

**A Great Place To Work**  
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**“The best thing about working for Accenture Technology Solutions has to be my team,”** says Michele Arpaia a Senior Systems Analyst in Italy. Since he joined the company in March 2003 he has met some great colleagues who inspire and motivate him to learn new things. **“It wasn’t until I started here that I really understood the meaning of teamwork,”** he says. **“I’ve never found an environment like this anywhere else.”**

Michele has flourished under these conditions and was promoted to team leader six months ago. He knows building solid relationships is important in a fast moving environment like Accenture Technology Solutions and pulling together when the going gets tough has never been more important than on his current project. His team is currently building a web-based system to increase deliveries for one of Italy’s biggest magazine distributors. It’s a new area for him and also his first engagement as project manager. It’s proving to be extremely demanding but he says his colleagues made the transition into management easy for him. **“I still feel like I’m part of the team because we’re friends. I bounce ideas off them and they lift me up every time there’s a challenging situation.”**

Michele also recognizes the benefits of cross-cultural teamwork. On his last project a group of Americans was brought over to Naples to develop a Java solution for a communications firm. **“It was a great time,”** he recalls. **“I built up very good working relationships with my teammates from abroad and I got to improve my English.”** The different work styles between the groups worked in Michele’s favor too. **“The Americans are very pragmatic whereas the Italians are more artistic. I learned how to be more pragmatic in my job, to solve problems quickly and find the right solution first time. It was a good lesson from our American project manager – he was a very wise man!”**

And even when colleagues aren’t based in the same office Michele finds it easy to call on people in other locations for solutions and advice. **“We’re connected all around the**

**world, so if I'm having trouble with a piece of technology, I can log on to the Accenture Technology Solutions' central database, or call someone in another country to resolve the problem. This database is a great tool and I use it a lot – it's fantastic to have access to an international resource where every employee can collaborate to find information and share knowledge. It really makes me feel I'm part of a global team of experts."**