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High performance. Delivered.

**2nd PAN-Commonwealth Conference on Services Trade
Creating an enabling environment for IT services**

The BPO Success Story: a private sector perspective
Josie Lapierre, Lead, Accenture Delivery Centre for BPO

COMESA
Sheraton, Mauritius, 20-22 April 2010

Accenture has been in the outsourcing business for more than 15 years



- **Accenture is a global management consulting, technology services and outsourcing company.**
- **With more than 181,000 people serving clients in more than 120 countries, the company generated net revenues of US\$21.58 billion for the fiscal year ended Aug. 31, 2009.**
- **Clients: Accenture's clients span the full range of industries around the world and include 96 of the Fortune Global 100 and three-quarters of the Fortune Global 500. In addition, of our top 100 clients in fiscal year 2009, based on revenue, 99 have been clients for at least five years, and 91 have been clients for at least 10 years**
- **Accenture is a *global* market leader in outsourcing**
 - **625+ clients**
 - **Cover more than 30 industries and 45 countries**
 - **Offer full breadth of outsourcing services**
 - Business Process Outsourcing
 - IT Outsourcing (Application Outsourcing and Infrastructure Outsourcing)
 - **More than 75,000 outsourcing employees**

Accenture – Global Delivery Network

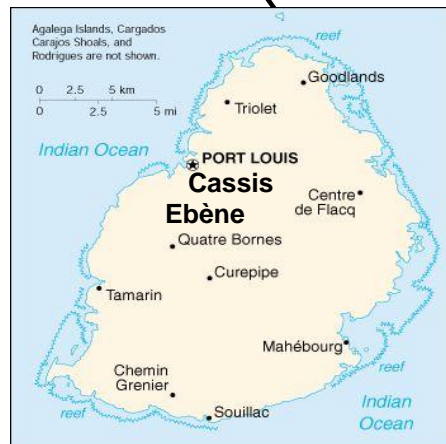


Accenture Global Delivery Network



- Greater cost savings and efficiencies
- Experienced team with broad capabilities and skills
- Reduced risk
- Proven knowledge transfer and transition approaches and tools
- Disaster recovery and business continuity arrangements

Accenture - Mauritius



Mauritius



- Population: 1.2 M
- GDP: 7,041 USD per capita
- Growth rate: 4.6% (Estimate for 2010)
- Inflation rate: 6.2% (Average over the last 10 years - Stable)
- Languages: French and English – Fully Bilingual
- Highly Educated and Qualified Population
- Stable Political and Economic Environment
- Public Private Partnership
- Member of:
 - Commonwealth
 - SADC, COMESA
 - *Organisation Internationale de la Francophonie*

Accenture - Mauritius



- Established in 2002
- 1000 seat capacity
- 850 employees
- BPO:
 - Cassis Facility – Cassis (Port Louis)
- Technology:
 - Cybercity I, 11th floor & Altima I, 2nd floor - Ebène
- Level 2 disaster recovery facilities – Business Continuity Plan
- Connected to SAFE cable
- Certification / Industry Standards:
 - CMM-I
 - SAS70
 - BPO Blueprint
 - ISO27001
 - Operational Excellence

BPO Capabilities

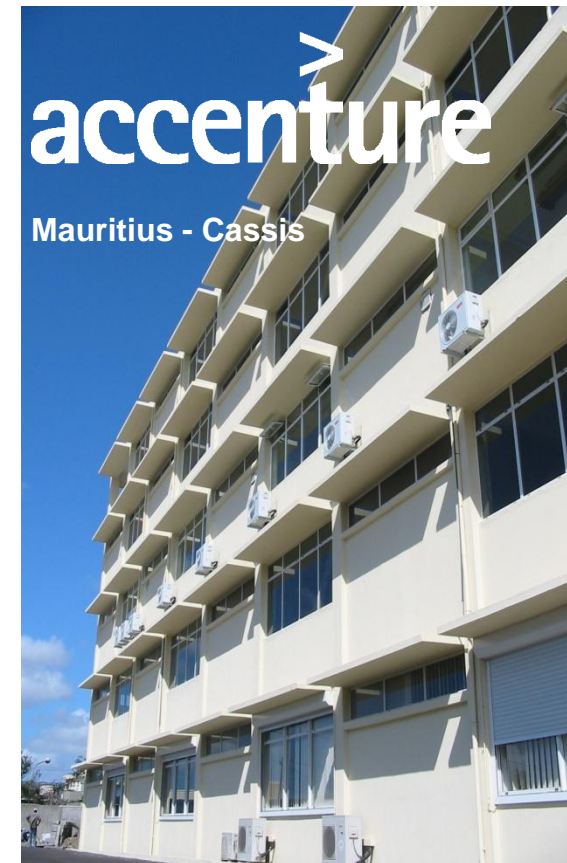


- **A workforce of 850 people today within Accenture in Mauritius**
 - 500 in Business Process Outsourcing (BPO)
 - 350 in Technology
- **Growth**
 - Accenture in Mauritius is projected to grow from 850 to 1,200-1,400 employees in the next 2-4 years
 - BPO is projected to grow from 500 in 2010 to 700-1,000 employees in the next 2-4 years
- **BPO Capabilities**
 - Finance & Accounting
 - Custom
 - Supply Chain
 - Procurement
- **Language Skills Availability**
 - French and English
 - Limited: Italian, German and Spanish

BPO Capabilities



- **Time Zone / Business Hours**
 - Time zone is attractive for Europe and North America
 - Two shifts– local time (GMT +4):
 - First shift - 8h30am to 5pm
 - Second shift - 5pm to 1.30am
 - CET hours - 8:30am to 5pm
- **BPO Operations**
 - BPO Projects:
 - Finance & Accounting
 - Custom, Supply Chain & Procurement
 - Operational Excellence/Continuous Process Improvements
 - Sustained productivity gains across BPO Deals



Technology and Infrastructure



- Network architecture that supports multiple clients with:
 - Fully segregated network or secure Virtual LAN segment with access to shared resources
 - 6.5 Mbps shared IPVPN link providing flexible connectivity to European Internet backbone, with bandwidth management
 - Connectivity to remote environment through client-to-site or site-to-site VPN over the Internet via the shared infrastructure, or through dedicated leased circuits
 - High resilience on core devices (e.g. routers and firewalls) for highly fault-tolerant solutions
 - Dedicated VPN devices may be used on specific projects based on client's requirement

Business Continuity



- Seat Supply: 1000
 - BPO:
 - Cassis Facility – Cassis
 - Technology
 - Cybercity I, 11th floor – Ebene
 - Altima I, 2nd floor - Ebene
- Back up facility for Business Continuity Management (BCM):
 - Cybercity I and Altima I for Business Continuity for BPO
 - Cassis for Business Continuity for Technology