



G-Cloud 15 Service Definition

**Accenture Application Design, Development &
Support Services**

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accenture

Contents

1.0	Scope of our services	1
2.0	Approach.....	2
3.0	Assets and Tools.....	3
4.0	Pricing	4
5.0	Contacts.....	5
6.0	About Accenture.....	6

1.0 Scope of our services

This document describes Accenture's Cloud application Design, Development & Support Services, and should be read in conjunction with the associated G-Cloud 13 Services documentation.

Accenture provides services relating to Application Design, Development (including Implementation) and Support which seek to utilise cloud infrastructure and hosting. These services include:

1. **Discovery:** scoping and launching application delivery programmes by conducting investigatory research across technical landscape, journey exploration and requirements gathering
2. **Business case support:** defining or evaluating the business case for an application project or programme, planning the benefits realisation roadmap and assessing progress against committed programme objectives
3. **Creation of cloud strategy and architecture:** delivering fit for purpose modern engineering practices such as cloud strategy and architecture, enabling compliant application delivery that is efficient and cost effective
4. **User centric design:** application design with user-centricity at its core, ensuring business case is met through application adoption and uptake by users
5. **Agile cloud-focused full stack development:** application delivery across back, middle and front end with a focus on moving to cloud technologies to assist with automated deployment
6. **Application support & maintenance:** flexible models post deployment for efficient feature development and bug fixing.
7. **Programme and delivery management:** managing the delivery of projects and programmes in alignment with delivery methodology (e.g. Agile). This extends to include resource management, communication management, compliance management, quality management, configuration management, stakeholder management and risk and issue management
8. **Governance model and process definition:** defining a model and processes for governing the delivery of a project or programme against its agreed parameters and establishing detailed ways of working for programme delivery
9. **Change impact assessment and change delivery management:** The holistic impacting of change impacts across an organisation, including in an agile organisation, from the project / programme and delivery of change interventions to enable project success
10. **Migration of legacy applications to cloud infrastructure:** working with clients' technology teams to move applications away from monolithic and legacy infrastructure onto modern versions
11. **Application content production and digital communication production and management:** industry expertise in creation of bespoke application content across language, imagery and video. Demonstrable history of production and management of marketing communication material across all channels, for multiple purposes.

2.0 Approach

Accenture is experienced in leading and delivering complex applications across large organisations and their ecosystem and can bring a vast range of capabilities including Strategy, Digital, Technology and deep industry expertise.

Accenture application delivery services are based on Accenture's tried and tested methodology for delivering applications to our clients and underpins our track record of working with 97% of our top 100 clients for more than 10 years. Accenture has multiple capabilities within its network to deliver applications, including custom, bespoke application delivery centers such as Karmarama. Central to our ways of working are being innovative, working collectively, iteration and working to a shared purpose across the lifecycle of an application.

The diagram below shows how a typical application delivery Programme would run:

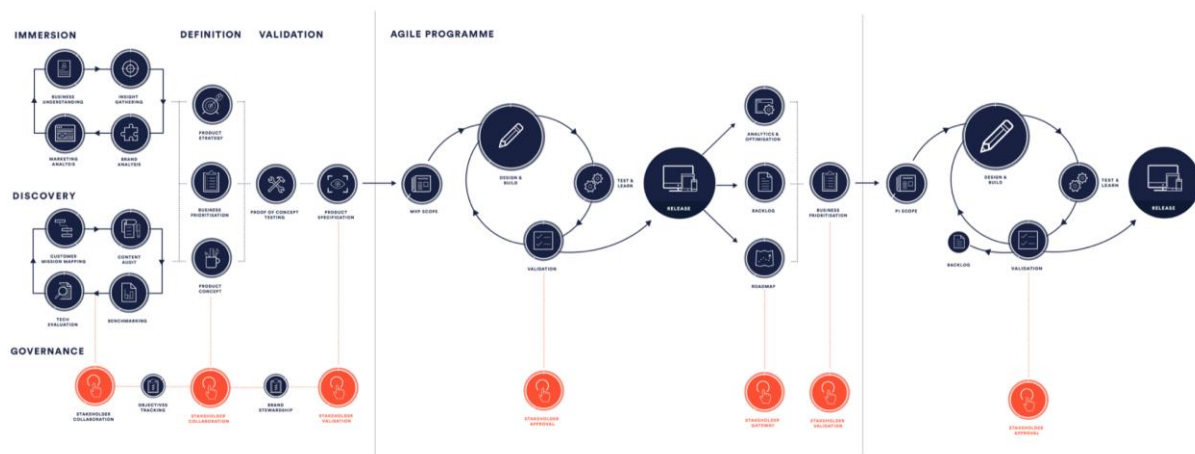


Figure 1: Typical Programme Delivery

Immersion and discovery: Conducting and analysing research into the client across the business or organisation, gathering insights and data points. Conducting technical analyses, customer research and benchmarking activities.

Definition and validation: Aligning on a north star vision, conducting business prioritisation exercises and emerging with a product strategy. Creation of proof of testing for early customer validation to drive a product specification.

Agile Delivery: Working through the product backlog to create an MVP. Move through test and learn cycles to iterate before deployment and release. Using data, customer insight and customer validation to drive backlog refinement and feature development of further releases.

3.0 Assets and Tools

Accenture has several application development assets, tools and established methodologies for delivery of these services which underpin our approach. Accenture application development can be tailored in each case, working collaboratively with client teams within the specific context of a project or Programme. Accenture bring specific tools and assets including;

- Proven and compliant success of hosting on Rackspace, both within Accenture and for successful delivery of applications on Rackspace
 - Supported by DIO on the Accenture side with various security scans and recommendations to conform to
- Experience of using IIS for serving applications and sites, as well as API delivery and content.
- SQL Server used for database persistence
- Umbraco
- .Net core
- Demonstrable experience in delivering applications on bespoke and suitable platforms
 - Static websites
 - Progressive web apps
 - Native mobile applications across iOS and Android
- Modern engineering tooling – utilising the most efficient suite of products including Jira, Confluence, Bitbucket, Jenkins and TFS

4.0 Pricing

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

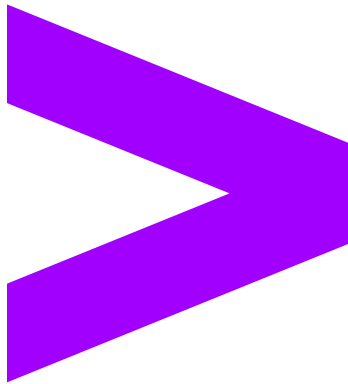
5.0 **Contacts**

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6.0 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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