



# ACCENTURE: CHANGE FROM EVERY ANGLE

## VIDEO TRANSCRIPT

### GETTING TO WORK

**Voice-over:** Success for Accenture is always in the eyes of the success for our clients. A partnership really means that we're successful together.

**Anant Gadia:** We've seen CMHC move towards a fully digital organization and this has helped them streamline their processes, become more efficient, all in service of their overall housing affordability goal for all Canadians.

**Laura Clements:** When we started this journey, there wasn't a document that listed out, Here are the top changes that need to happen.

**Anant:** The early stages were very much, we need to become a digital organization. How do we do that? What are the problems that we need to solve and how do we frame those problems?

That involved reorganization of the company and enabling people with the tools they need to be successful in their jobs.

We started out by bringing deep technology expertise to the table to really migrate them to the cloud. But over time, we've brought on strategists, data scientists, interactive UX service designers.

**Laura:** The role that we play is to really help bring our experience and our knowledge of changes like it and help identify where those changes are going to be hard. If you don't center it around how to support the people, you won't have a transformation that's going to stick. These were not just changes for CMHC; this was for all Canadians.

There is a little piece of magic that happens and it's usually right as some of the systems or processes are about to go live. It's incredible because you go from being on the project side to seeing it come to life and it's no longer a project; it's now the new norm. The new way of working.