agile.

01 - Defining a digital strategy and operating model

- Starts with the business roadmap and identifies Business (Financial and Operational) objectives and mapping them to Digital Drivers and Innovations.
- Carry out a digital diagnostic to assess governance, technology and platforms, organisation and culture
- Consider the needs of users in context of business objectives, using business transactional workflows to understand and plan changes
- Define High level mapping between Business Capabilities and Digital Enablers to create specifications, solution options and roadmaps
- Based on business priorities, identify the optimum sequencing of investments to give biggest Digital 'bang for buck'
- Start to build a detailed operating model, roadmap and plans for delivery of the desired Digital Outcomes
- Build the Agile teams, skills, culture and develop MVP (minimum viable product) solutions or proofs of concept to begin the digital journey
- Deliver programme, enable transformation, achieve outcomes and measure benefits

02 – Assessment of digital maturity

An assessment of an organisation's digital maturity provides a platform for moving forwards and allows priority areas to be identified and given the correct focus – such an assessment consists of evaluating the organisation against a range of capabilities and sub-capabilities.

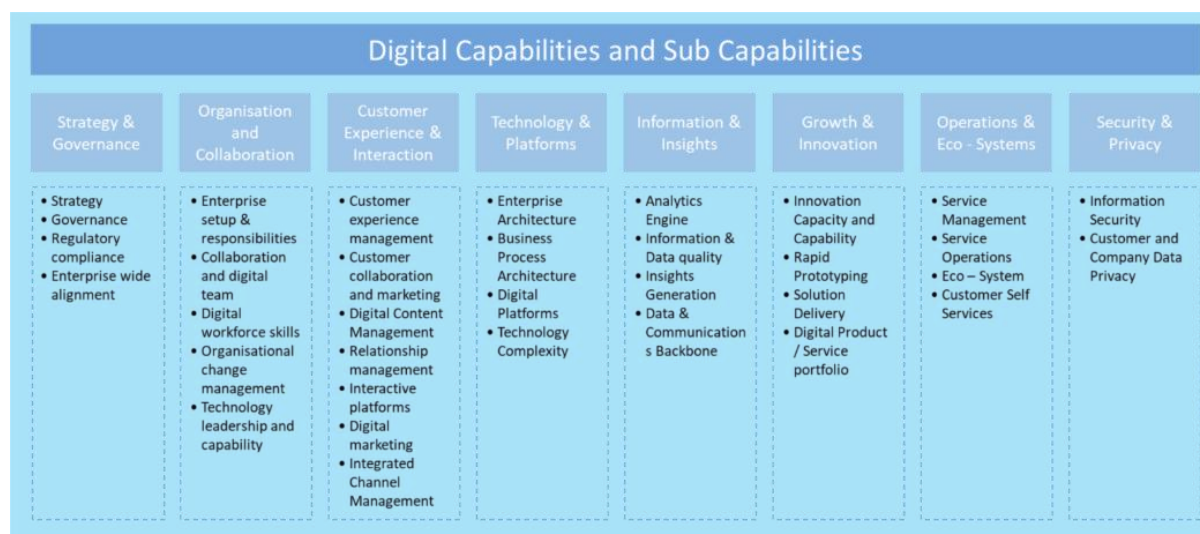


Figure 2: Digital Capabilities

For each set of capability criteria, organisations are ranked from lowest (non-existent) through to highest (leading practice) to build a complete picture of the maturity of the organisation.

03 – Systems and interoperability options

Through a 4-step process, the organisation's requirements for systems interoperability are assessed to determine what potential options can be followed to support the digital strategy. These steps are:

Stakeholder engagement – to understand the specific needs, constraints and organisational drivers underpinning the organisation's business strategy.

Scope and requirements – looking across business and technology domains, what are the primary requirements driving business change.

Vendor analysis – what are the candidate solutions and vendors to deliver the organisation's digital strategy, ranked against an agreed set of criteria.

Options assessment – based on the organisation's priorities and the requirements of stakeholders, mapped against the vendor analysis, what options are available to enable the organisation to move ahead with a digital strategy.

04 - Building Digital Methods, Teams and Tools

Digital transformation is often considered synonymous with Agile teams and methods. The model is used widely in software development, but a number of the characteristics can be useful in driving changes that apply to the wider Enterprise Architecture (People, Processes, Organisations and Information) as well as Technology:

- Multiple parallel teams delivering changes with a shared vision and consistent structure, techniques and governance
- Multidisciplinary teams that surround a problem or objective (scrum) and are encouraged to work collaboratively within the team and with other supporting or affected stakeholders
- Teams will cover all aspects of delivery of transformation from technology, through change management, to policies and information governance
- Frequent, regular and focused meetings to keep momentum and to keep people informed
- Rapid implementation (sprint) of minimum viable changes to achieve benefits more quickly
- Delivery of the minimum viable changes in a pilot or trial mode (alpha / beta) to get rapid engagement and feedback from future users
- Embedded disciplines for iteration to refine and build upon solutions once initial feedback is collated and benefits are proven
- User centred design processes and thinking – to engage users early in the process and ensure that delivered solutions are convenient / easy
- Recognition of the importance of overall Enterprise Architecture – to think about how each change or project will contribute to the overall Target State for People, Organisation, Process, Information and Technology.
- Fits well with programme portfolio management – scalable transformation team stood-up while change is being delivered, with hand-over to normal operations as quickly as practical.

05 – Developing Digital Culture & Skills

When building a digital organisation, creating a digital workforce is fundamental. We need to consider:

- **What work is performed** - Digital technology enriches and radically augments work and processes
- **Who** performs the work and the employee experience - Digital democratises the workforce
- **How** work is organised - Digital breaks us free from traditional, rigidly defined jobs and the organisation of work
- **How** we lead and the way we work - Digital leaders orchestrate networks, encourage experimentation, and integrate diverse talent

The approach then builds on these considerations to embed digital workforce behaviours and capabilities using key levers

- Digital diagnostics
- Leadership activation
- Shifting behaviours and mind-sets
- Changing hardware
- Change enablement and tracking

3.0 Assets and Tools

Method One Overview

Method One is Accenture's integrated shared methodology designed to unify and streamline the various approaches and methodologies previously used within the organization. It evolves and replaces all former Accenture methodologies into a single, cohesive framework, enabling practitioners to deliver their best work consistently. The framework is inspired by the versatility of Lego, allowing for the creation of transformative client solutions through interchangeable methods and deliverables.

Key Components of Method One

The Method One framework consists of five key components:

- **Method:** A set of high-level activities guiding the creation of logically related deliverables to achieve specific outcomes.
- **Deliverable:** The desired output produced by executing a specific set of tasks.
- **Standard Approach:** A predefined sequence of methods designed to address specific client challenges, including a roadmap, outcomes, technology options, and roles of client stakeholders.
- **Techniques:** Detailed guidance that supports the execution of deliverable steps, which are modular and adaptable across multiple deliverables.
- **Reference Standard:** Internal or external standards recommended by Accenture to create standard-focused deliverables.

Accessing Method One

Method One content is accessible through the Method One Library and the Method One Virtual Assistant, allowing practitioners to explore a comprehensive collection of methods, deliverables, and techniques tailored to their needs.

Development and Governance

All content within Method One has been developed by Accenture experts and is subject to a robust governance process to ensure it reflects the latest best practices and continuous improvement opportunities.

4.0 Expected Outcomes

Our proven approach has helped numerous health organisations / regions leverage the ‘power’ of technology solutions to improve their operating model at scale and pace with alignment across governance, culture, staff and staffing, location of work, processes, information flows and digital solutions.

We support organisation towards the goals of the NHS Five Year Forward View, and the effort to create Integrated Care Systems and adopt Population Health and Care Management approaches. Furthermore, our solutions and consulting services accelerate the journey to achieve the NHS triple-aim, that is:

- Improved health and wellbeing through proactive identification and management of citizen or patient needs, and engagement in their own care.
- Transformed quality of care delivery through better use of data, more integrated services, and ensuring highly skilled healthcare workers are free to focus on valuable interactions.
- Sustainable finances through moving interactions from high cost, high skill locations and professionals to more efficient settings, automation or self-service for direct care and improving efficiency for non-care shared services.

We support organisations successfully adopt the principles of value-based care through turning insights and new care models into actionable care management protocols, and bringing the clinicians, the wider workforce, patients and their carers along with the change process. Changing human behaviour delivers outcomes, systems and data inform the changes.

5.0 Pricing

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

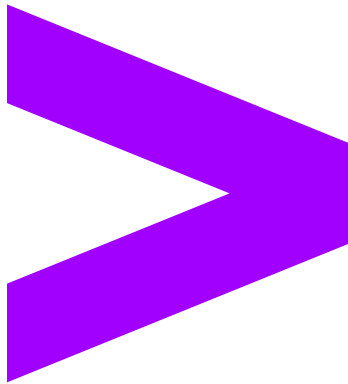
6.0 **Contacts**

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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



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