Agenda

• Accenture Introduction

• Cloud Introduction

• Cloud Solutions

• Cloud Ideas

• Applicability to Customs
Accenture’s Global Customs & Revenue Footprint

Canada Revenue Agency

USA
- Internal Revenue Service
- Arizona
- California
- Colorado
- Connecticut
- Detroit
- Florida
- Georgia
- Illinois
- Indiana
- Kansas
- Maine
- Maryland
- Massachusetts
- Montana

Norway Taxation Agency (SkatteDirektorat)

Belgium Ministry of Finance

UK HM Revenue & Customs

Ireland: Office of The Revenue Commissioners

Netherlands

France DGI

Spain Local Government Taxation

Portugal: Tax and Treasury Department of the Ministry of Finance

Sweden Revenue (Riksskattverket)

Finland National Board of Taxes

Germany Ministry of Finance (BMF)

Greece Ministry of Finance

Canada Revenue Agency

China
- Shenzhen State Tax
- Guangdong State Tax
- Guangzhou State Tax

Korea National Tax Office

Japan National Tax Agency
Tokyo Metro. Govt. Tax Bureau

Philippines Bureau of Internal Revenue

Vietnam GDT

Malaysia Inland Revenue Board

Inland Revenue Authority of Singapore

Botswana Unified Revenue Service

Brazil Local Government Taxation

Australia Taxation Office

Western Australia State Taxation Department

New South Wales Office of State Revenue

New Zealand Inland Revenue Department
What is Cloud computing?

Cloud Computing is a collection of network hosted services accessible from anywhere.

Attributes

• Services are sourced via networks and are housed “somewhere else”

• Services are elastic

• Reliability and scalability logic remain hidden

• These services are programmatically controlled on-demand

• Charges are consumption based – no upfront investment
## Four basic types of cloud services

<table>
<thead>
<tr>
<th>Traditional solutions</th>
<th>Cloud solutions</th>
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<tbody>
<tr>
<td>BPO offerings from Accenture or similar</td>
<td>Business Process Clouds</td>
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<tr>
<td>ERP apps</td>
<td>Application Clouds (SaaS)</td>
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<tr>
<td>MS Office/Exchange</td>
<td>Platform Clouds (PaaS)</td>
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<tr>
<td>Windows/.NET</td>
<td>Infrastructure Clouds (IaaS)</td>
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<tr>
<td>Linux/Solaris</td>
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<tr>
<td>J2EE</td>
<td>Buying computing time</td>
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<td>Buying hardware</td>
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### Business Process Clouds
- Standardized horizontal or vertical business processes provided on a subscription basis to individual clients or industries

### Application Clouds (SaaS)
- Business applications provided on a subscription basis

### Platform Clouds (PaaS)
- Virtualized development and run time platform

### Infrastructure Clouds (IaaS)
- Raw" infrastructure (CPU, memory, storage, network) available on an as-needed basis in public or private clouds

- **Navitaire Analytics**
- **Salesforce.com**
- **Workday**
- **Oracle on Demand**
- **Google Apps**
- **Microsoft Dynamic CRM**
- **Force.com**
- **Windows Azure**
- **Google Apps Engine**
- **Amazon EC2**
- **vCloud**
- **IBM Blue Cloud**
Analytics as a Service
Large National Insurer

Why Was This The Right Option For The Client?
1. **Speed to Delivery**: deliver the solution quickly to enable rapid response to growing rates of fraud.
2. **Resource Constraints**: avoid a large-scale project that would lean on already scarce resources.
3. **Recruitment Constraints**: alleviate internal recruiting constraints.
4. **Limited Expertise**: gain access to global experience in insurance fraud management.

How Will This Work?

What Are The Expected Benefits?
- The solution is expected to deliver approximately 1% **reduction in motor claims costs** through effective identification and management of fraudulent claims.
Software as a Service
Collaborative Border Management

• Software as a Service - Processing of Immigration, Customs and Police data in a shared process

• Required Agency data consolidated into a single Traveller card

• Integrated Risk Engine for effective border management

• Common Data set providing accurate data shared across agencies

• Quicker Traveller Processing Time
What are clients doing with their existing applications?

<table>
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<tr>
<th>Activity</th>
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<tbody>
<tr>
<td>Mail and Collaboration Systems Migration to cloud</td>
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<tr>
<td>Web based / Content rich applications (especially extranet)</td>
</tr>
<tr>
<td>CRM &amp; ERP type application migration to SaaS solutions</td>
</tr>
<tr>
<td>Legacy Microsoft applications to Azure</td>
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<tr>
<td>Downsizing Cobol on-line and batch systems to private cloud</td>
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</tbody>
</table>
IaaS – Different Solutions Being Adopted to Match Requirements….

Flexible and Agile IT Service Orchestration & Provisioning
Cloud Computing: What to Consider

Criticality of the Solution

Sensitivity of the Data

Risk Profile and Service Tier Increase

- HR Data
- Sales Data
- Dev/Test
- Training
- Lite Disaster Recovery
- Reward/Loyalty Programs
- Payroll Data
- Financial Data
- HIPPA Compliant Data

Bronze

Silver

Gold

Platinum
Cloud Enterprise Services

Our integrated cloud services framework aggregates core functions including service provisioning, automated workflows, monitoring, and metering...across IT services.

- Single “pane of glass” storefront with scalable service catalog
- Standardized services framework for delivery
- Orchestration of multi-sourced services
# Accenture’s Cloud solutions

<table>
<thead>
<tr>
<th>Cloud Solution</th>
<th>Benefits</th>
<th>Accenture capabilities</th>
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<tbody>
<tr>
<td><strong>Cloud Strategy</strong></td>
<td>• Clear, costed plan and priorities going forward.</td>
<td>• Industry knowledge and points of view</td>
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<tr>
<td></td>
<td></td>
<td>• IT strategy experience</td>
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<td>• Security expertise</td>
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<tr>
<td><strong>SaaS Implementation</strong></td>
<td>• Avoid costly integration issues.</td>
<td>• Cloud Application Factory</td>
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<tr>
<td></td>
<td>• Integrate with existing applications.</td>
<td>• SaaS Business Solution Suite; Partnerships (e.g. Oracle, salesforce.com, Workday, Netsuite)</td>
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<tr>
<td></td>
<td>• Rapid deployment (50% faster)</td>
<td></td>
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<tr>
<td><strong>Application Development &amp; Management</strong></td>
<td>• Rapid development (live in 2-3 months)</td>
<td>• Cloud Application Factory;</td>
</tr>
<tr>
<td></td>
<td>• 25% of traditional implementation cost.</td>
<td>• Partnerships (i.e. Force, Google Apps, MS Azure)</td>
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<tr>
<td></td>
<td></td>
<td>• Accenture Cloud Computing Suite</td>
</tr>
<tr>
<td><strong>Application Replatform &amp; Simplification</strong></td>
<td>• Streamlined application portfolio.</td>
<td>• Cloud Factory;</td>
</tr>
<tr>
<td></td>
<td>• Cloud infrastructure benefits.</td>
<td>• Accenture Cloud Computing Suite (assessment and accelerators)</td>
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<tr>
<td></td>
<td>• Reduce support costs by 40%.</td>
<td>• Application development and management experience</td>
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<td>• Lower TCO</td>
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<tr>
<td><strong>Private Cloud. Public Cloud Integration.</strong></td>
<td>• 40%+ infrastructure cost reduction.</td>
<td>• Partnerships (e.g. Microsoft BPOS, Amazon)</td>
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<tr>
<td>Managed Services</td>
<td></td>
<td>• Security expertise</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Accenture Cloud Computing Suite</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Infrastructure transformation and run experience</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Cloud enterprise services</td>
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</tbody>
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