



ACCENTURE'S CLOUD JOURNEY

VIDEO TRANSCRIPT

Speakers:

- Merim Becirovic, Accenture Managing Director—Global IT, Enterprise Architecture
- Chris Wegmann, Accenture AWS Business Group Global Technology & Practice Lead

Overview:

- In this session, Accenture's Global IT lead, Merim Becirovic and AABG Technology lead, Chris Wegmann talk about how Accenture's cloud journey has evolved.
- Accenture's internal technology organization that supports not only clients, but 700K+ employees from around the world, has been fully in the cloud for 6+ years, utilizing the power of cloud and optimizing on the Cloud Continuum. What has happened since migrating fully to the cloud? How has Accenture continued to enhance their cloud home? Find out during this CUBE interview.

>>Welcome back to the Cube. I'm John Walls. We continue our coverage here at AWS Reinvent 22. We're in the Venetian in Las Vegas, wrapping up our day one coverage here in the executive summit, sponsored by Accenture. And, with me to talk about Accenture- a couple of guys who are no strangers at all to theCube. In fact, I think we've got to give you like alumni passes or something. We've got to come up with something like that. Merim Becirovic is with us. Merim is a Global IT at Accenture. And Chris Wegmann, who's already been on once today as a matter of fact. And we're going to start charging you rent Chris Global Technology and Practice Lead with the Accenture AWS Business Group at Accenture. Good. Glad to have you both back and you're welcome to theCube anytime, by the way.

>>Great to be back. .

>>Let's talk about what, what you folks have been up to. So you are, as we were talking earlier, you are where a lot of your clients would like to be. You've begun this transformation. You have fully migrated to the cloud, you've learned, right? Yes. You've hit all the bumps along the way. So, talk about your journey. Yeah. And then how you think that experience could be translated to what your clients are going through.

>>Yeah. So, I'll, I'll hit it from the lessons learned and working together with our business group partners. We, so Accenture's journey to the cloud is complete. We have finished that journey, and as part of that journey, we have migrated all of the services it takes to run Accenture to the public cloud. So now that's done, that was complete, but now we are this, now it is this cloud continuum, living in the cloud. And the, now, the thing we talk about, and I'd love to have Chris, you know, shine a little bit more, is we have built our digital core in a cloud. Now we're no longer dependent on data centers. And that has given us tremendous flexibility around how to enable the business as it has grown significantly since we started this journey a few years back.

>>Yeah. You know, Merim, I'm like, you talk about, right? We talk about our client, we've talked to our clients about building this digital core, right? And, and we've been through that as Accenture, as a global IT organization, you know, supporting well over 720,000 people. Yeah. Right? That growth over the last year has been tremendous. Right? So without



the strong digital core built on cloud, right? We couldn't do that. Right? We couldn't add that number of people, We couldn't make the, the, the changes were needed during COVID to bring people home, working from home. You know, whether it being the way we changed our business model or things like that, you know, that was all enabled by cloud. It couldn't be done without that. And you know, also the variable in our business, right? Is very tied now to our cloud consumption, right? So, you know, it goes up, it goes down, We've, you know, Merim and his team have completely built their core with, with those concepts in mind.

>>Yeah. I mean, you're talking about, you know, 700, 800,000 employees and how many countries did you say? 130 different countries.

>130 different countries. So, I mean, no small task, obviously, to get everything done. When did you start?

>>So, our cloud journey, effectively, we started in 2015. Okay. And we were done kind of right before Covid around 2019. We took a pause for a couple of different things, but we could have probably done that faster. And, if I was to do it again now today, we could probably do it in two to three years flat with everything that we've learned so far.

>>So what's the application then to your clients' experiences that, I mean, been there, done that, right? You

>>Can, exactly. Right. I mean, you know, we always say that we want to be our best credential, right? And Merim and his team are our best credential in this space. So, you know, a lot of our customers, you know, struggle making that commitment. A lot of them are past that struggle. Now. They're committed, they're going, but I talked to a lot of my customers about, you know, do I migrate? Do I modernize? You know, how do I do it? And, and it was interesting with Accenture. It, it started out very much as a migration program. So we made the decision, Merim and his team made the decision to do a migration and now a modernization. And, and that's proven very effective. It, it's, it's,

it's proven, you know, we got that core in place, right? We were able to build off of that versus, you know, spending a would've taken a lot more time just to start with a modernization approach. Yeah.

>>Where, where do you draw the line between the two, between migration and modernization then? Because just by migrating alone, you are modernizing, you know, some of your operations, so you're getting up to speed. But, but how do you draw that line, and then how do you get people to jump over it?

>>So I, I'll hit it from how our lessons learned. So, when we first started and we did the migrations, it was literally lift and shift. And it was a lot of argument about lift and shift isn't worth it. But we found out it was because it wasn't just about moving the workloads and keeping it like a data center. It was moving the workloads and then optimizing because everything in the cloud was significantly faster. So, then I didn't have to consume all the services the same way I did in the data center. I can actually consume them smaller. But also as time went by, what we learned is, hey, now these services are working here. Which ones are actually costing us more money to run? And not that they were costing more than the data center, but it's relative to the cloud, which ones cost more than the cloud?

>>Then we looked at that and said, okay, how do we want to modernize those? And then we modernized as container capabilities started, the evolving got much more mature. We shifted a lot of workloads to containers. But otherwise, the other principle we push very hard is big consumption of Lambda and serverless capabilities on Amazon. So, we have refactored multiple applications to give us that capability to say we no longer need the IAS capabilities, those servers, those VMs. And we run on, on serverless capability. And what's great about that is now I don't have a server to patch, to scan, to remediate, to upgrade. I've moved



away from that capability. And the teams can focus more on building the business capabilities the business wants, like with it to our pricing team. I don't know if you knew this one, Chris, but all the pricing capability has been redone to be cloud native on AWS.

>>How do you deal with the folks that, that still kind of have a foot in the on-prem world that, that they're just not ready to give it up? You know, they, they like the control, they like the self-management. They, they want to be in charge.

>>Well, yeah, I mean, a lot, a lot of our customers, it's, there's a reason why they need on-prem still. And there is on-prem, let's be clear. I mean, it is a hybrid cloud world for most of our customers. Whether they got manufacturing, whether they've got, you know, data systems, or, or operational IT systems, it has to be close to their execution or to their, to their factories and things like that. So that's going to happen. I think everyone, and I shouldn't say everyone, but you know, most of our customers know they need to get there. And are somewhere on their journey. Very few have not started at all, but it's about acceleration. And I, I do think we're going to see more and more acceleration. We saw it with covid. And then, you know, obviously I think we're going to see it again.

>>With kind what's going on with the economy and stuff like that. It, it's, you know, it's a great way to push that change through. And I, I'm really excited, I'll be honest, what I'm really excited about if I look at what Merim and his team are doing, they're just leveraging that digital core and truly taking the investments that the hyperscalers are making, the AWS's are making, and leveraging 'em. So we're not making that investment. We're a capital white company. So we don't like making good capital investments. And we're taking advantage of the capital investments. And we couldn't do that without the hyperscalers. We couldn't do that without being there. Right? Right. We just couldn't do it.

>>And maybe John, if I can build on that. Sure. Like, one, one of the things for me when I think about the cloud is I'm not alone. You know,

because when you're in a data center, when you're running a data center, you're kind of on an island and on that island, if you've got security issues, if you've got stuff you're dealing with – with attackers, you know, you're, you're kind of on an island and you're alone. Whereas in this world, I am where all the investment is, where all the security capabilities are being built, and I have partners that are there with us that help us when these situations come up. So, for me, I'm very grateful that we pushed very hard in the beginning to get here, but I wouldn't have it any other way.

It's like, do you, do you want to live outside the fort?

>>No,

>>I don't. Exactly. Right.

>>Yeah. I don't want to live outside the fort. There are a lot of bad guys out there right now. Yeah. All right. So the journey is over, right? You can unpack your bags and get comfortable, right?

>>Hardly.

>>So what is the, what has this done in terms of setting you up for your future plans?

>>So I'll talk about a couple different things, and maybe you can build on it, Chris, from what you're seeing, like for us, we, we got very good at, I hate the concept of just FinOps, but it's the way of being in the cloud. It's different than running a data center and the way we think about building services, consuming services, allocating services, provisioning services. There's just so much more flexibility there that we can completely fine tune the service that we want to provide. That helps us from when we think about 360-degree value as we talk to our clients for ourselves to say, it also helps just simply on a sustainability agenda, right? Because now as Amazon builds their capabilities to be more sustainable, those SKUs are available to us, we can naturally



consume those SKUs much more effectively. And then the next thing to me, what I'm especially excited about is all the stuff we're doing around network. So, pre – Covid 95% of our traffic was just straight to the internet because we had already finished the journey. So now what do you need a wide area network for anymore, right? If you're not routing traffic between data centers, what do you need it for? So we have been working with, with AWS, especially like building these cloud land type capabilities and consuming it. So, think of consuming network same way as you do the cloud. So, I'm excited about that one.

Yeah. I'm super excited about that. Because you know, network's at the core of everything you do, right? And there's always a lot of concern, Hey, when I go to the cloud, my network costs are going to go up, right? But I think we've proven that those costs can come down, right? And we can have a better experience deal with the ebbs and flows of our business, whether it's people working from home, people working in the office, you know, or at the client sites. We've got that cloud based backbone that we support. I agree a hundred percent. I think you and your team have done a great job of cost management, cloud cost management optimization, right? You didn't stop. No, you didn't live, you didn't just live after the migration on VMs, right?

>>You know, you went serverless, you went, you know, containerization. Yep. And that's kept our cloud bill going down, right? Versus going up, right? Yes. And, and I hear from a lot of customers concerned about cloud costs and that type of stuff, but you've proven right, yes. That you can keep it flat if not going down because you're using those last ways. The sustainability is the other thing that I truly am, I love, right? Is, you know, we're all trying to become a more sustainable, sustainable organization. We're trying to help our clients become more sustainable organizations. And you know, you know, your ability to take on Graviton processors, right? Which you use less power. Yes. Right? Overnight, right? Yes. Or, hey, I'm using a, you know, a, a serverless, Lambda, whatever, right? And I'm not running that server. Right. You know, so you're able to show that sustainability gains, you know, very quickly, which you could not do in just doing cloud basic migrations.

>>Well, I tell you what I think is impressive is that you put your money where your mouth is, right? Is that that it's, and, and if I'm going to be a client not to, you know, give you guys a pat on the back, you don't need it. You're doing great without me. But I'd say you've been there, you've done that. And, and so I can learn from you. You understand my pain. Yes. You understand my reservations, my challenges, and you could be my, my headlights here. So, I think great approach. Kudos to you and certainly wish you both success and to your fourth and fifth appearances on the Cube. We have slots tomorrow if you're available. So maybe we'll fill it up and bring it back again. Awesome guys. Thanks for being here. Sure. Appreciate the time. That's great. I've been talking about Accenture. This is the, of course, executive summit being sponsored by Accenture here at AWS Reinvent 22. I'm John Walls. You're watching the Cube, the leader in tech coverage.

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