



# END TO END **MODERN** WORKPLACE

## SIMPLIFYING DIGITAL DISRUPTION



“If your company is not obviously the *it* place to work, then you better figure out what to do to make it compelling for highly marketable people to work there.”

**CHIP JOYCE**—Chief Executive Office, Allied Talent



# END TO END MODERN WORKPLACE

- ...**optimizes workplace experiences** for innovation and growth.
- ...leverages the strengths of **global market leaders** Accenture, HP Enterprise and HP Inc
- ...journeys clients towards operating in the Cloud through the **most complete & secure device-through-networks** ecosystem.
- ...offers **cost savings of 10-35%** with flexible capacity or consumption based pricing.



# AGENDA

**Workplace Trends & Vision**

**End to End Modern  
Workplace**

**Benefits**

**Next Steps**

# THE NATURE OF WORK IS CHANGING

Digital natives will have **20** different jobs and **5** different careers in their lifetime\*

How do you adapt to the changing expectations of the workforce to attract and retain talent?

Technology has made us **5X** more productive since **1972\***

How can digital technologies empower the workforce, and what skills do you need?

**40%** of the workforce will be millennials by **2020** & they could be working with their great-grandfathers\*

What are the demands of the workforce of the future?

By 2025, **45%** of workers will be contractors\*

What is the potential of a “workforce in the cloud” for your business?

**47%** of jobs could be automated in the next **15** years\*

What impact will robotics and automation have on your job/industry?

As we become more connected, huge populations of previously inaccessible communities are joining the workforce—from places as diverse as rural India and South America\*

How do you tap into/connect with the global workforce anywhere, anytime?

**ALL DRIVING THE NEED FOR A DIGITAL WORKPLACE**



# SECURITY IS GROWING IN PRIORITY AS CYBER ATTACKS EVOLVE

**ALTHOUGH 3 OUT OF 4** executives\* are confident of their firm's security and **70% have security embedded** into culture...

- Yet they still experience an average of **106** targeted attacks per year
- **30%** of attacks are successful
- More than **50%** are malicious

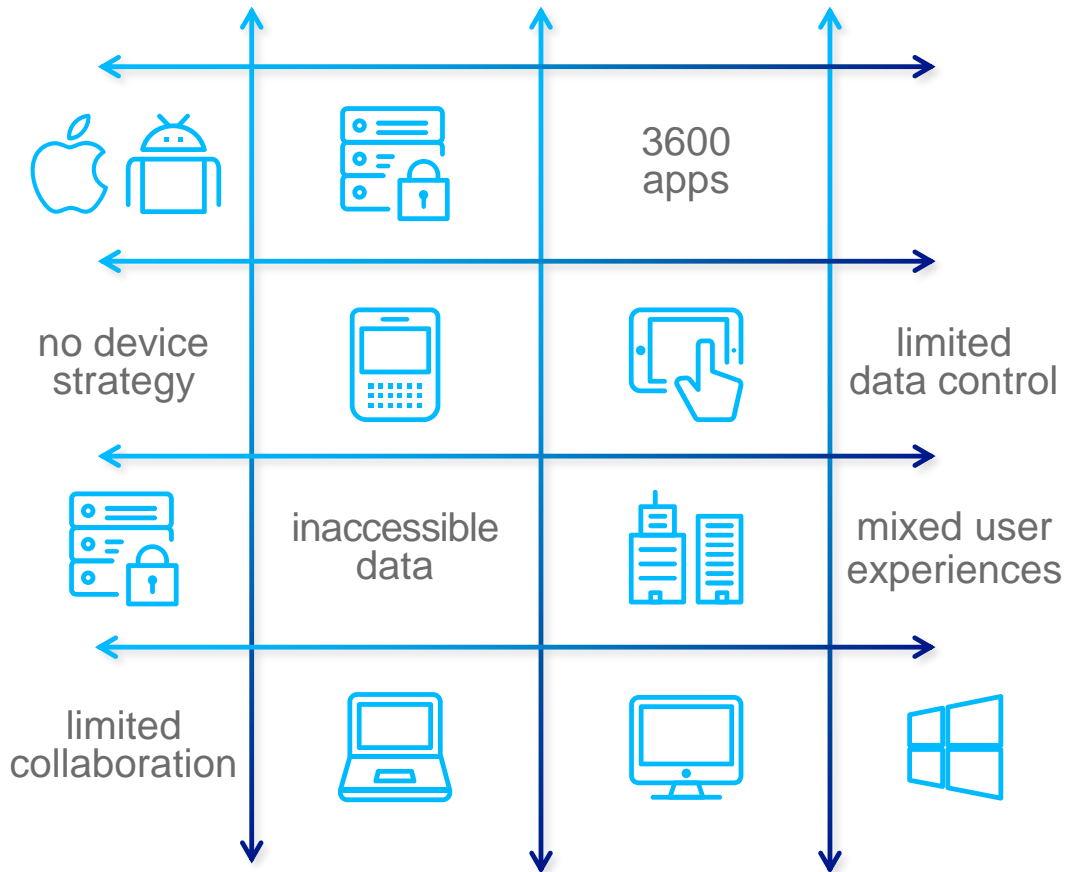


\*Accenture.com/cybersecurityreport

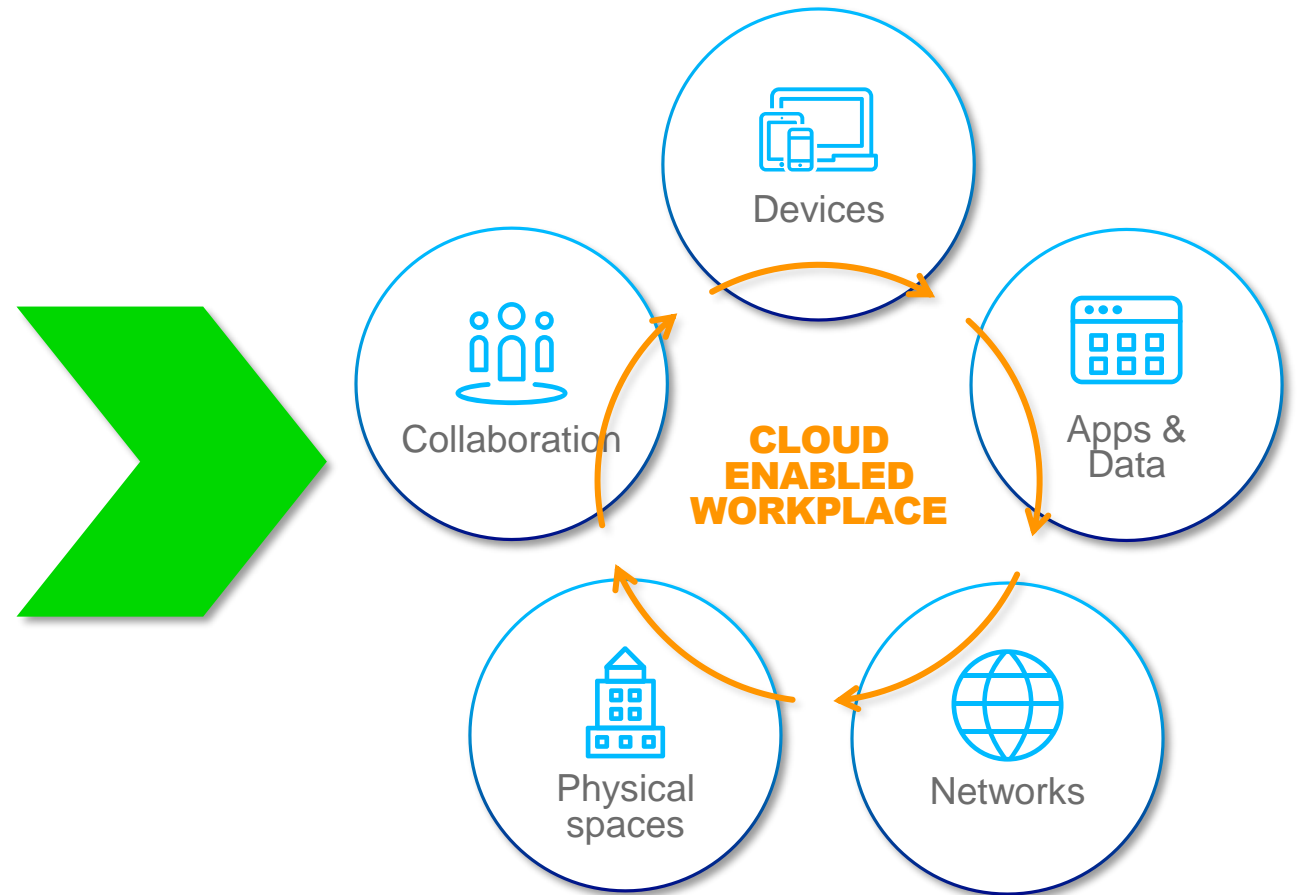
\*\*Mandiant Consulting; M-Trends 2016. median number of days before breach discovered

# WORK FLOWS WHEN PEOPLE, PLACE & SPACE BALANCE EACH OTHER

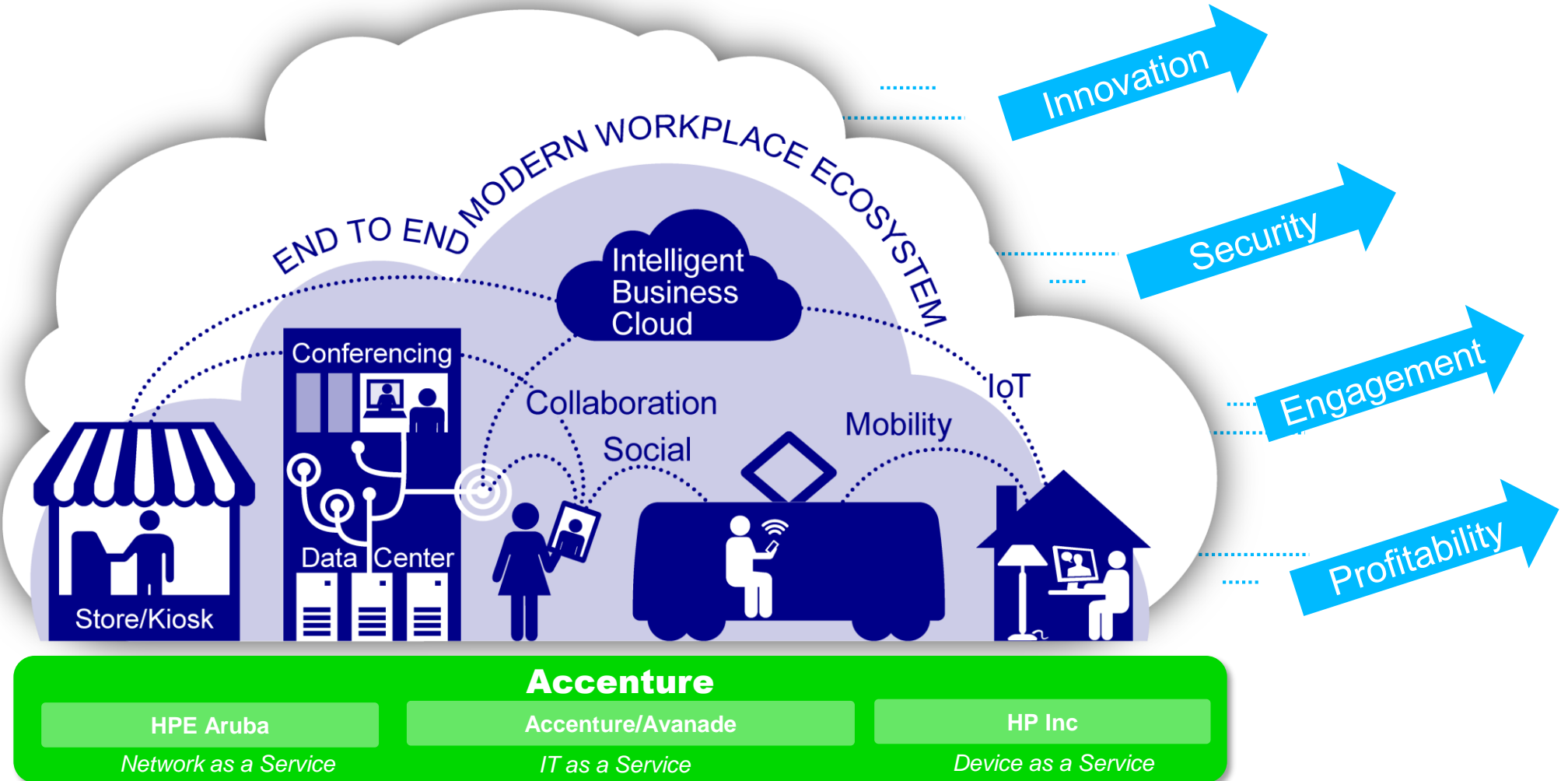
## CURRENT STATE



## FUTURE STATE



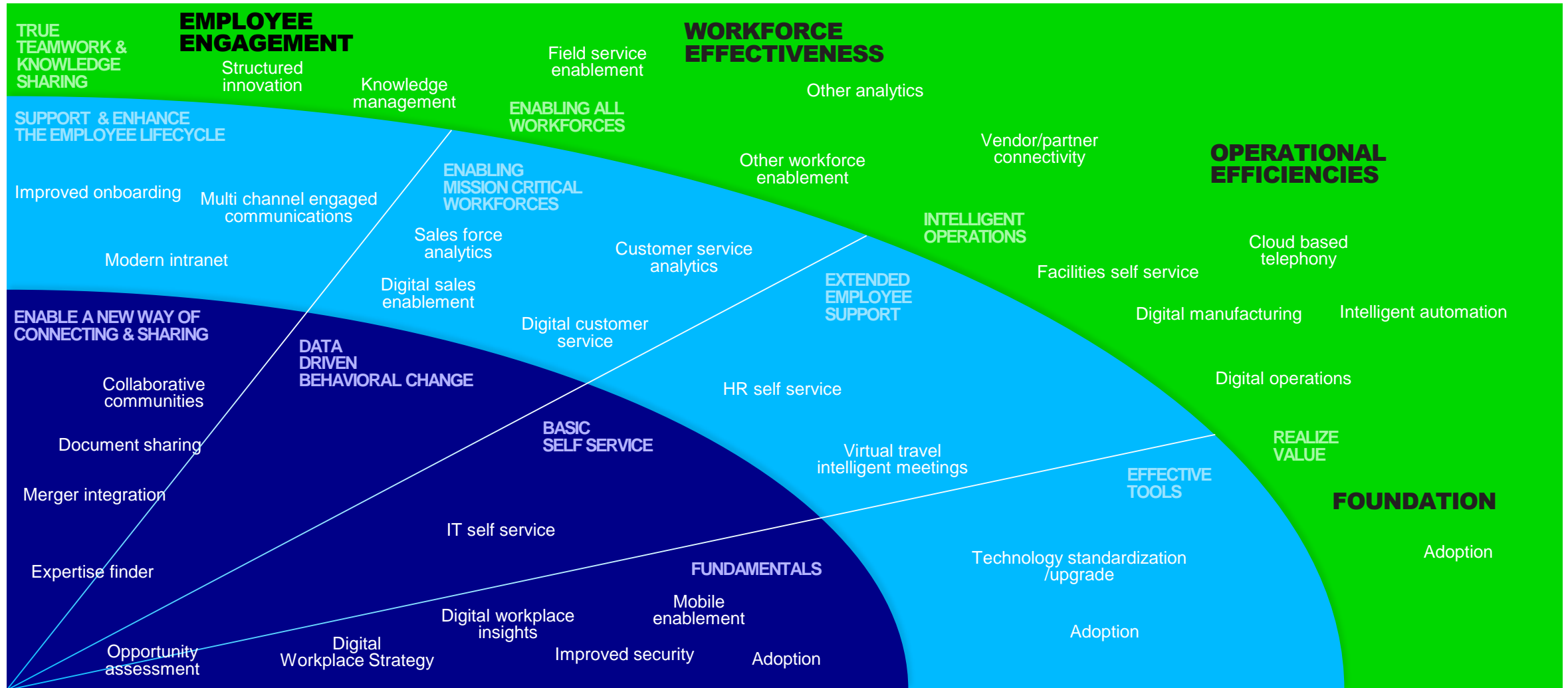
# COMBINES SERVICES AND TECHNOLOGIES FOR GROWTH IN BUSINESS OUTCOMES



**VISION | PLAN | ANALYZE | INFRASTRUCTURE | PROVISIONING |  
DESKTOP MANAGEMENT | DIGITAL MANAGED SERVICES**



# IMPLEMENTS AT YOUR OWN PACE WITH A COMPREHENSIVE ROADMAP



**MODERNIZE** (0-6 months)

**ENERGIZE** (7-18 months)

**REALIZE** (19-42 months)

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# PAIRS DIGITAL WORKPLACE SERVICES WITH DIFFERENTIATING TECHNOLOGY



World's most comprehensive security stack with

- highest layer of security
- deepest level of security

**BUILT IN, NOT BOLTED ON**

Smart networks that are **mobile** and **IoT ready**

**Location-aware** mobile apps that **connect people and places**

# PAIRS DIGITAL WORKPLACE SERVICES WITH DIFFERENTIATING TECHNOLOGY

HP Elite PCs are the world's **MOST SECURE AND MANAGEABLE** PCs.

- HP Sure Start has self healing BIOS
- HP Sure View integrated privacy screens
- Built in IR camera for biometric security
- HP WorkWise secures PCs remotely
- Managed Print optimizes print and workflow
- Enables most secure Win 10 system

## CONNECT PEOPLE & LOCATIONS

through HPE Aruba's wayfinding & location



- Location Services
- Turn by turn directions
- Proximity Campaigns
- Find colleagues
- Use Indoor GPS
- Beacon Management

Flexibility through a **3-IN-1 SOLUTION** to workplace mobility – the HP Elite X3



Power of  
a PC



Versatility  
of a tablet



Premium  
smartphone



The one device  
that's every  
device

## SIMPLE, SECURE, ONE TOUCH CONFERRING with HP Elite Slice



- Integrates Skype for Business™ and Intel® Unite™ wireless sharing into pcs, displays, and accessories
- Transforms huddle space and small conference rooms combining Slice and large format displays



# OPTIMIZES AND SCALES THE INFRASTRUCTURE ON THE MOBILE FIRST PLATFORM

Innovation at the speed of the ecosystem – not at speed of a single vendor



# PULLING TOGETHER #1:

## MODERNIZE CONFERENCE CAPABILITIES

1. Jane **gets reminder** of meeting and **GPS directions**
2. Beacon notes that employee enters conference room
3. IoT sensors **note room occupancy**
4. Jane Smith **presses one button** on Slice
5. All meeting participants can **share their desktop** on projector
6. While meeting is occurring, **hacker attempt is rebuffed**
7. Discussion output is **automatically sent** to meeting attendees.
8. Meeting ends, people leave, **lights turn off**.

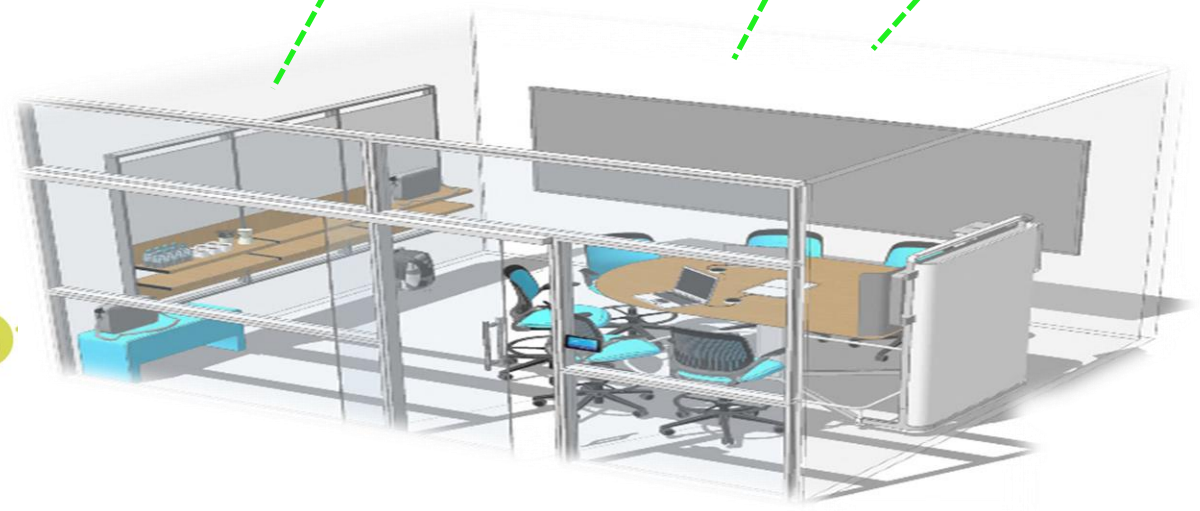
*Remote worker  
using HP X3 or  
Elitebook series*



*HP LD55"  
Large  
Format  
Display*

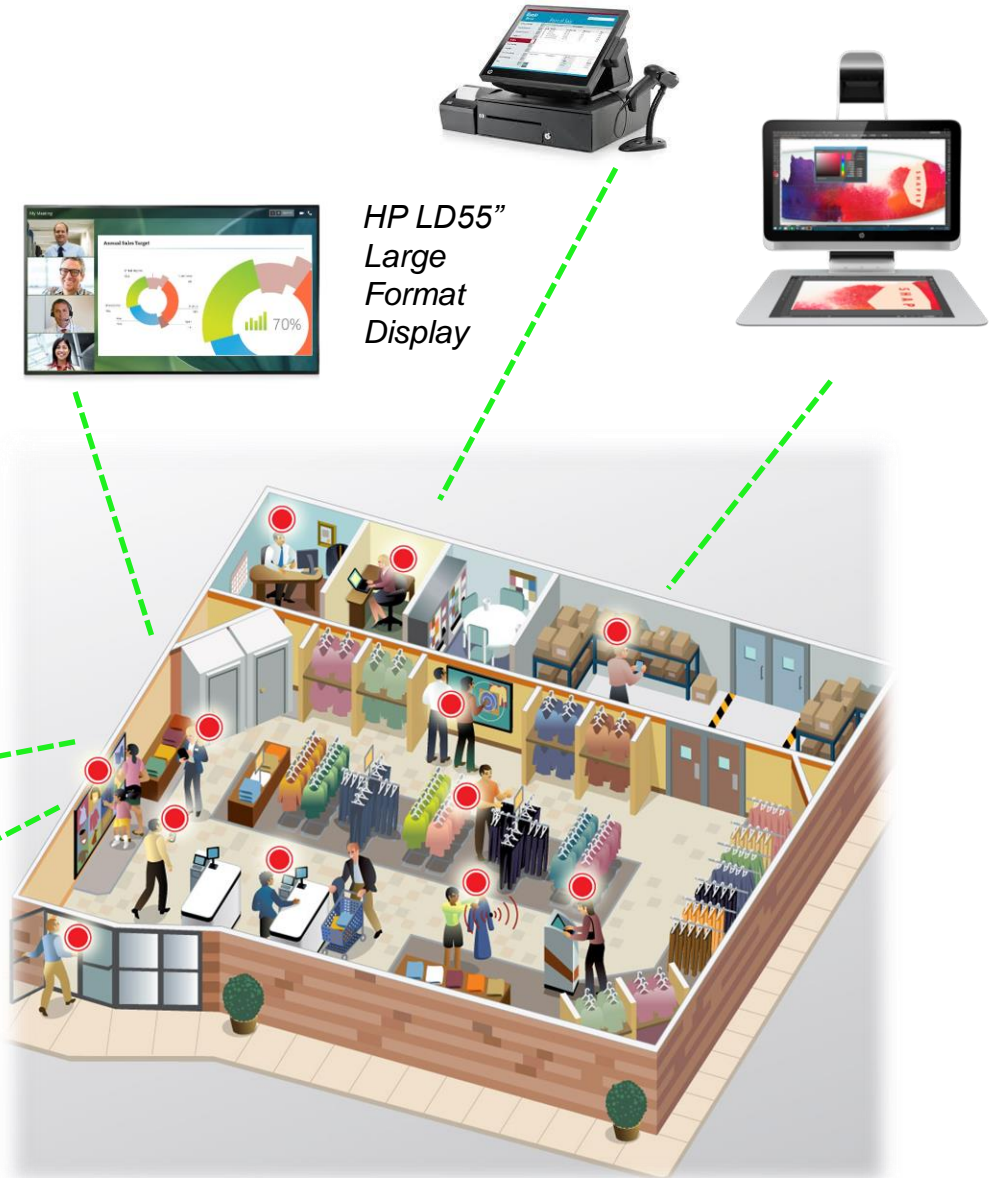
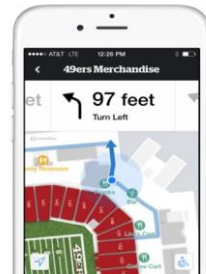


*HP Elite Slice*



# PULLING TOGETHER #2: RETAIL STORE

1. Emilio **enters store** to accompany his wife Celina.
2. Beacons take note of their entry to **record customer flow**.
3. IoT sensors **adjust the heat** as the store is getting crowded and hot.
4. Celina is sent a **personalized welcome message**.
5. Celina clicks and **gets directions to the sale item**.
6. She is interested but **checks availability** in the store inventory.
7. Her item is in the backroom, and it **is brought to her** by a clerk.
8. Celina **pays for the item** on the spot through her smartphone.
9. Emilio has been directed by the kiosk to a different department. He selects his item and checks out.

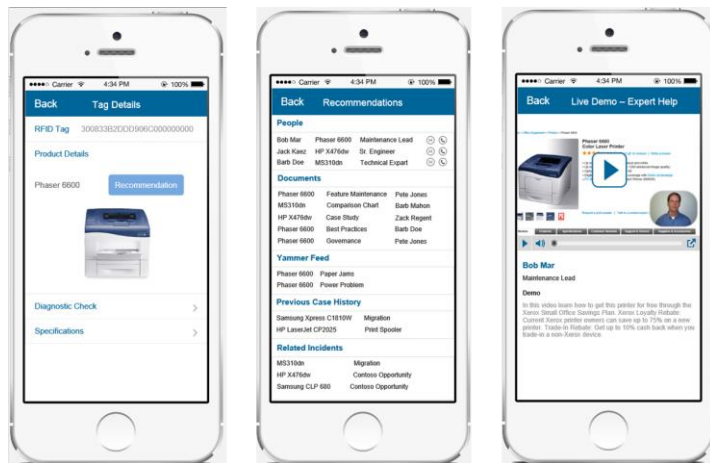


HP LD55"  
Large  
Format  
Display



# PULLING TOGETHER #3: DIGITIZING FIELD SERVICE

1. Fred receives his **personalized daily work orders** at multiple customer sites.
2. He selects the option to **optimize his route** to the customer sites
3. **Customer receives notice** of Fred's estimated arrival time, work to be done, and estimated fee.
4. Fred arrives at customer site and **seeks help from a colleague**.
5. Fred solves issue, yet **app prompts him** to check for a common related problem.
6. Fred checks second problems, checks with customer, receives approval to proceed and completes additional work.
7. Fred closes the work ticket and continues to next customer.



Examples of  
Field Service  
Repair phone  
and tablet



HP X3 phone

Dashboard

Assigned Work Orders

V1503

V1504

P1512

C1500

Resources

V1503 - Mechanical Shutdown

Steps to Perform the Mechanical Shutdown

1. Close Safety Valve # 11

2. Drill down automatically provides process to execute task...

3. and automatically provides relevant schematics...

4. and automatically provides live video of other nearby affected parts of plant

5. and automatically identifies expert available for video chat to help diagnose the problem...

Live Feed

Renji

Testing (Added Image of Mechanical Shutdown)

Renji

Testing issue with meta captured from camera Mechanical Shutdown

The dashboard displays a list of assigned work orders (V1503, V1504, P1512, C1500) and resources (V1503 - Mechanical Shutdown, P1512, C1500). It includes a 'Steps to Perform the Mechanical Shutdown' section with a numbered list of tasks. Callouts provide additional context: '1. Task-based view for plant maintenance engineers showing work orders', '2. Drill down automatically provides process to execute task...', '3. and automatically provides relevant schematics...', '4. and automatically provides live video of other nearby affected parts of plant', and '5. and automatically identifies expert available for video chat to help diagnose the problem...'. A 'Live Feed' section shows a video of a mechanical shutdown.

# SIMPLIFYING DIGITAL DISRUPTION THROUGH COLLABORATION

## ***Consider some illustrative examples:***

**Office Productivity** = *Win 10 upgrades + Digital Workplace + Device as a Service*

**Office Innovation** = *Digital Workplace + Connected Devices*

**IT as a Service** = *Device as a Service + Network as a Service*

**Conferencing** = *HPE Meridian + HP Devices + Connected Lighting*

**Retail** = *HP Devices + Connected Buildings*

**Financial Services** = *Digital Workplace + Network as a Service*

**Hotels** = *Digital Workplace + Connected Spaces + Device as a Service + Network as a Service*

# “AS-A-SERVICE” ALLOWS REINVENTION OF HOW YOU CONSUME TECHNOLOGY

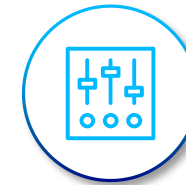
Digital businesses look for evergreen technology & services with fixed monthly price and flexible capacity.



**ENHANCE**  
Device Acquisition



**IMPROVE**  
Device Management



**OPTIMIZE**  
Device Usage

## AS-A-SERVICE

eg IT-as-a-Service, Network-as-a-Service, Device-as-a-Service

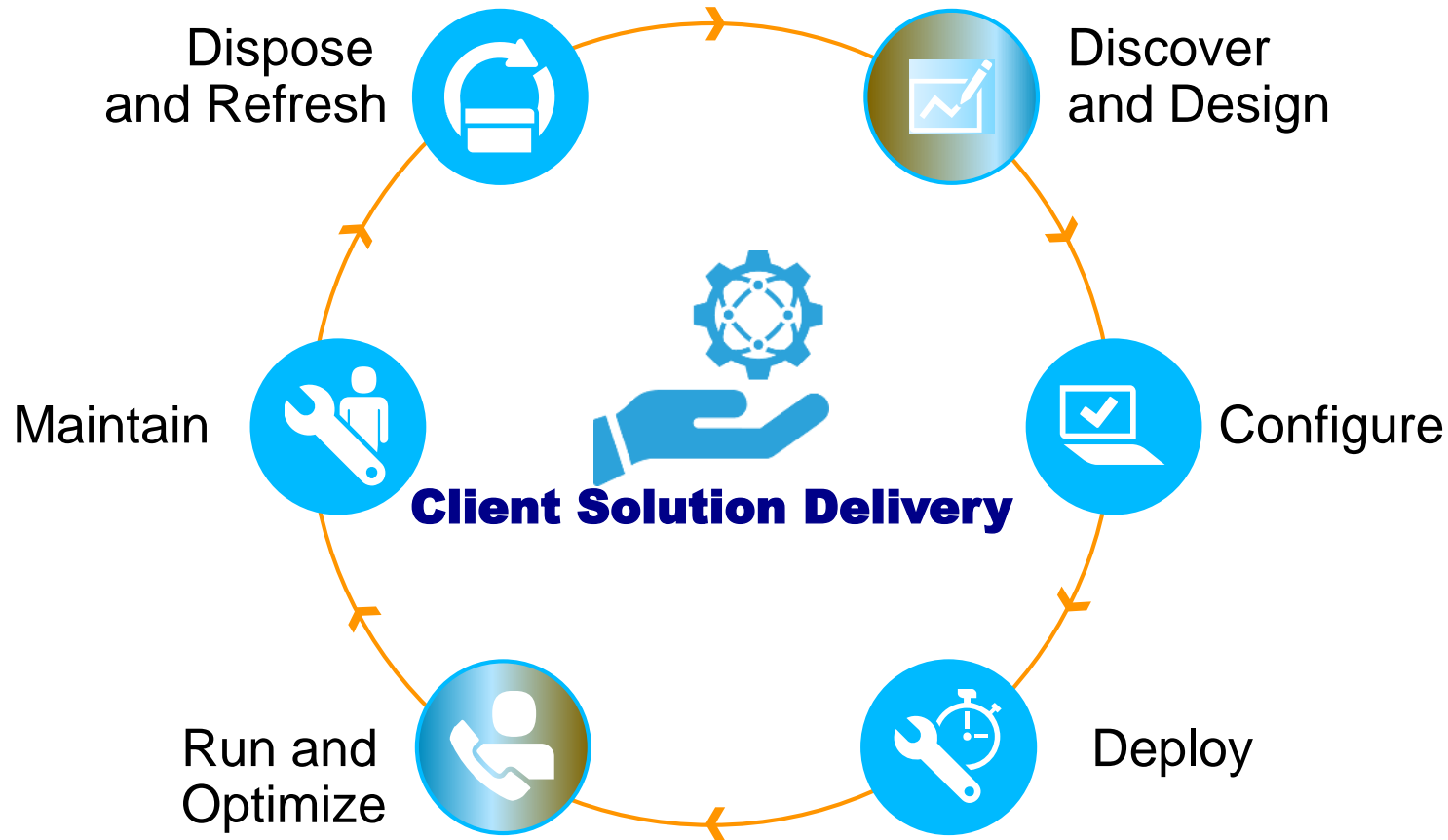
A La Carte solution offered in a Single Contract on a **per-seat, per-month** basis



# ACCENTURE | HP INC. LIFE CYCLE SERVICES

## A SOLUTION THAT LEVERAGES THE BEST OF BOTH COMPANIES

Legend  
Accenture  
HP Inc.



### Discover and Design

- Assessment
- Discovery
- Design future state
- Solution Architecting
- Project Planning

### Run and Optimize

- Helpdesk
- Operations
- Moves, Adds, & Changes
- Priority Services
- Staff Augmentation

### Configure

- Image & Application
- Custom System Setting
- Integration & Packaging
- Labeling and Tagging

### Maintain

- Onsite Services
- Resident Engineers
- Multivendor
- Accidental Damage Protection
- Defective Media Retention

### Deploy

- Managed Deployment
- Data Migration
- Installation
- Logistics & Warehousing
- Executive Services
- Training/Change Management

### Dispose and Refresh

- Data wipe
- Recycling/Disposal
- Technology Refresh

# THE QUANTITATIVE AND QUALITATIVE BENEFITS ARE BROAD AND DEEP

## IMPROVEMENT AREA

## POTENTIAL RANGE\*

### PRODUCTIVITY

Knowledge worker increased productivity	10 to 25%
Decreased customer support costs	20 to 25%
Reduced internal support costs	20 to 25%
Reduced training costs	20 to 75%

### ENGAGEMENT

Decreased employee turnover	10 to 20%
Improved customer satisfaction	15 to 20%
Decreased time to competency	20 to 75%

### PROFITABILITY

Increased ability to meet sales quotas	10 to 15%
Improved sales conversion rate	20 to 100%
Reduced travel costs	10 to 20%
Reduced facilities costs	Multi-million \$
Reduced IT costs	Multi-million \$

### INNOVATION

Decreased time to get new products to market	5 to 10%
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\*based on results at Accenture clients who drove robust business-led programs, your results may differ

# SPRINT CONNECT DEVICE AS A SERVICE



## Acquisition to lighthouse account in 6 weeks

### Objective

Sprint Connect LLC is a new joint business venture between Sprint and Dixon's Carphone Warehouse.

It needed a **strong and consistent technology** solution for **500** new co-branded retail outlets.

Store launches occurred over **36** months, roughly **150** stores per year.

### Solution Summary

- **6000** Products for corporate office and 500 retail store locations (Elitebooks, Elite Displays, Prodesk, Z440, retail peripherals, Laserjet Pro).
- Solution is structured "**as a Service**", ie **Network as a Service** and **Device as a Service**. Depot, Deployment Services, Set up, and Field Services are billed monthly based on # stores deployed
- **Retail Store of the Future** components include latest digital retail concepts and HP RPOS devices.

### Business Benefits

**Monthly billing** via Accenture, including cost of all hardware, software and services (HP and 3<sup>rd</sup> party) based on the number of stores provisioned.

**Centralized staging and depot services** through HP Bentonville facility, coupled with onsite deployment for each store launch

**Competitive** personal computing

*\* Based on the success of this DaaS, Sprint expanded the scope of the solution to convert current stores to this solution.*

### Why we won

- **Strength of Accenture alliance** and complementary portfolios
- **Agility & Responsiveness**
- **Breadth** of HP offerings
- **Services** expertise
- Retail vertical **industry experience**

# EXAMPLE OF A LEADING AIRLINE

## BUSINESS SITUATION

- A major airline wanted to offer its customers a **more comfortable in-flight experience** and also provide **better tools** to its flight attendants to support their in-flight and groundside employee experience.



## SOLUTION

- A mobile sales and services solution linked to its corporate back-office systems that would support Delta's goal to be the number one airline in customer satisfaction.

## Additional benefits with MODERN WORKPLACE:

HP X3s could extend benefits by increasing security and mobility. Accenture Connected Devices and HPE Mobile First Platform would add personalization to airline apps, increasing customer delight.

## RESULTS

*In four months, Avande replaced the current point of sale system with a **mobile phone-based system**.*

- ✓ **Improved Workforce Skills:** More than **19,000** attendants were trained on how to use it via a unique, Avande-created computer-based training program.
- ✓ **Enhanced Customer Experience:** Customers can upgrade seating in-flight, use credit cards for on-board purchases and receive receipts via email.
- ✓ **Improved Profitability:** Credit card transactions are processed in near real time, either using the onboard wireless network or are stored for later processing..



# EXAMPLE OF A LEADING INSURANCE PROVIDER

## BUSINESS SITUATION

- A global insurance provider needed to **digitize paper-based systems**.
  - Inefficient lead distribution; agents waited a month to receive new sales leads.
  - Policy applications were difficult to track
  - Inaccurate data stored in core backend systems
- These issues led to a **lower-than-desired issuance rate** for underwritten policies and cost the company millions in lost revenue



## SOLUTION

- Avanade and Accenture **provided a responsive, tablet-based system**. Agents can now deliver presentations to customers, calculate rates, model scenarios and process signatures and payments for new policies.
- The customer receives full policy details, completes all underwriting and purchases a new policy on the spot.

## Additional benefits with MODERN WORKPLACE:

HP tablets' security would provide best-in-class protection at projected cost savings of 10-15%.

## RESULTS

### Improved Productivity

- Lead disposition rates increased **30%**
- Agents are **10%** more productive

### Strengthened Profitability

- Reduced printing and other information distribution expenses by **\$3 million/year**
- Sales conversion rates jumped **20%**
- Annualized premium value rose up to **50%**

### Improved Customer Experience

- Reduced policy application processing time **90%** from **4-8 days** to **4-8 hours**

# EXAMPLE OF A LEADING HOME HEALTHCARE PROVIDER

## BUSINESS SITUATION

- The company desired to modernize and streamline the work of 11,000 home healthcare workers enabling them to provide better patient care and reduce non-productive time.



## SOLUTION

- Avanade created a portable solution that allows clinicians to get work done in a patient's home using digital technology and eliminate time-consuming paperwork.
- Clinicians document detailed assessments, tailor patient care to patient needs, schedule visits, assess patient progress and more.

## Additional benefits with MODERN WORKPLACE:

HP Elite X3 and HP Elitebooks provide even more mobility with security. There would be one main point of contact for workforce technology-related set-up and run, with overall projected cost savings of 10-15%.

## RESULTS

- ✓ **Improved Profitability:** The company estimates gaining **\$10 to \$15** million in process optimizations.
- ✓ **Stronger Brand:** The company is better positioned against its competitors, thanks to modern technology and a more satisfying patient experience.

# WHY END TO END MODERN WORKPLACE?



## Results Driven

Proven ability to **drive business outcomes** through implementing and driving adoption of global workplace transformations leveraging deep industry and cross platform technical knowledge



## End-to-end Service

Address **all facets** of Digital Workplace enabling companies to work with a single provider rather than managing the costs and complexities of multiple suppliers



## Global Reach

Ability to serve enterprise locations **around the world**, across multiple languages through a central supplier with a successfully demonstrated global sourcing and delivery capability



## Time-to Market

Deployment at speed through our **industrialized approach**, wealth of experience, established infrastructure, alliance ecosystem and robust set of tools, assets and methodologies



## Flexible Business Models

Selection of individual, phase-specific or end-to-end services based on individual client needs along with **transparent pricing models**, reduced upfront investment and the ability to scale up or down as needed

Is your client interested in:

- upgrading their **image** and **brand**?
- wanting to attract and retain **Millennials** and **Digital Natives**?
- creating an environment for **innovation** and **creativity**?
- looking for **maximum security** for the enterprise?
- upgrading applications and moving them to the **Cloud**?
- paying one **monthly fee** for technology with **flexible consumption models**?

**EXCELLENT!**  
**LET'S GET**  
**STARTED**

**CONTACT**

[hp.alliance@accenture.com](mailto:hp.alliance@accenture.com)



# OPTIMIZES EXPERIENCES BY REALIZING BUSINESS VALUE

VISION	Building a workplace culture of <b>creativity</b> and <b>empowerment</b>	Providing <b>personalized</b> and <b>secure</b> access to the right data and tools at the right time	Creating an <b>employee-centric</b> engaging work experience	Operating in the most relevant, <b>cost effective</b> manner
VALUE	INNOVATION	PRODUCTIVITY	ENGAGEMENT	PROFITABILITY
<b>ACCENTURE COMPONENTS</b>	<ul style="list-style-type: none"> <li>• R&amp;D specific Digital Workplace and apps</li> <li>• Ideation and best practices support via <b>MSTeams, Yammer, One Drive</b>, etc.</li> <li>• IT as a Service enables evergreen technology</li> <li>• Prototyping deployment approach</li> </ul>	<ul style="list-style-type: none"> <li>• Anywhere/any device access to people and information via Office 365</li> <li>• Digital workplace roadmap</li> <li>• Workforce-specific, intelligent workflows</li> <li>• Legacy system integration</li> <li>• Analytics on smart buildings</li> </ul>	<ul style="list-style-type: none"> <li>• Collaborating and teaming with others via <b>Skype for Business, MS Teams, Yammer</b>, etc.</li> <li>• Modernization of Intranet</li> <li>• Digitize onboarding and training</li> <li>• Support social learning</li> </ul>	<ul style="list-style-type: none"> <li>• Solution specific <b>Digital Workplace</b> and apps</li> <li>• IT as a Service – main point of contact with global reach</li> <li>• Windows 10</li> <li>• Office 365</li> </ul>
<b>HPE/ARUBA COMPONENTS</b>	<ul style="list-style-type: none"> <li>• Network transformation services</li> <li>• Micro-location services supporting IoT</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Aruba Mobile-first Network</b>, including access points, controllers, wireless, network analytics</li> <li>• Scale network operations for wifi and wired access</li> <li>• <b>Clearpass</b> for security and policy management and <b>Airwave</b> for provisioning</li> </ul>	<ul style="list-style-type: none"> <li>• Fast, reliable networking</li> <li>• Network enabling of BYOD</li> <li>• Wayfinding and Location sharing to find people and devices</li> </ul>	<ul style="list-style-type: none"> <li>• Network as a Service</li> <li>• Network scaling and optimizing</li> <li>• Cloud networking</li> </ul>
<b>HP COMPONENTS</b>	<ul style="list-style-type: none"> <li>• Next gen technology, e.g., X2, X3, etc.</li> <li>• Idea sharing with colleagues via Slice and One Drive</li> <li>• 3D Imaging through Sprout Pro</li> </ul>	<ul style="list-style-type: none"> <li>• World's most secure and manageable pcs, e.g., X2, X3, etc.</li> <li>• Device integration with Skype for Business</li> </ul>	<ul style="list-style-type: none"> <li>• Latest devices via Device as a Service</li> <li>• Collaborating with one touch <b>Slice</b></li> </ul>	<ul style="list-style-type: none"> <li>• Device as a Service</li> <li>• Managed Print</li> <li>• Sales force device upgrades</li> <li>• Field service device upgrades</li> </ul>