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**accenture**operations

# L'outsourcing en agro alimentaire : du back office aux fonctions opérationnelles

April, 21 2016

High performance. Delivered.

Strategy | Consulting | Digital | Technology | Operations

# Accenture is a global management consulting, technology services and outsourcing company

+\$30 billion (US) in annual net revenues (for fiscal year ending

Offices and operations in more than 200 cities in 54 countries.

More than 350,000 employees.

+20% compound annual growth in earnings per

Over 4000 clients in more than 120 countries.

Global breadth and depth across 40+ industries and hundreds of offerings.

More than \$6 billion in cash on the balance sheet; virtually no debt

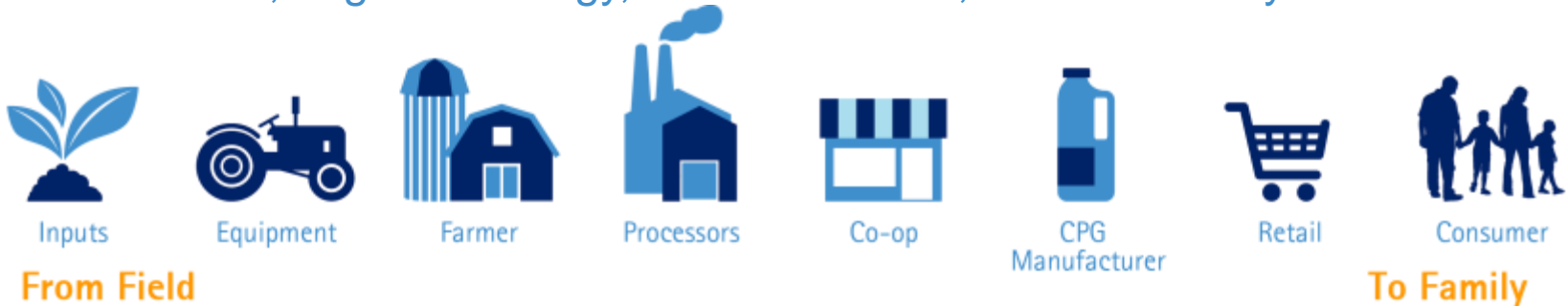
We serve 89 of the Fortune Global 100 and more than three-quarters of the *Fortune* Global 500.

99 of our top 100 clients have been clients for at least five years, and 92 have been clients for at least 10 years.



# We Serve Agribusiness from Field to Family

We serve all agribusiness sectors, with greater focus on: inputs, equipment, grains/oilseeds, sugar/bioenergy, animal nutrition, meat and dairy.



Examples of Our Clients

MONSANTO	CNH	raízen	ConAgra Foods	GRUPE LACTALIS
Bayer CropScience	JOHN DEERE	BUNGE	FrieslandCampina	Campofrio
Mosaic	Elders	Cargill	Smithfield	MARFRIG GROUP
Dow AgroSciences	蒙牛	LouisDreyfus	双汇集团 SHUANGHUI GROUP	
syngenta	wilmar	Kofco	JBS	brf
BASF The Chemical Company	ADM	CF		

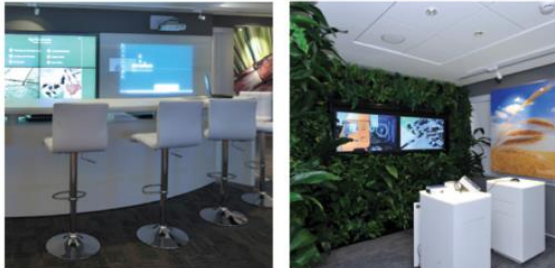
# Agribusiness-specific Assets & Thought Leadership

## Agribusiness Skilled Professionals

- Over **3,500** skilled professionals working with agribusiness clients
- Core team of specialists
- Capability Network and Delivery Center agri resources

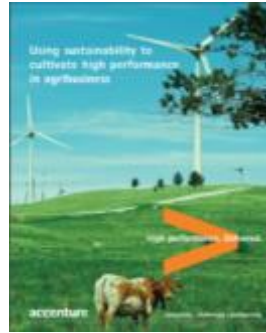
## Agribusiness Center of Excellence – São Paulo

- A central place to access, utilize and bring Agribusiness experience and research to our clients.
- Bring Agribusiness solutions to life



## Industry Specific Thought Leadership

Using Sustainability To Cultivate High Performance



Expand Relationships and Build Loyalty with Producer Services



Commodity Trading and Risk Management



Connected Agriculture: The Role of Mobile Technology in Driving Efficiency and Sustainability



## Industry Specific Assets

Risk Control Solution



Agri Business Process Model



Advanced Enterprise Solution

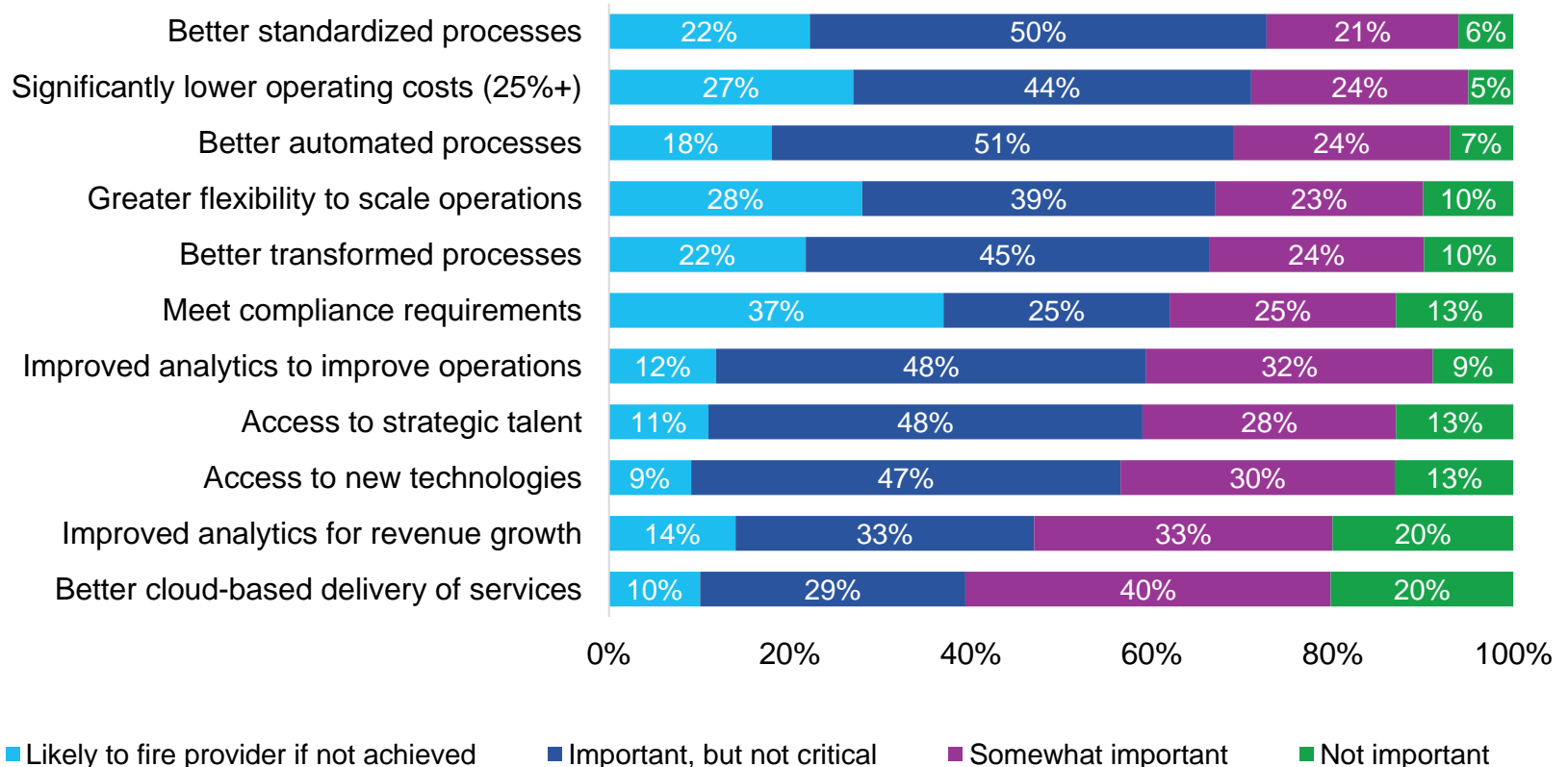


# Several questions should be considered when exploring BPO

1. What should you look for in a BPO relationship?
2. How can you increase the value you receive from BPO?
3. What does High Performance BPO look like?

# Today, organizations use shared services and outsourcing to drive process efficiency and create scalable, flexible operations

Q: How important are the following business benefits that you EXPECT to be achieved from your company's current IT outsourcing and BPO experiences over the next two years?



## A new generation of BPO is here, and Accenture is leading the way

To get the most value from BPO, it's crucial to partner with a provider who is able to deliver tangible business outcomes that far exceed cost reduction and labor arbitrage (3rd Generation BPO).

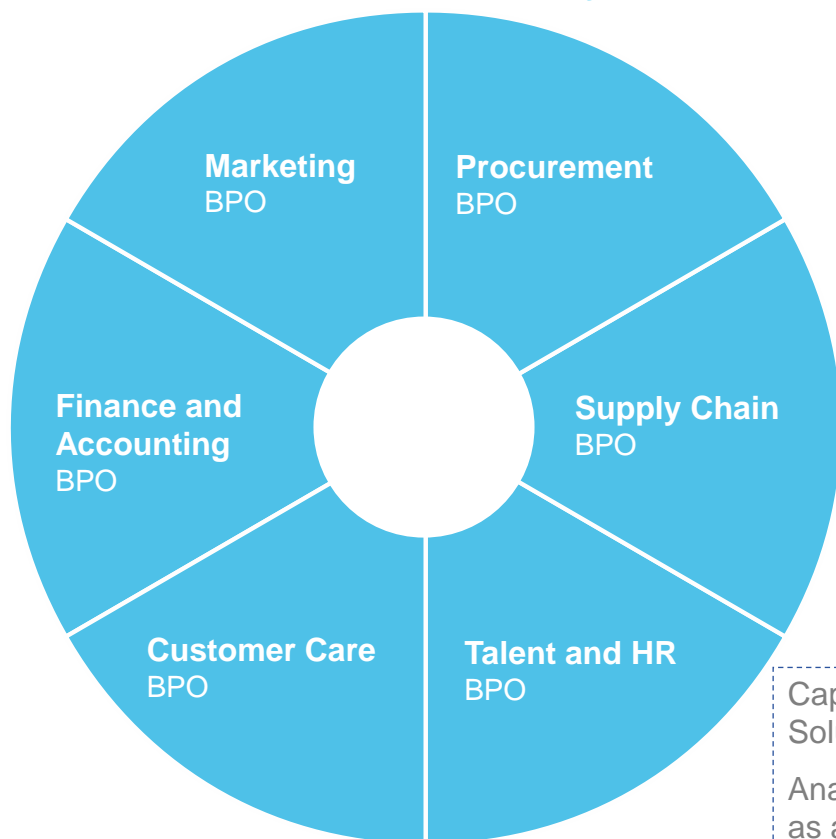
Accenture currently delivers 4th and 5th Gen BPO services to the world's leading companies and organizations.

	1 <sup>st</sup> Gen	2 <sup>nd</sup> Gen	3 <sup>rd</sup> Gen	4 <sup>th</sup> Gen	5 <sup>th</sup> Gen	6 <sup>th</sup> Gen
	Late 1990s "Pioneers"	Early 2000s "Offshore"	Mid-2000s "Opex"	Today "Insight"	Near Future "As a Service"	Future "Network"
<b>Industry &amp; Offerings</b>	FS Industry, F&A and HR	Back office, industry processes	Middle office	All "offices," industry focus	Standard platforms & process	Delivery scale
<b>Deals</b>	Industrialization	Lift & shift, Labor arbitrage	Gain sharing for innovation	Business outcomes	Technology components	1:Many approach
<b>Platforms</b>	Client platforms	Client platforms	Mostly client's platforms	Provider analytics tools	Standard platforms	Collaboration and social media
<b>Client Objectives</b>	Cost savings	Global capability	Noiseless delivery	Industry depth, analytical insight and innovation	Flexibility	Community

# We offer a comprehensive suite of BPO services to address our client's most pressing business concerns

Our **cross-industry** services focus on reliability, optimized processes and business performance.

## Cross-industry



Our innovative **industry-specific** services apply our extensive industry knowledge to jumpstart clients toward realizing greater business value

## Industry-specific



Capacity Solutions  
Analytics as a service



# Accenture is uniquely able to deliver business outcomes—the hallmark of 4th Generation BPO

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## Illustrative Examples of Business Outcomes

### Finance & Accounting BPO

- DSO reduced by 47 percent over four years, freeing up approximately \$1 billion of working capital for a global telecoms company
- Identified >\$10m early payment discounts through improvements in procure-to-pay processes for a technology company
- Operating costs reduced by 30 percent (typical)

### Marketing BPO

- Freed up 60 percent of brand manager's time to focus on core functions for consumer goods client
- Increased number of new campaigns delivered by 25 percent during peak season for a financial services company
- Decreased time required for campaign design and analysis by 25 percent

### Procurement BPO

- Secured sourcing savings of \$400m (15 percent) for a global banking client
- Obtained \$10.2m savings for banking client through the industrialized procurement of contract labor
- Helped deliver transformation to maximize the value from outsourcing, including optimizing resource staffing and category focus, yielding \$80M incremental savings over two years

### Talent & HR BPO

- Increased global products company's APAC revenue by \$50M using targeted sales force learning campaigns
- Improved new hire productivity for an India insurance company by over 10%
- Improved the speed to hire by 50 percent for a large Spanish food retailer

# The world's leading organizations trust us to dramatically improve their business performance and shareholder value.

A BPO pioneer with more than 24 years' experience, we know what makes BPO relationships work. We are the acknowledged market leader, honored by organizations like IAOP who has named us a top outsourcing provider for ten years running.



**25+**

Years  
experience  
in BPO



**150+**

Countries where  
we support  
client operations



**650+**

BPO  
clients



**45+**

Languages  
supported



**60+**

Delivery  
locations



**90,000+**

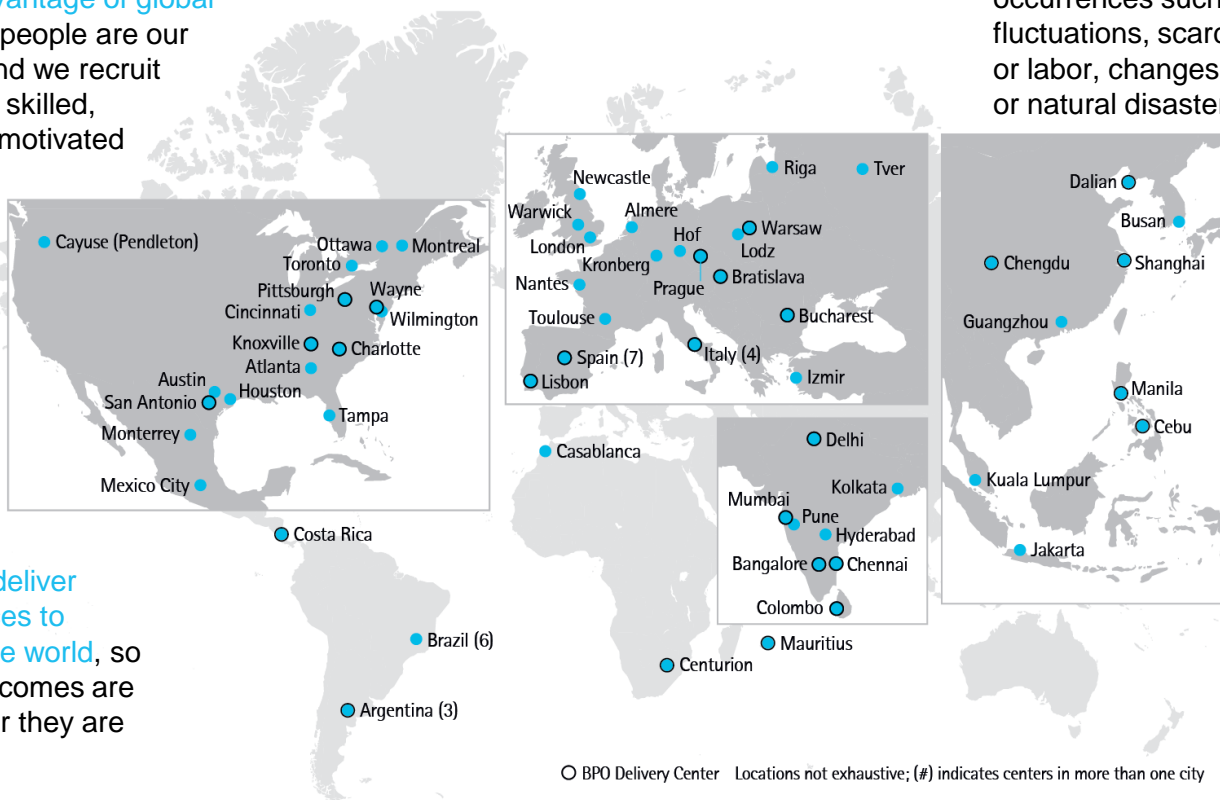
BPO  
professionals

# The Accenture Global Delivery Network— 60+ locations around the world

Q: How important are the following business benefits that you EXPECT to be achieved from your company's current IT outsourcing and BPO experiences over the next two years?

We can move work around the world to **take advantage of global talent pool**—our people are our greatest asset and we recruit highly educated, skilled, multilingual and motivated professionals.

We can also **mitigate risks** from occurrences such as local currency fluctuations, scarcities in raw materials or labor, changes in government policy, or natural disasters.



It enables us to deliver consistent services to clients around the world, so services and outcomes are uniform wherever they are delivered from.

Appropriate proximity to clients' global operations as clients want a mix of local, regional and global resources.

# Highlights from 23+ years as a BPO pioneer



Accenture ranked the world's #1 outsourcing service provider for fifth consecutive year by IAOP. Accenture has also been named an IDC MarketScape Leader in Business Analytics BPO Services.

Accenture creates HR outsourcing market in deal with global Telecommunications provider

Accenture signs first bundled outsourcing deal with global leisure company  
First Indian Delivery Center for BPO opens in Bangalore

Accenture signs the largest ever global HR outsourcing deal with global consumer goods company

1991      2000      2001      2002      2004      2005      2010      2013      2014

Accenture signs first ever Finance & Accounting BPO deal with global energy supplier

First Accenture offshore BPO Delivery Center opens in Prague

Accenture creates Learning outsourcing market with global leader in business communications

First bundled outsourcing agreement in pharmaceutical industry with global biopharmaceutical company

Procurement BPO business created in ground breaking end-to-end procure-to-pay deal with global financial services provider

Accenture BPO headcount reaches 36,000

Accenture announces intention to acquire Procurian Inc., expanding our leading capabilities in Procurement BPO

Accenture Operations was formed to combine IS, BPO and Cloud

For 10 consecutive years, Accenture has been ranked the top ITO/BPO provider—  
IAOP Global Outsourcing 100