



accenture

Industrialization of Services

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Why is this man standing here?





Can this service be performed differently?



Airport 1



Airport 2



Airport 3



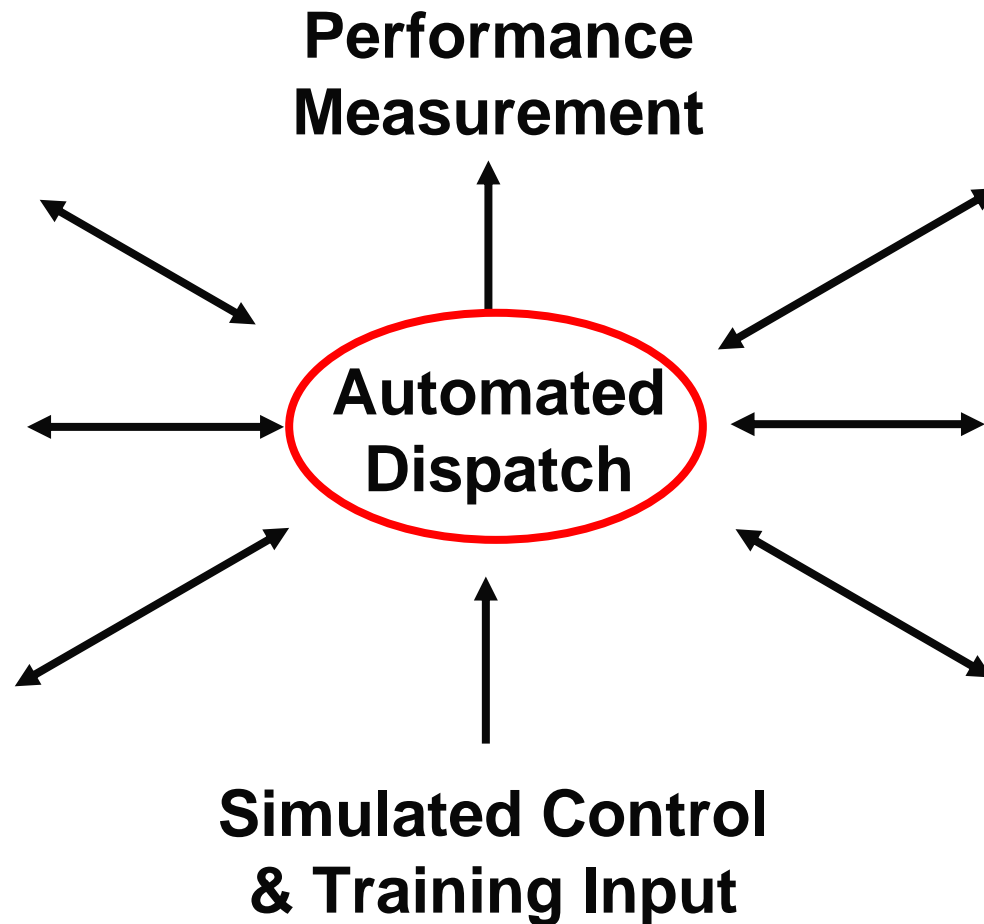
Screeners 1



Screeners 2

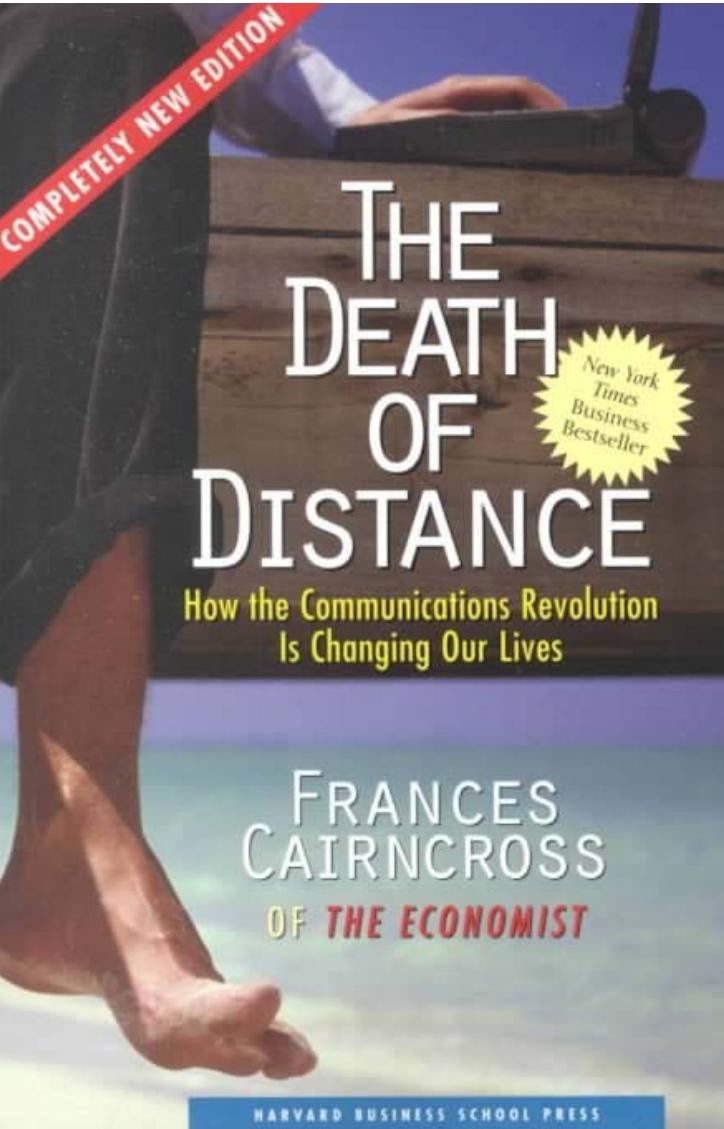


Screeners 3





Services can now be “transported”



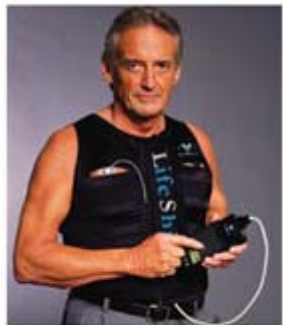
A worker or a machine can now sense and affect reality from a distance.

Services can be performed at the location of the worker and simultaneously delivered at the location of the customer.

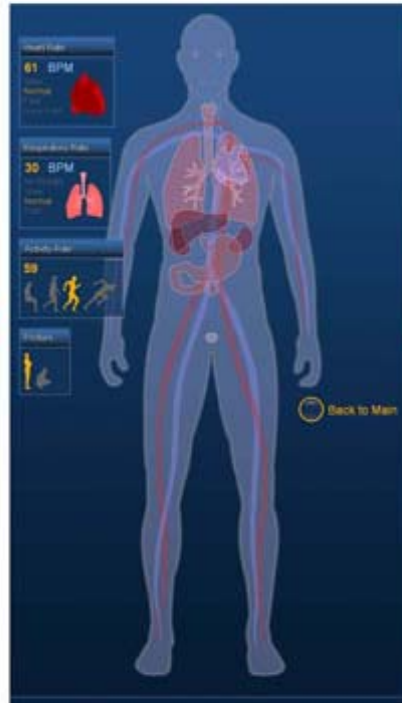


Healthcare Services of the Future

Sense



Think



Act



Helping Mr. Smith stay healthy



Retail Services of the Future



What should we say to Mrs. Smith in aisle 3?



What should we say to Mr. Smith when he reaches into his wardrobe?



Education and Training Services of the Future



Is the classroom instructions the best way to educate?



Individual mentoring and learning by doing has become feasible in most situations from high schools to corporations



Can services be industrialized and delivered at scale?

**Product
manufacturing
and distribution**

**Service
creation and
delivery**

**Power Tools
Transportation**

**Computing
Communication**

Standardization of tools

Standardization of processes

Assembly from parts manufactured elsewhere

Standardization of components

Automated mass production

Dramatic increase in complexity and versatility



Industrial Ecosystem

Supply and distributions chains

Educational system

Legal frameworks

Regulatory agencies

R&D institutions

Professional organizations

Professional and trade journals