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accenture

*High performance. Delivered.*

**WCO IT Conference, Seattle**

**12 May 2011**

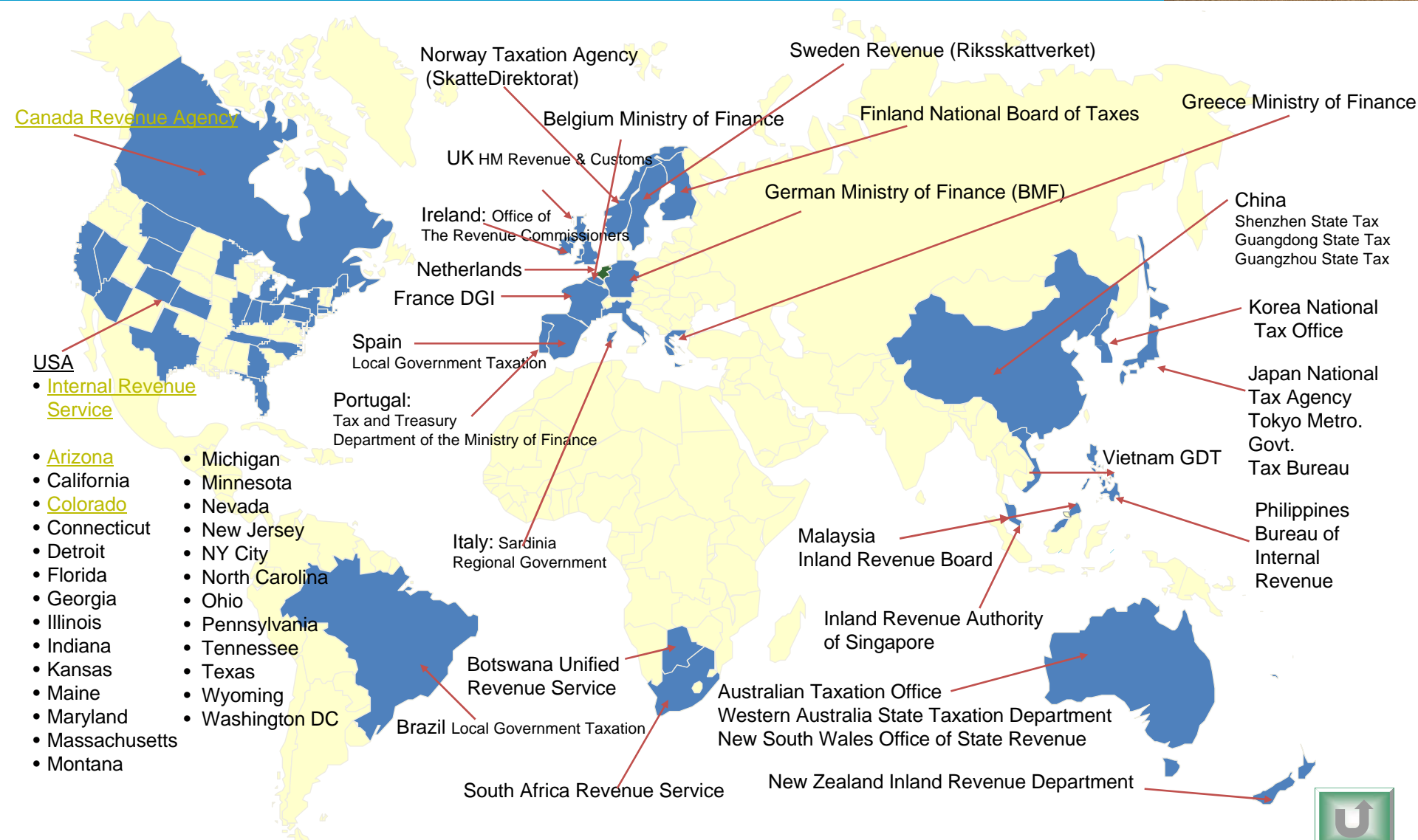


# Agenda

- Accenture Introduction
- Cloud Introduction
- Cloud Solutions
- Cloud Ideas
- Applicability to Customs



# Accenture's Global Customs & Revenue Footprint



# 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

## Traditional solutions

BPO offerings from  
Accenture or similar

ERP apps  
MS Office/Exchange

Windows/.NET  
Linux/Solaris  
J2EE

Buying hardware

### 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

## Cloud solutions

Navitaire  
Analytics

Salesforce.com  
Workday  
Oracle on Demand  
Google Apps  
Microsoft Dynamic CRM

Force.com  
Windows Azure  
Google Apps Engine

Buying computing time  
Amazon EC2  
vCloud  
IBM Blue Cloud

# Analytics as a Service

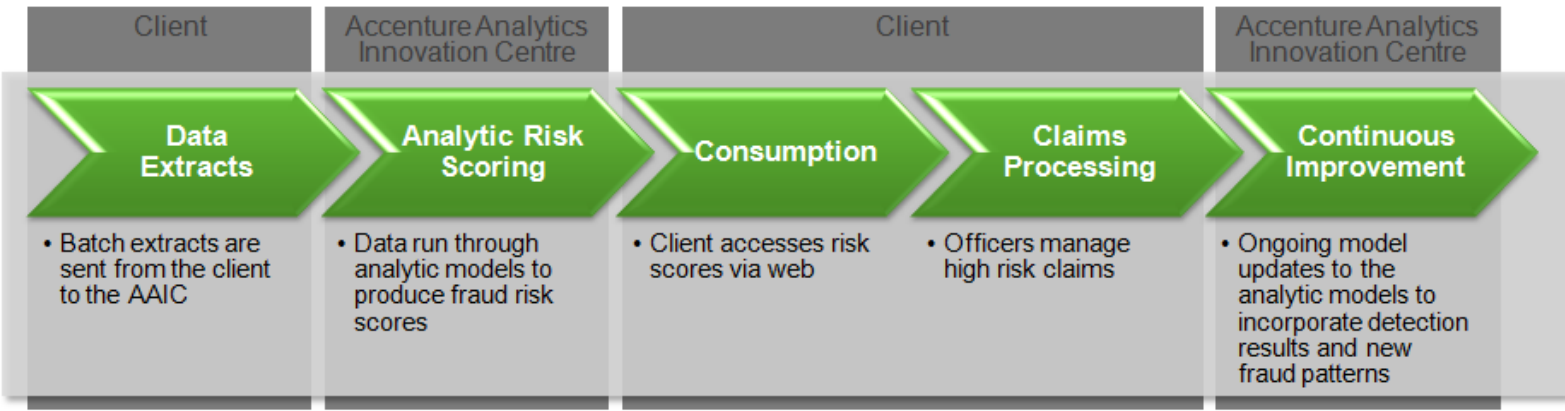
## Large National Insurer



### 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?

Mail and Collaboration Systems Migration to cloud

Web based / Content rich applications (especially extranet)

CRM & ERP type application migration to SaaS solutions

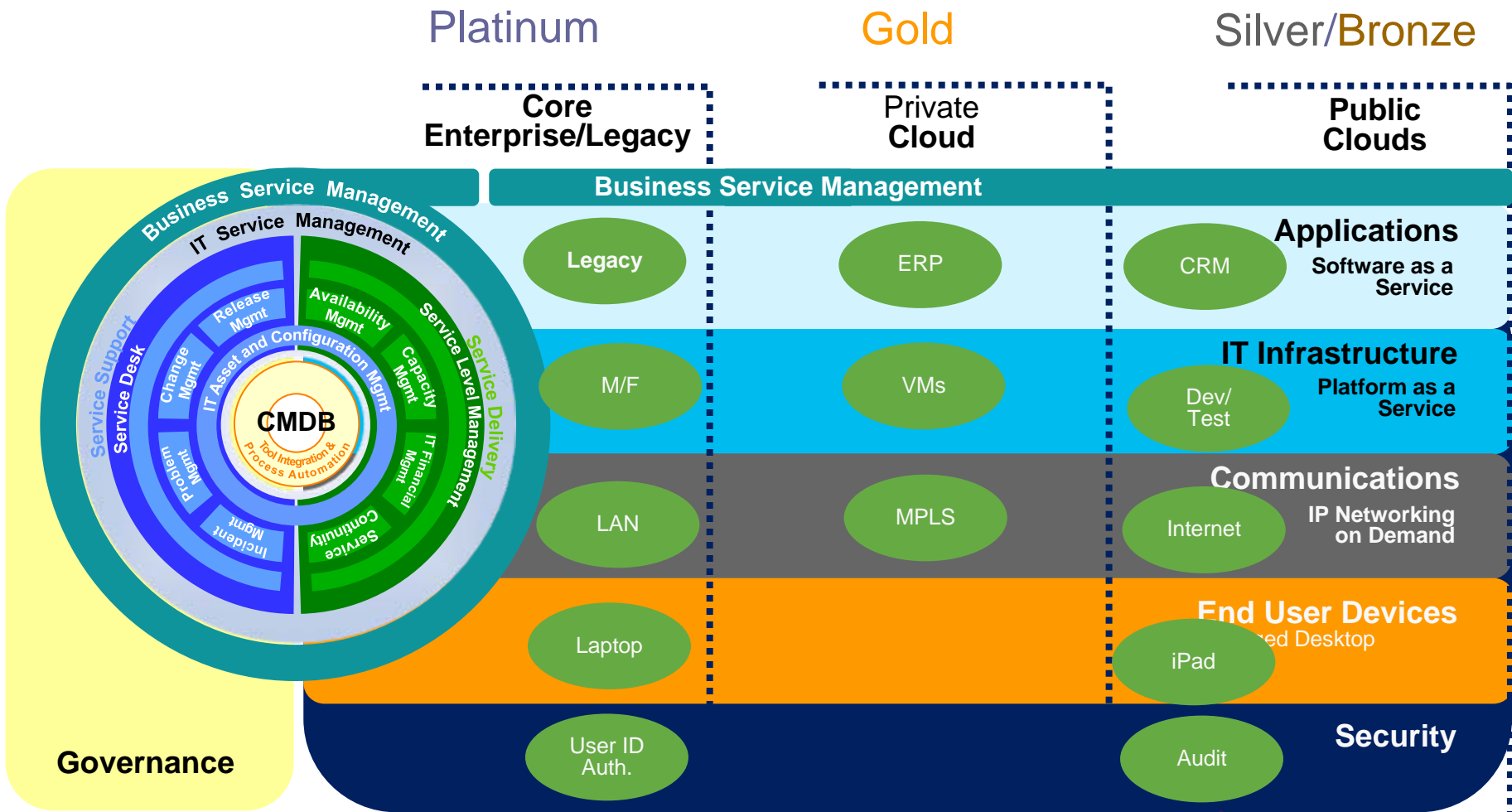
Legacy Microsoft applications to Azure

Downsizing Cobol on-line and batch systems to private cloud





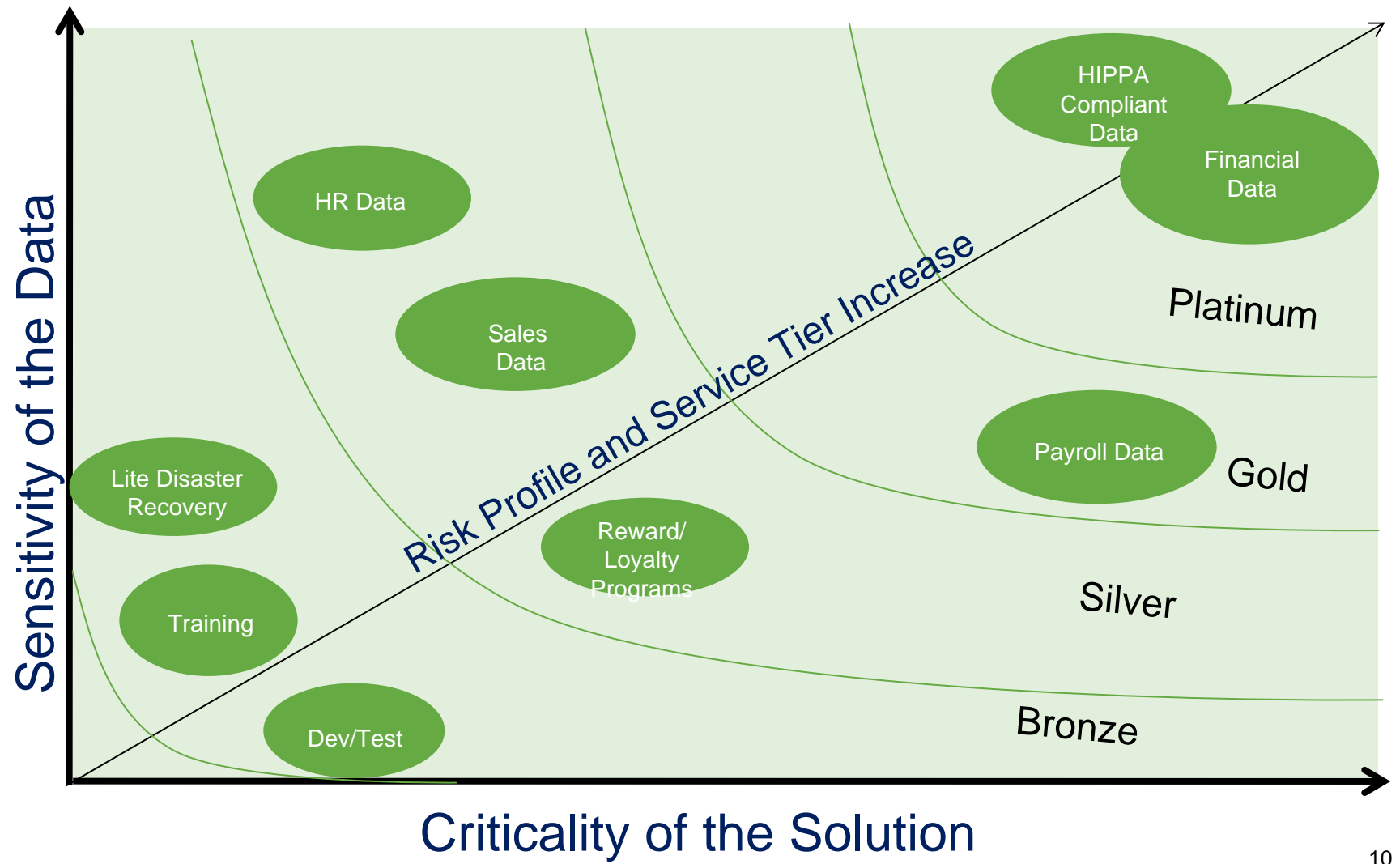
# IaaS – Different Solutions Being Adopted to Match Requirements....



Flexible and Agile IT Service Orchestration & Provisioning

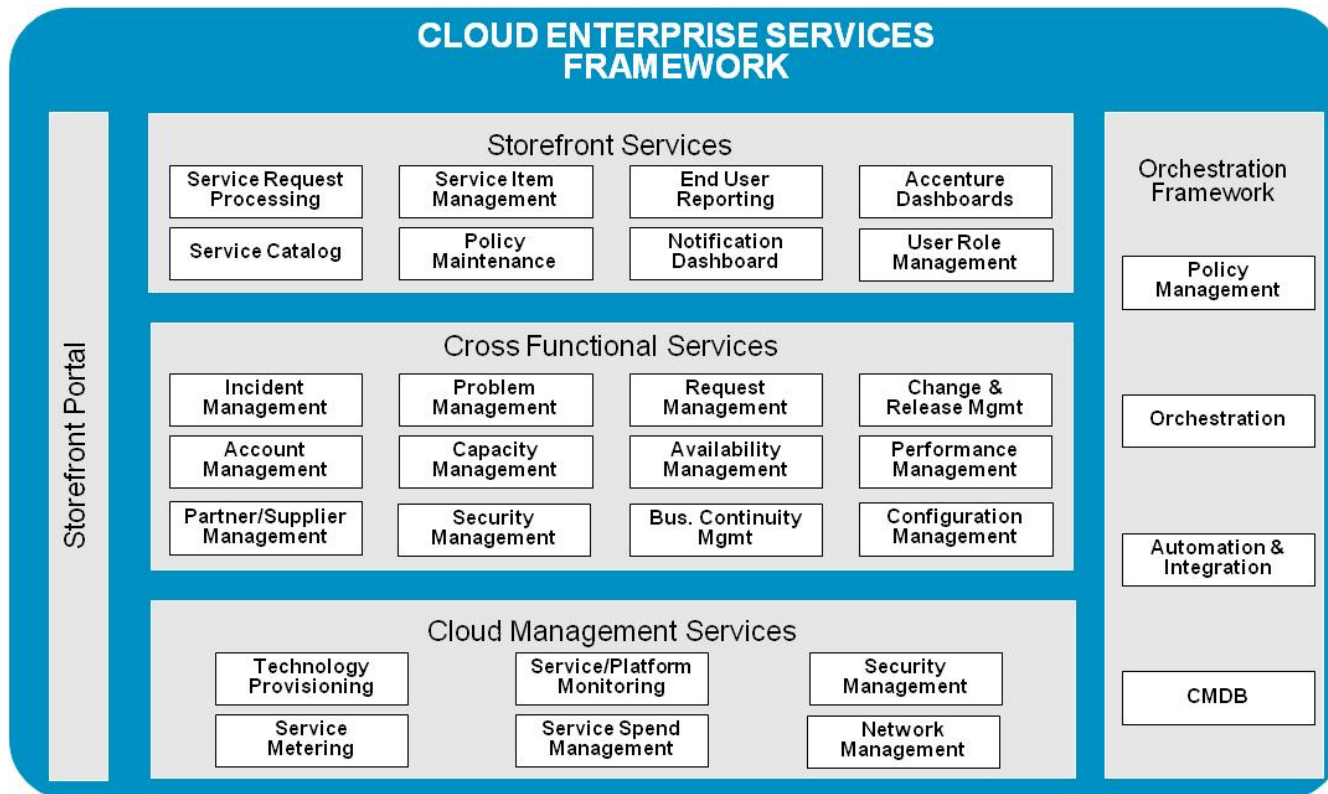


# Cloud Computing: What to Consider



# 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 High Performance Process Model for Customs



## Stakeholder Interaction

Marketing & Outreach

Customer & Supply Chain Partner Services

Channel Management

## Core Operations

### Operational Analytics

Identity Assurance

Intelligence Analysis

Risk Management

Operational Data & Reporting

### Border Control Operations

Passenger / Crew Control

Cargo Control

Surveillance

Examination / Inspection

### Compliance Controls

Customs Procedure Declaration

Payment / Refund / Guarantee

Debt Management

Audit

Investigation

Enforcement

## Enabling Operations

### Industry Relationship Management

Industry Liaison

Industrial Development

### Inter-Agency Management

Inter-Agency Governance

Inter-Agency Operations

### Performance Tuning

Operational Direction

Resource Capacity

Innovation & Change

Knowledge Management

## Enterprise

Finance & Accounting

Procurement

Facilities & Services

Corporate Strategy

Human Resources

Information Technology

Legal, Quality, & Regulatory Compliance



# Accenture's Cloud solutions

Cloud Solution	Benefits	Accenture capabilities
<b>Cloud Strategy</b>	<ul style="list-style-type: none"><li>• Clear, costed plan and priorities going forward.</li></ul>	<ul style="list-style-type: none"><li>• Industry knowledge and points of view</li><li>• IT strategy experience</li><li>• Security expertise</li></ul>
<b>SaaS Implementation</b>	<ul style="list-style-type: none"><li>• Avoid costly integration issues.</li><li>• Integrate with existing applications.</li><li>• Rapid deployment (50% faster)</li></ul>	<ul style="list-style-type: none"><li>• Cloud Application Factory</li><li>• SaaS Business Solution Suite; Partnerships (e.g. Oracle, salesforce.com, Workday, Netsuite)</li></ul>
<b>Application Development &amp; Management</b>	<ul style="list-style-type: none"><li>• Rapid development (live in 2-3 months)</li><li>• 25% of traditional implementation cost.</li></ul>	<ul style="list-style-type: none"><li>• Cloud Application Factory;</li><li>• Partnerships (i.e. Force, Google Apps, MS Azure)</li><li>• Accenture Cloud Computing Suite</li></ul>
<b>Application Replatform &amp; Simplification</b>	<ul style="list-style-type: none"><li>• Streamlined application portfolio.</li><li>• Cloud infrastructure benefits.</li><li>• Reduce support costs by 40%.</li><li>• Lower TCO</li></ul>	<ul style="list-style-type: none"><li>• Cloud Factory;</li><li>• Accenture Cloud Computing Suite (assessment and accelerators)</li><li>• Application development and management experience</li></ul>
<b>Private Cloud. Public Cloud Integration. Managed Services</b>	<ul style="list-style-type: none"><li>• 40%+ infrastructure cost reduction.</li></ul>	<ul style="list-style-type: none"><li>• Partnerships ( e.g. Microsoft BPOS, Amazon)</li><li>• Security expertise</li><li>• Accenture Cloud Computing Suite</li><li>• Infrastructure transformation and run experience</li><li>• Cloud enterprise services</li></ul>