

A large, stylized graphic consisting of a purple triangle pointing downwards and a yellow triangle pointing to the right, overlapping each other.

GLOBAL RETAILER

HELPING THE HOME
IMPROVEMENT LEADER DELIVER
FINANCE, ANALYTICS AND
LEADERSHIP SKILLS



CLIENT OVERVIEW

With 250,000 employees and operations in North America, South America, India, and Asia Pacific, this Global Retailer is continuing to extend its presence through new markets and alliances. While its primary business is focused on home improvement in the United States, this company has continued its strong growth by entering Mexico, Canada, and through acquisitions, reaching \$13.4 billion in revenue in fiscal year 2015.

OPPORTUNITY

The organization embarked on a corporate reorganization, launching operations in Bangalore and restructuring corporate functions, including finance. This organizational change led to newly defined roles and team structures with remapped responsibilities from the specialist through vice president level. The team recognized the need to implement a comprehensive learning solution to support the new roles and skills required within its organization.

SOLUTION

The company partnered with Accenture and selected Accenture Academy as its software-as-a-service (SaaS) learning solution. Accenture Academy worked with members of the Global Retailer's finance and human resources leadership teams to design and implement a learning program tailored to the new roles and responsibilities of their organization. Through this partnership, the company was able to quickly launch training focused on finance, analytics and leadership skills, supporting employees across the United States and India.

RESULTS

Accenture Academy helped quickly and significantly increase the number and quality of training assets available to the company's finance employees. In less than six weeks, customized learning plans were rolled out for finance employees at all levels within four major department areas.

Due to the breadth and quality of the Accenture Academy training program, they were able to effectively meet its learning business requirements within finance, as well as expand into additional areas, including supply chain and procurement.

RESULTS OF THE PROGRAM INCLUDE:

- 1. IMPROVED FINANCIALS:** Increased sales, return on invested capital (ROIC) and modified free cash flow (MFCF)
- 2. IMPROVED CUSTOMER SERVICE:** Customer confidence, ease of doing business (EODB) and simplifying HI possibilities (SHIP)
- 3. IMPROVED PROCESSES:** Improved close rate, planning effectiveness and program prioritization and delivery
- 4. EMPLOYEES:** Improved retention and engagement

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With approximately 442,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives. Visit us at www.accenture.com.

ABOUT ACCENTURE ACADEMY

Building a highly skilled workforce is more important than ever to a company’s innovation and competitive advantage. Therefore, the attraction, development and retention of talent is a top business priority for many corporate executives.

Accenture Academy is a powerful way to meet the complex learning and performance needs of your most critical workforces. We provide a flexible learning approach that helps your people be more versatile and your entire organization be more agile in the marketplace.

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