



GO TIME VIDEO: IRON MOUNTAIN SCRIPT

VIDEO TRANSCRIPT

SAMIA TARRAF:

Hi, I'm SAMIA TARRAF, Lead for Accenture's North America Cloud business and this is GoTime. GoTime is NOW... so we are sharing short stories of partnership that begin with truly listening and then quickly provide agile solutions. SACHIN MATHUR just guided IRON MOUNTAIN through a virtual Business Case Roadmap demo in "myConcerto", our digital delivery platform for strategy through operations.... he is here to share the story.

SACHIN MATHUR:

Thank you Samia... Iron Mountain came to us asking us how we can help them define a roadmap to the cloud. I even remember the introductory call we had with the client leads when they told us directly "...so, we're kind of caught deciding between an on-premise upgrade or start our path to the cloud." We empathized with their situation sharing how many of our clients are in the exact same position and have asked us for similar guidance.

SAMIA TARRAF:

Iron Mountain is a big data records and management company, so it's easy to see why scale would be important. But I imagine there were also a lot of considerations. How did you approach the challenge?

SACHIN MATHUR:

We were able to move quick on this solution, and from that initial request, we had a virtual video call using Google Hangouts where the client shared an overview of the request. We followed that up with a quick 30 min call with the client lead to better understand their application landscape and used a BCR demo in myConcerto that served as the centerpiece to our solution during orals.

During orals, we showcased an automated process to document system/process challenges, capture KPI metrics to derive business benefits and calculate cost, leading to an auto-generated solution roadmap all based on empirical data. That demo took up most of the meeting, but my favorite part was how the meeting closed... the client asking for a Statement of Work.

SAMIA TARRAF:

A.MAZ.ING. To go from call to presentation, all quickly and virtually, really shows the power of the team and myConcerto. It's also about trust.



SACHIN MATHUR

There aren't that many clients that are ready to make to an investment these days, but when we demonstrated a quantifiable solution and proving that they can trust us with real client delivery stories, moving from an initial client call to an SOW in just 3.5 hours seems like an investment you virtually can't pass up.

Also, just to share a little bit of how things have been going at Iron Mountain, we received a comment from their CIO that *"Accenture, Oracle and my team are working together as if they are one company which is important to me. I need to have my implementer be part of the process. The engagement exceeded expectations in Week One"*.

SAMIA TARRAF:

Thank you SACHIN for a great story on the importance of listening, empathy, agility and solutions – now more than ever. There is not a new normal so much as a "never normal" – these fundamentals are how we will help everyone emerge stronger.