
AWS
re:Invent

GPS205

Delivering professional services in a COVID-19 world

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Agenda

How AWS adjusted to delivering results in a virtual world

Experience-based acceleration, pre- and post-virtual

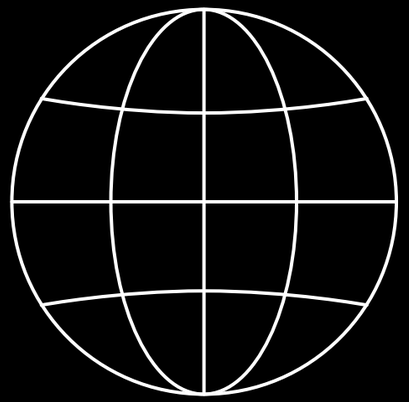
How Accenture turned a challenge into meaningful change with AWS



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A catalyst for change and innovation

COVID-19 AND THE NEED FOR ENTERPRISE REINVENTION



With the onset of COVID-19, organizations around the world needed to quickly reimagine their day-to-day business and employee operations, including AWS and Amazon

Virtual work – the basics and beyond



Be present – turn on your video



Build relationships



Come prepared



Eliminate distractions



Time management



Delivery events



Automation

Experience-based acceleration

Experience-based acceleration (EBA) is a methodology developed and used by AWS to help customers accelerate a cloud migration or digital transformation program



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Hands-on, agile, and immersive customer interactions

A proven methodology designed to address blockers to enterprise transformation and modernization



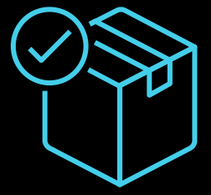
Cross-functional resources
Cross-functional empowered teams



Agile-based and iterative
Hands-on



Create new insights
Using insights to inform tactics



Self-sustaining
Easily adoptable and independent of Amazon

EBA parties

Parties are mechanisms that address friction points and blockers for application migration and modernization objectives

Change the organization



People party

Build foundations



Platform party

Migrate



Migration party

Innovate

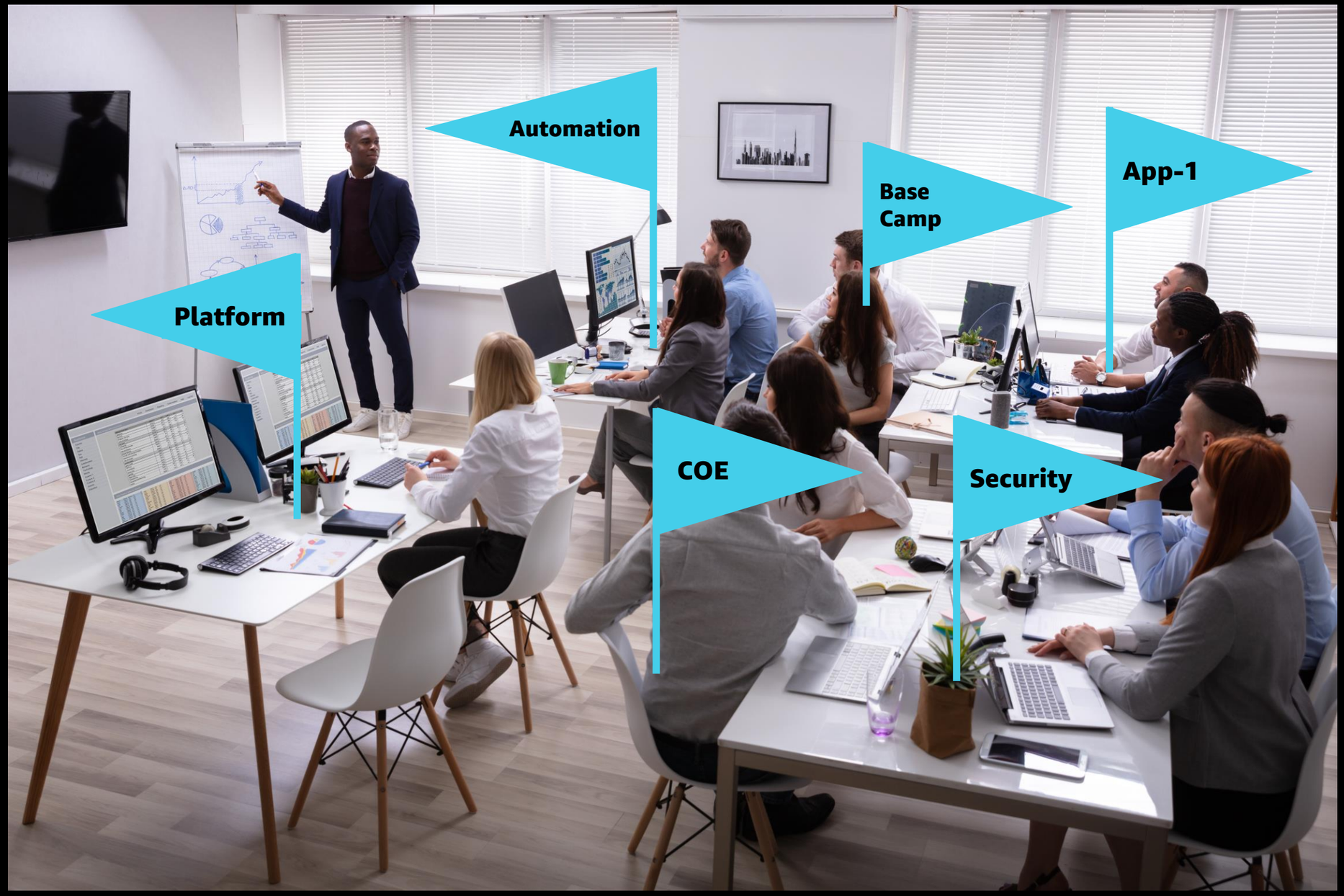


Modernization party

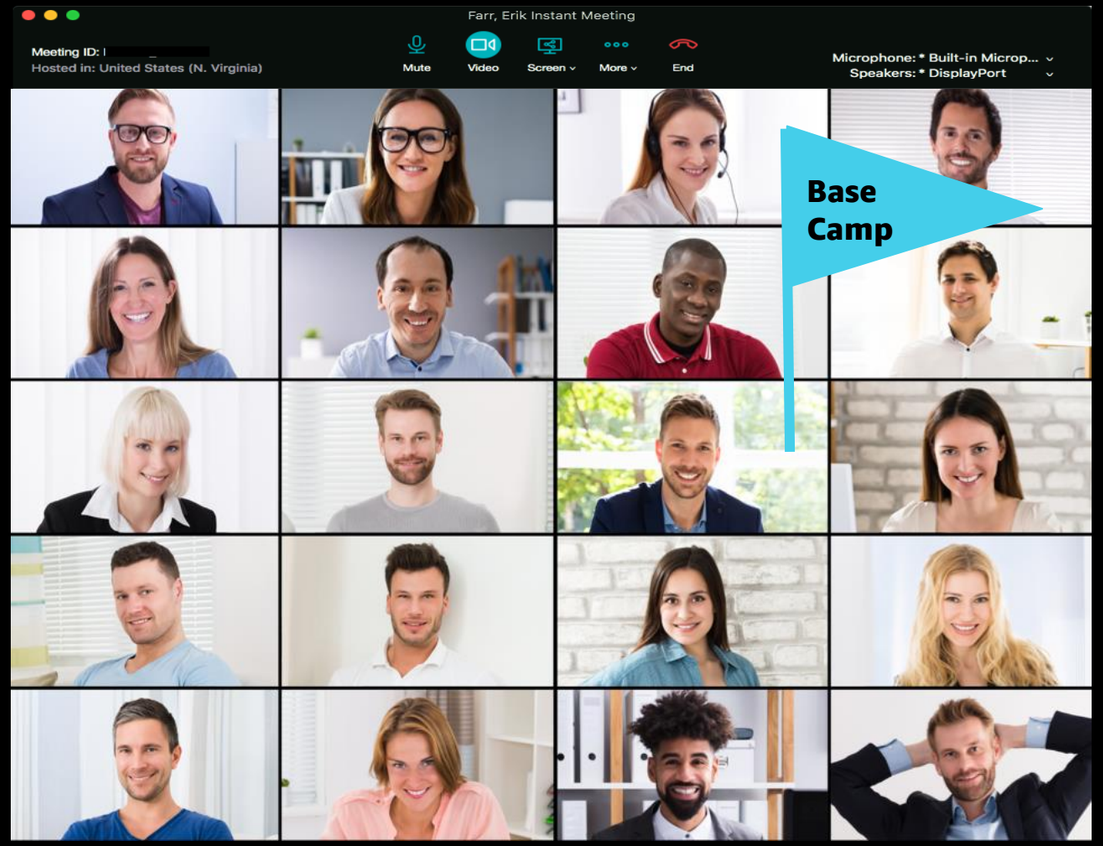
EBA parties: Pre-virtual world

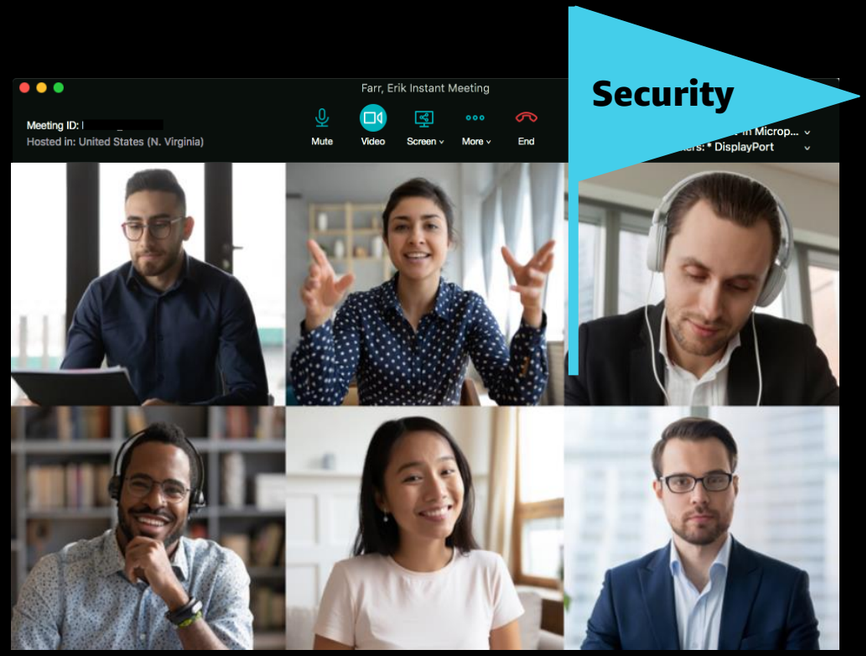


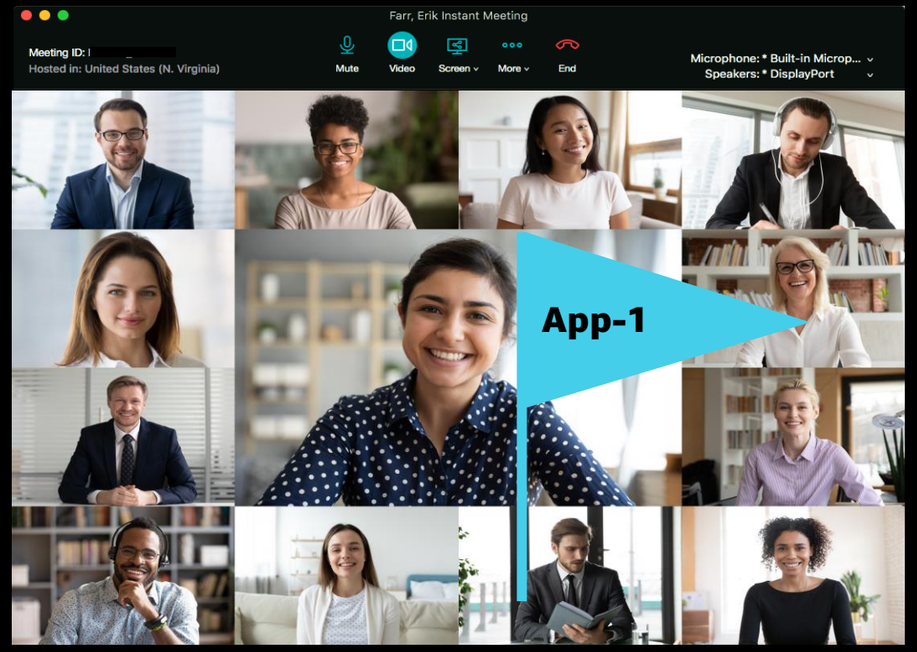
EBA parties: Pre-virtual world



EBA parties: Virtual edition







We don’t just think big

We do big

How Accenture helped customers turn a challenge into meaningful change



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Building for agility, resiliency, and growth

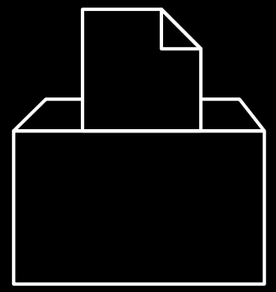
Fundamental changes in **consumer behavior**, **supply chains**, and **routes to market** knocked companies off balance

- An urgent need for businesses to **accelerate the adoption** of **agile ways** and **value chain transformation** to help outmaneuver uncertainty

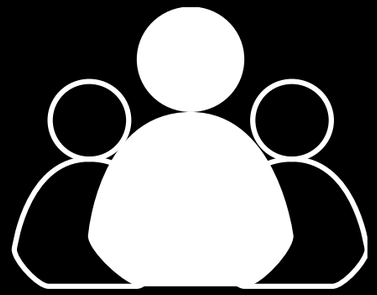
- Accenture helped enterprises to be **data-driven**, **powered by technology**, and **enabled by the cloud** for faster speed to market

- Accenture enabled enterprises to become **dynamic** and **adapt**

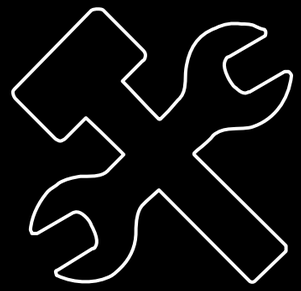
The need for reinvention with government agencies



Lack of automation



People-dependent



Small IT groups

Within 1 week



Up from 50 to 250 agents by utilizing Amazon Connect



24/7 virtual assistants deployed to supplement agents to respond to citizen inquires

Within 3 weeks



Live chat integrations to help enable one-stop resolution to customer inquires



IVR deflection to virtual agents to help reduce wait times

Accenture’s AWS toolkit

AWS Professional Services
Skills and experience from AWS experts to supplement our teams

AWS Well-Architected
Helps to build secure, high-performing, resilient, and efficient infrastructure



Accenture AWS Business Group
Powered by joint investments, accelerators, industry-proven expertise, and digital skills

AWS Training and Certification
Advances team’s skills and builds cloud fluency by learning from AWS experts

Getting started

To learn more about how AWS can help you, please visit:

- EBAs
  www.youtube.com/watch?v=Eggzu48L11o

- Partner Cast sessions for live interactive webinars on many topics
  aws.amazon.com/partners/training/partnercast

- AWS Solutions free, on-demand courses
  - Amazon Connect
    aws.training/Details/eLearning?id=45491
  - Desktop and Application Streaming with AWS
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Thank you!



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