

Resiliency in the making: Accenture and Microsoft

Turning adversity into advantage for
engineering, supply, production and operations

accenture

avanade

Microsoft



Four-plus years of disruption in engineering, supply, production and operations have had a significant impact on companies across all sectors. Collectively, these businesses have missed out on a staggering \$1.6 trillion in revenue growth opportunities each year because they were not able to adapt quick enough when disruption struck, according to the latest research.

What's needed in the face of near-constant disruption—from geopolitical unrest and cyber-attacks, to climate change and innovation such as generative AI—is resiliency. But the recent past has shown that too many companies are lagging in this key proxy for success in an ever-more-complicated world. And that underperformance comes with a cost: our analysis revealed that more resilient companies were able to capture 3.6% additional revenue growth compared to their less resilient rivals.

One of the best examples of how the partnership can help organizations be more resilient is the work Accenture did to help transform Microsoft's own Azure supply chain with a control tower solution that creates a digital twin of Microsoft's fast-growing supply chain for cloud inventory shipments, deliveries and logistics operations. Now, Microsoft more effectively manages network-wide inventory, generates additional cloud revenue and enhances employee productivity. This has enabled Microsoft's own increased resilience amid constant disruption.

Microsoft is an essential partner for helping businesses be more resilient.

Together, Accenture and Microsoft help companies increase their agility as disruption spreads, combining industry insights, innovation and asset-led accelerators to revolutionize their manufacturing and engineering processes at scale.

Recently, Accenture was named Microsoft's Manufacturing and Supply Chain Partner of the Year.



For companies struggling to enable digital manufacturing transformation at scale, Accenture and Microsoft can provide the necessary support. Successfully digitizing production makes companies more resilient. For example, Mars turned to Accenture and Microsoft to transform its digital manufacturing operations, with AI, cloud, edge computing technology and digital twins of entire manufacturing plants. With these solutions, Mars gets real-time data into the hands of factory operators so they can make the right decisions before problems appear. This is just the kind of proactive management (and predictive maintenance) that digital manufacturing at scale can enable and makes Mars more resilient to ongoing disruption.

With Microsoft products already deeply embedded in most of the world's organizations, they are well positioned to make a difference. Resilience is the result when companies fully assess and subsequently boost their capabilities to overcome a few key challenges.

Despite their best efforts, businesses continue to contend with siloed data in their organizations. Even when several Independent Software Vendors (ISVs) are involved in corralling enterprise data, there are usually still a handful of platforms that can't talk to one another. Microsoft Fabric connects even these different ISV solutions, allowing companies to access one central data lake—OneLake—for the entire organization. From there, it's possible to apply AI and other tools to the data to generate insights. Power BI, meanwhile, helps create impactful reports and unlock insights with easy-to-use tools and engaging visuals. Connected data means a deeper understanding of operations and ultimately more resilience.

It's hard for companies to know where to begin with AI in a rapidly automating industrial world. Microsoft has been accelerating adoption of the world's most advanced AI models, backed by Microsoft Azure. Along with Azure OpenAI Service and Microsoft 365 Copilot, Azure delivers AI-empowered solutions within a trusted cloud product that helps companies benefit from the visibility and predictability that we've identified as crucial for resilience.

Copilot, embedded in all of Microsoft's individual products, makes every tool smarter and better connected. For example, the latest Copilot capabilities for Dynamics 365 Supply Chain Management empower supply chain teams to take the next best action based on insights gleaned from connected data, all while benefitting from a helpful chatbot that can help clarify the information. A better line of sight into operations enables more resilience.

A remote and decentralized workforce needs the right tools to support better collaboration. Starting with Microsoft Teams, Microsoft tools help today's workforce collaborate to be more agile and also accomplish important objectives like embedding sustainability earlier in the product engineering process, which helps improve resilience. Powered by Azure, modern engineering brings digital thread to life by allowing engineers to collaborate better and innovate faster while unlocking the power of data for generative AI. This is resiliency at your fingertips, thanks to the power of the cloud.



How can Accenture and Microsoft help your organization's end-to-end value chain to be more resilient?

- 01 / Learn more about our [Resiliency in the Making](#) research.
- 02 / Find out [how your resilience score fares against your peers](#) and download a personalized scorecard to track progress in the future resiliency.
- 03 / Speak to a Accenture or Microsoft representative.



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About Accenture

Accenture is a leading global professional services company that helps the world's leading businesses, governments and other organizations build their digital core, optimize their operations, accelerate revenue growth and enhance citizen services—creating tangible value at speed and scale. We are a talent and innovation led company with 738,000 people serving clients in more than 120 countries. Technology is at the core of change today, and we are one of the world's leaders in helping drive that change, with strong ecosystem relationships. We combine our strength in technology with unmatched industry experience, functional expertise and global delivery capability. We are uniquely able to deliver tangible outcomes because of our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Accenture Song. These capabilities, together with our culture of shared success and commitment to creating 360° value, enable us to help our clients succeed and build trusted, lasting relationships. We measure our success by the 360° value we create for our clients, each other, our shareholders, partners and communities.

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