Accenture Federal Services + Celonis

Reinvent operations to drive
holistic value at speed

Transforming federal processes

Accenture Federal Services, with its deep understanding of federal missions and operations, has partnered with Celonis to bring cutting-edge process mining capabilities to the federal sector. Celonis, an advanced big data technology, analyzes and visualizes critical processes, uncovering inefficiencies and enhancing transparency, speed and cost-effectiveness.

By leveraging Celonis' process mining capabilities, Accenture Federal helps agencies visualize, automate and optimize their business processes using data-driven insights. This powerful combination enables federal organizations to inform transformation initiatives and drive meaningful change while minimizing waste.

Through this partnership, Accenture Federal and Celonis are helping federal agencies achieve their missions more effectively, leveraging the power of process mining and data driven decision making to drive reinvention and deliver greater value to citizens.

How we help

01 **Boost workforce productivity**

We help agencies optimize workforce productivity by identifying and streamlining complex, manual processes using data-driven insights from Celonis' process mining capabilities enabling federal agencies to reduce inefficiencies, increase automation and drive operational efficiency.

02 **Enhance financial management**

We help agencies identify and address the root causes of audit-related deficiencies. By leveraging data-driven insights, we inform the development of system controls that meet A-123 and Notice of Findings & Recommendations (NFR) guidance, driving financial management excellence and reducing audit risks.

03 **Empower system transformation**

We help agencies develop a deep, objective understanding of their own processes, accelerating manual discovery efforts, informing requirements definition, and de-risking system migration activities.

Customer stories

Department of Defense agency achieves process optimization

A Department of Defense agency successfully transformed its Order to Cash (O2C) process by leveraging Celonis process mining. Together, we analyzed over 10 million sales orders uncovering 40,000+ unique process variations, revealing opportunities to simplify complex and manual processes. With the insights gained, the agency is now streamlining its operations and using Celonis to inform its SAP ECC to S/4HANA transition, driving further business process re-engineering efforts.

Federal benefits agency streamlines loan review process

A Federal Benefits Agency successfully piloted Celonis process mining to optimize its Full File Loan Review (FFLR) process. By analyzing over 20,000 loans, the agency gained valuable insights into process inefficiencies, including loan types and steps that consumed the most time and resources. The agency used these insights to inform its modernization initiatives and has since expanded Celonis across other operating units, driving further process improvements.

Driving reinvention in federal operations

By combining Accenture Federal's extensive knowledge of federal agency missions and processes with Celonis' intelligent process mining technology, we're empowering federal agencies to achieve significant operational improvements. This collaboration enables agencies to reduce inefficiencies by identifying and eliminating redundant or unnecessary processes, streamline complex workflows, and minimize waste. It also allows them to increase automation by automating manual tasks and processes where possible, leveraging data-driven insights to inform decisions.

Together, we drive operational efficiency by providing real-time visibility into process performance and bottlenecks, informing data-driven decision-making, and continuously monitoring and improving processes to achieve optimal performance.

As a result, federal agencies can deliver greater value through more efficient, effective and responsive operations.

Contact us to learn more

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