

CASE STUDY **accenture**



CINDY BENGTON, SENIOR MANAGER; JACINDA GUTIERREZ, GENESYS WORKS INTERN; AND SARA WALES, BUSINESS PROCESS SPECIALIST

GLOBAL REACH & LOCAL IMPACT

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. With more than 411,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives. But their mission to improve the world doesn't end there. In fact, Accenture made a significant commitment in 2011 to equip more than three million people with the skills they need to secure a job or build a business. Six years and 1.7 million people later, Accenture is well on their way to meeting their corporate citizenship goals!

This three-pronged approach includes driving skills development, enabling employment, and collaborating for change. By partnering with organizations, they are working to create large-scale, long-term solutions to close employment gaps. Genesys Works is one of these partners and has connected Accenture with high school interns for seven years across multiple GW sites. Since 2010, Accenture has hosted 98 interns in Houston, Chicago, San Francisco, Twin Cities and Washington, D.C. Currently, seven interns are working for Accenture in Houston.

"Engaging with Genesys Works is like connecting the dots before they exist. These interns are our future business leaders. With a subtle nudge, we are helping shape their trajectories and aspirations," says Michael Preston, Managing Director at Accenture.

Cindy Bengtson, Senior Manager, and Sara Wales, Business Process Specialist, are Accenture supervisors in Houston. They manage and mentor Genesys Works intern, Jacinda Gutierrez. Cindy and Sara work with an oilfield services client and receive support from Jacinda at their client's offices.

"Jacinda has been an enormous help to Cindy and I," said Sara. "She takes on tasks that are very important in the day-to-day running of a global project. She works directly with our teams in Manila, Philippines, to assist them with reviewing and matching expense items for clearing, reviewing a legal database and noting changes in countries where sanctions may be placed or lifted."

In addition to these meaningful contributions, Jacinda has also played a key role in preparing to move a large amount of documentation from one SharePoint site to another.

"This will be a major accomplishment, and Jacinda will play an important role in its completion," Sara said.

CASE STUDY **Accenture****HIGH RETURN ON INVESTMENT**

Adding a Genesys Works intern to the team has proven to increase productivity. Although Jacinda is still a senior at Barbara Jordan High School, she is able to complete meaningful, entry-level work at a cost-effective rate.

"I like knowing that I have someone here who is ready and willing to help when I am overwhelmed with action items," Cindy said. "Just knowing I have someone to call on helps me be more organized and provides assurance that we will meet our deadlines. Also, I get to address the items that otherwise would be put on the back burner due to time constraints."

Working with a GW intern has also boosted morale from Cindy's perspective. "I was immediately struck by Jacinda's sunny disposition," Cindy said. "I liked that she asked questions and was eager to share her experiences with us. She is really smart, and I am impressed by how she listens to an assignment and doesn't hesitate to ask questions.

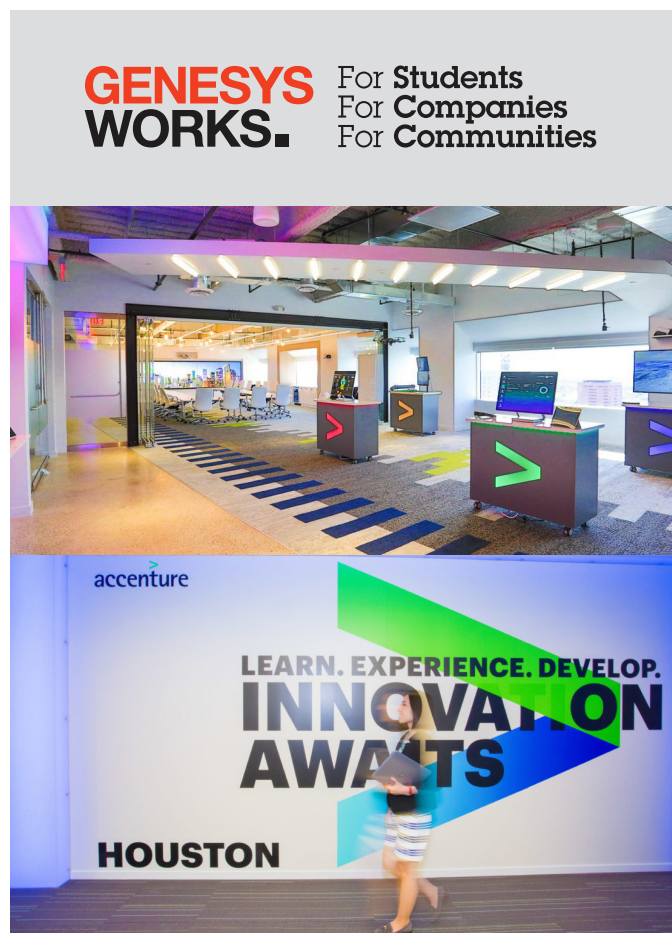
"She is learning that things will happen in life that you are not expecting," Cindy added. "It's not important that they happen, but rather how you react when they do."

Before being placed with Accenture, Jacinda received professional and technical training for eight weeks. This skills training was the foundation she needed to begin her internship, and she continues to learn on the job. Jacinda attends her high school classes in the morning and goes into the office every afternoon to work with Cindy and Sara.

"What I like about Accenture the most are the company's core values," Jacinda said. "Stewardship, Best People, Client Value Creation, One Global Network, Respect for the Individual, and Integrity are great values that I personally agree a great Accenture employee – indeed any individual – should have. I'm very happy that I met my supervisors Cynthia and Sara, because they're two amazing women who inspire me to pursue my career and personal goals."

Sara says she finds it refreshing to have a high school student on her team, someone that she can mentor every day. "Jacinda is very driven and has successfully pursued her goal to attend college," Sara said. "Having a daughter just complete her first year at college has helped me share my experiences and help Jacinda along this path, which can often be challenging to navigate. It has been a close relationship from the start, something I value every day."

According to Jacinda, it is incredibly valuable to her to engage in these conversations with her supervisors. "I have confidence in knowing that even after my internship ends, I'm able to pick up the phone and talk to them about anything," Jacinda said. "My plans after high school are to attend Sam Houston State University, where I will pursue my bachelor's degree in Forensic Chemistry."



"Partnering with Genesys Works is a natural extension of our Skills to Succeed program. It creates tremendous opportunities for courageous youth who are setting their aspirations and exploring new boundaries. In turn, Accenture employees get the opportunity to broaden their hearts and minds and have real impact through mentorship. And lastly, our business benefits from talented and cost effective resources. The GW interns make a difference for the businesses they serve, and our employees get a glimpse of the future."

MICHAEL PRESTON
MANAGING DIRECTOR, ACCENTURE