

DXC Technology Software Development

G-Cloud 15:
Service Definition Document

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1 Company Overview

DXC Technology is a Fortune 500 global IT services leader. Our more than 130,000 people in 70-plus countries are entrusted by our customers to deliver what matters most. We use the power of technology to deliver mission critical IT services across the Enterprise Technology Stack to drive business impact. DXC is an employer of choice with strong values, and fosters a culture of inclusion, belonging and corporate citizenship.

We deliver the IT services our customers need to modernise operations and drive innovation across their entire IT estate. We provide services across the Enterprise Technology Stack for Business Process Outsourcing, Analytics and Engineering, Applications, Security, Cloud, IT Outsourcing and Modern Workplace.

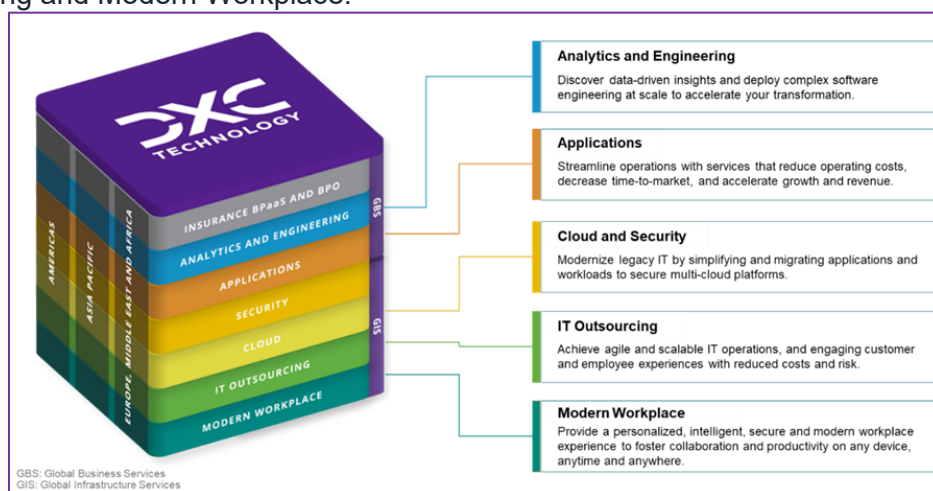


Figure 1. DXC Technology stack

Every day, we earn our customers' trust by delivering transformative technologies to ensure the success, safety and well-being of businesses and people worldwide. Our globally connected centres enable us to solve complex technology challenges and transform our customers' businesses through our dedicated delivery workforce.

With globally distributed teams and rich engineering skills, DXC offers competitive solutions to address customers' cost, regulatory, language and business continuity requirements. We leverage the power of partnerships through our curated DXC ecosystem of technology leaders. By combining strengths and expertise globally, we create solutions and deliver greater outcomes for customers across the Enterprise Technology Stack.

Our values are the fabric of DXC. They bind us together regardless of where or how we work and position us to succeed on our transformation journey:



2 DXC Software Development

In today's fast-paced digital landscape, enterprises must innovate quickly to stay ahead of the competition. DXC empowers organisations to build secure, scalable, and AI-driven software solutions that enhance business agility and accelerate growth.

By leveraging AI-powered development, Generative AI, cloud-native architectures, and low-code platforms, we empower enterprises to innovate faster, scale, and flexibly respond to evolving delivery. Our software development services are designed to:

- Drive innovation through AI, ML, and automation-first engineering.
- Enhance business agility with lean-agile frameworks, DevSecOps and Observability enablement.
- Foster IT-business collaboration through seamless application integration and human-centric design.
- Ensure future-ready solutions with cloud-first, composable, and sustainable development models.

With DXC, businesses can transform digital experiences, optimise operations, and unlock new market opportunities.

Software Development – Powered by AI

DXC empowers enterprises with secure, scalable, and AI-driven software solutions to accelerate business outcomes.

- **AI-Powered Engineering** – Accelerating intelligent automation and software delivery with our DevCoverage platform, enabling next-gen software development.
- **Agile and DevOps Methodologies** – Ensuring continuous integration, faster deployments, and high adaptability to market changes.
- **Cloud and Low Code Platforms** – Seamlessly deploying applications across multi-cloud environments with composable and scalable architectures.
- **Advanced Application Integration** – Facilitating seamless interactions across enterprise ecosystems with API-led connectivity and AI-driven automation.
- **Application Experience** – Creating immersive, user-centric experiences with modern architecture, cutting-edge tech, MUX™ principles, and gamification.

Capabilities

- **Development and Engineering**
Custom software development with AI-driven automation for faster, secure, and high-quality code.
- **Application Experience**
Ensuring continuous optimisations and seamless user experience across applications.

- **Application Integration Services**

Breaking silos with API-driven and cloud-native integrations for a connected enterprise.

- **Low Code Platforms**

Accelerating app development through intuitive, low-code solutions for business and IT teams.

- **Agile Capacity Services**

Providing flexible capacity solutions with globally distributed teams to deliver at speed and scale.

Value Proposition

Empowering enterprises with AI-driven software solutions, human-centric design, and cloud-first flexibility for accelerated innovation and agility.

- **Faster Time to Market** – AI and automation-driven development, enabling rapid product timelines (50% faster).
- **Optimised Deployment** – Cloud-native development, CI/CD, and automation reduce deployment costs by 40%.
- **Enhanced Productivity** – AI-assisted engineering and testing improve efficiency, cutting manual effort by 25%.
- **Composable Business Agility** – Modular, composable architectures drive scalability and responsiveness to change.
- **Enterprise-Grade Quality** – AI-driven engineering and DevSecOps ensure secure, resilient, and compliant applications.

Key Service conditions

- Delivered by dedicated software development squads, scalable as required to meet programme and business needs
- Flexible delivery models: on-shore, mixed, or off-shore teams.
- Pricing is monthly; other engagement options available via SFIA rate card.

3 Why DXC?

DXC has years of experience in the UK Public Sector – with a very strong public sector heritage across:



- **AI-Enabled Workforce** – Integrating AI-powered tools to enhance developer productivity, automate repetitive tasks, and enable data-driven decision-making.
- **Human-Centric Design** – Co-creation models, design-thinking workshops, and experience studios ensure personalised and accessible digital solutions.
- **Enhanced Business Agility** – A codified, modular approach leveraging value stream mapping, metrics-driven performance management, and AI-enabled continuous delivery.
- **Industry Assets and Accelerators** – Ready-to-use frameworks, pre-built automation tools, and AI-driven analytics that significantly reduce time to market.
- **Innovation Centers and Technology-Led Innovation** – Showcasing the latest in Generative AI, Mixed Reality, and Enterprise Low-Code development for rapid application delivery.
- **Builders for Tomorrow – Citizen Developers** – Empowering business users with Low-Code/No-Code platforms, driving democratised innovation and faster solution development.
- **The Path to Faster Delivery** - By leveraging AI-Powered Development, seamless microservices integration, agile methodologies and DevSecOps practices, enterprises can accelerate digital transformation and maintain competitive edge



Figure 2. Speed to Market

- **The Path to Hyper-personalisation** - By leveraging AI-driven personalisation technologies, enterprises can deliver uniquely tailored digital experiences that increase engagement, foster customer loyalty, and transform satisfied users into passionate brand advocates across all interaction touchpoints



Figure 3. Hyper-personalisation

- **Unlocking value with our differentiated, continuous application services** - Accelerating Innovation and Business Outcomes through Full Stack Development

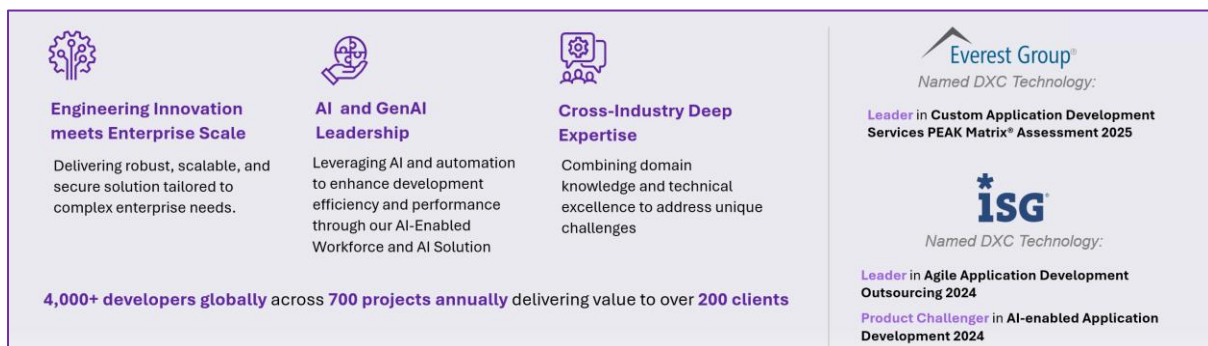


Figure 4. Full Stack Development

4 Service Overview

AI at the Core of Accelerated Value Delivery for Software Development. Our vision combines custom solutions, value-centric development, and leading-edge technologies to transform software delivery. Our competitive edge comes from combining AI-enabled workforce, industry-specific assets, augmented solutions, and dedicated innovation centers to deliver superior outcomes.

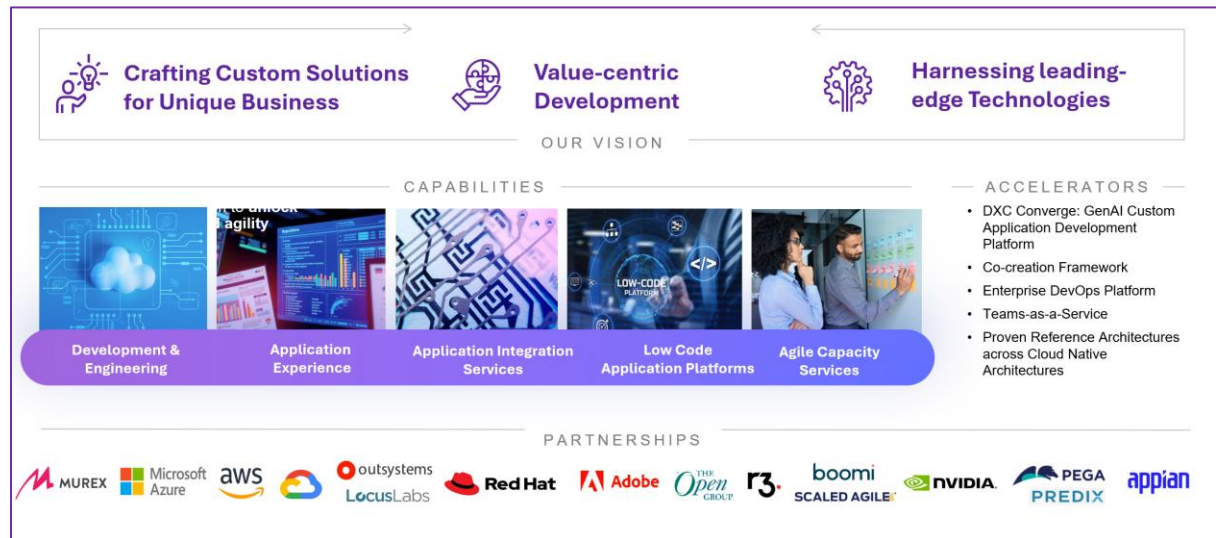


Figure 5. Service Overview

Development & Engineering

DXC Development & Engineering provides end-to-end cloud-native application development, modernisation, and engineering services that help clients design, build, and run scalable, resilient, secure applications across public, private and hybrid cloud environments. The offering supports greenfield build, brownfield transformation, DevOps enablement, and application management, aligned to modern architectural patterns (e.g., microservices, API-first, event-driven, serverless) and well-architected principles.

- **Greenfield Development:** Design and build new cloud-native applications using modern decomposition, stateless patterns, containerisation, orchestration, and serverless where appropriate.
- **Application Modernisation:** Re-architect/transform monoliths to microservices or other suitable styles (Composable, MACH, API-first, event-driven), migrate to cloud, and optimise for resilience, scalability, and cost.
- **API Enablement:** Define API-first specifications, implement consistent governance and documentation, and accelerate integration.
- **Event-Driven Design:** Implement publish/subscribe, streaming, CDC, mediator topologies for low-latency, scalable inter-service communication.
- **DevOps Enablement:** Establish IaC, configuration management, CI/CD pipelines, progressive delivery (blue/green, canary), and compliance gates.
- **Quality & Performance:** Continuous testing across unit, integration, end-to-end, security, performance/load; chaos engineering; observability (logging, tracing, metrics).
- **Security by Design:** Zero Trust/least privilege, IAM, secret management, container security, service mesh-level policy, compliance-as-code.

These services are offered in public, private and hybrid environments.

Application Experience

Our complex & diverse ecosystem is best viewed as overlapping domains; each contributing to and interacting with others to create cohesive, user-centered digital experiences with extensive cross-functional possibilities.

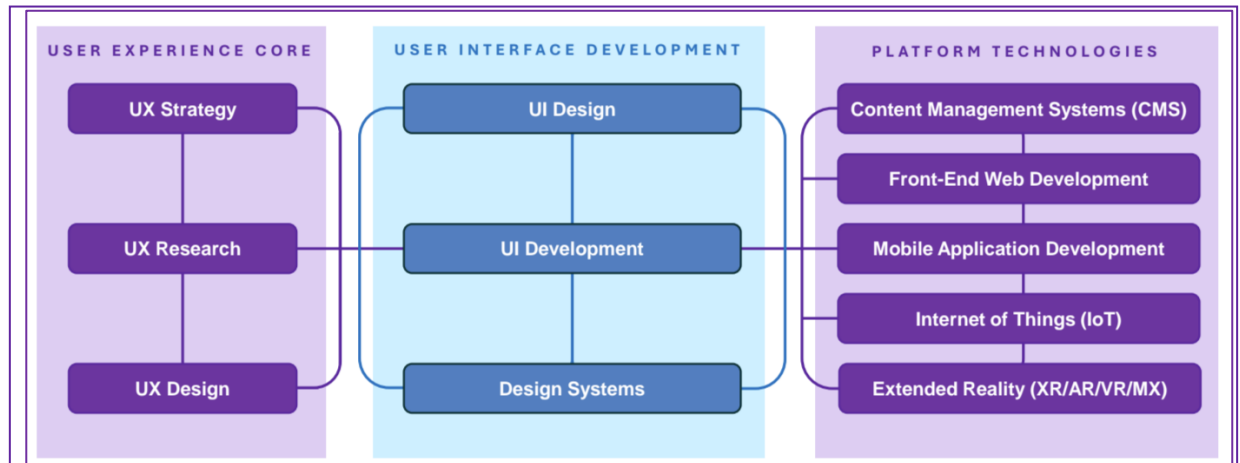


Figure 6. Application Experience

Application Integration Services

DXC Application Integration services (AIS) help enterprises create and manage the integration platform and solutions they need to connect people, systems and data for successful and agile business operations in today's digital world. The Application Integration Service is concerned with interconnecting information and services from different sources to create end-to-end business solutions. The disciplines of Application Integration, API Management and EDI/B2B integrations are all covered as part of integration services.

AIS solutions can interconnect information and services from a wide range of sources, both within and across traditional enterprise boundaries. AIS services can deliver the following solutions (typical solutions):

- An API management solution to provide governance and control to the APIs that an enterprise exports for use by customers and other organisations.
- A solution that creates a set of APIs that provide access to enterprise information and services "locked away" in existing enterprise applications.
- An application integration solution to combine information and capabilities from multiple applications to support key business processes; and
- A solution that integrates SaaS services (e.g. Salesforce, ServiceNow, SAP) with an enterprise's existing applications running in its data center environment.

The AIS service offering spans the entire Enterprise Integration Services lifecycle and includes:

- Advisory Services
- Build Services
- Management Services

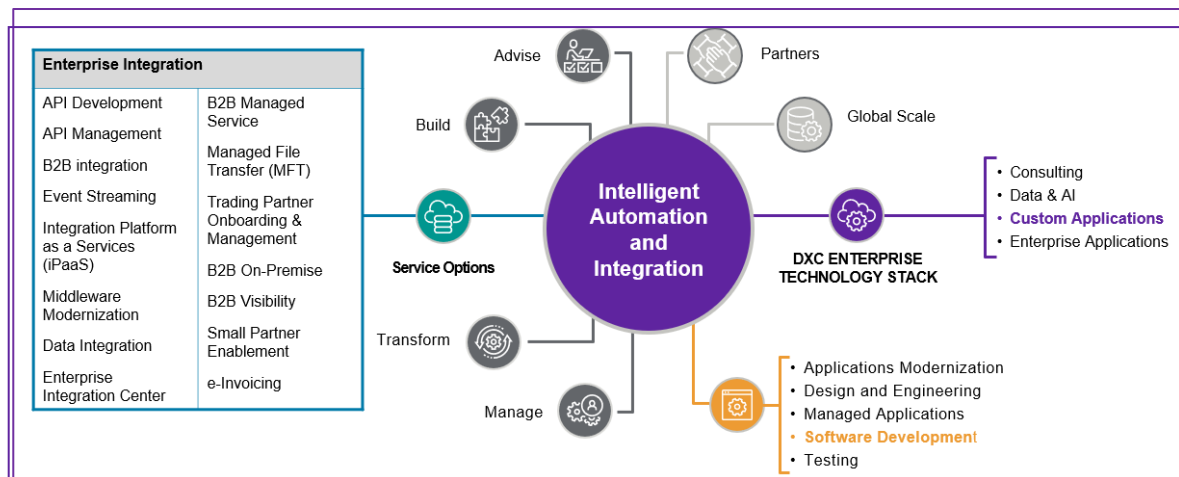


Figure 7. AIS Service offering spans the entire Enterprise Integration Services lifecycle

Low Code Application Platforms

DXC Low Code Platforms empower enterprises to rapidly develop, modernise, and manage applications with minimal coding, accelerating digital transformation and streamlining operations. The offering is structured to support the entire application lifecycle, from advisory and build services to ongoing management and optimisation.

Key Service Areas:

- **Enterprise Application Development:** Rapidly develop, deploy, and scale applications using low-code tools and frameworks, ensuring agility and responsiveness to business needs.
- **Modernise Legacy Applications:** Update and migrate legacy systems to low-code platforms, extending their lifecycle and integrating with modern technologies.
- **Application Integration:** Seamlessly connect SaaS and legacy systems (e.g., Salesforce, ServiceNow, SAP) for cohesive, end-to-end business solutions.
- **End-to-End Automation:** Automate routine tasks and complex workflows, reducing manual effort and increasing productivity.

Service Lifecycle

Advisory Services

- Strategic guidance on selecting and implementing the right low-code solutions.
- Platform discovery, stakeholder interviews, and roadmap development.
- Proof-of-value engagements to validate assumptions and demonstrate early business value.

Build Services

- Design, build, and deploy low-code platforms and solutions tailored to enterprise needs.
- Focus on consistent architecture, business-centric design, rapid prototyping, and reusable components.
- Integration with identity management, development of workflow templates, and sample applications.

Management Services

- Establishment and operation of a Low-Code Center of Excellence (CoE) for governance, ongoing support, and optimisation.
- Platform enhancement, migration of existing applications, and advanced platform services.

Platform Vision

- Democratise software development: Enable a wider range of users to create applications.
- Accelerate development: Reduce time and effort to build and deploy solutions.
- Increase business agility: Rapidly adapt to changing needs and innovate faster.
- Bridge the gap: Foster collaboration between business users and IT professionals.

Supported Platforms & Partners

DXC partners with leading low-code vendors, including:

- Tier 1: Pega, Appian, OutSystems, PowerApps
- Tier 2: Creatio, Camunda, Redsling, Retool

Typical Use Cases

- Loan origination, fraud detection, customer onboarding, CRM, citizen portals, case management, and more.
- Industry coverage includes banking, insurance, healthcare, energy, government, and more.

Deployment Options

- Cloud, on-premises, and hybrid deployments are supported, with containerisation and DevOps integration for scalability and agility.

Agile Capacity Services

Flexible, outcome-focused delivery teams with deep expertise in enterprise DevOps, continuous integration and product development.

- Teams tailored to customer needs and project goals.
- Proficiency in Scaled Agile Framework (SAFe), DevOps and lean portfolio management.
- Global delivery with local accountability.

Driving business agility with DevOps and GenAI innovation

Agile Capacity Services help organisations achieve strategic agility through scalable delivery models powered by DevOps, GenAI and continuous improvement practices. Designed for dynamic business needs, our offering empowers cross-functional teams to adapt rapidly, drive innovation and deliver secure, high-quality software at speed. We partner with clients to align product delivery with strategic objectives and key results, transforming software delivery into a lever for business growth.

How DXC's agile capacity services enable continuous value delivery

DXC Technology's Agile-DevOps approach is built on three main enablers:

- Business Agility Enablement
 - Assess business goals and current state using value stream mapping and baseline analysis.
 - Align leadership and teams through collaborative planning, coaching, and agile mentoring.
 - Foster rapid adaptation to market changes with structured agility and design-led innovation.
- Accelerated Delivery Enablement
 - Deploy flexible, expert teams to scale delivery capacity as needed.
 - Integrate Agile, DevOps, and Gen AI practices for faster, more secure releases.

- Automate workflows and embed security and quality at every stage using CI/CD pipelines and infrastructure-as-code.
- Continuous Improvement Enablement
 - Establish feedback loops and outcome-based reporting to drive ongoing optimisation.
 - Use adaptive maturity assessments and communities of practice to sustain high performance.
 - Provide ongoing training, leadership coaching, and access to best practices for continuous learning and innovation.

5 Benefits of DXC's service

DXC's Software Development services deliver measurable business benefits by combining AI-powered engineering, cloud-native platforms, and agile methodologies.

Clients experience significant cost reductions through automation and legacy system consolidation, while advanced DevSecOps and integrated testing frameworks ensure secure, high-quality applications.

DXC's modular architectures and global agile teams accelerate time-to-market and boost productivity, enabling organisations to adapt quickly to changing business needs.

Human-centric design and AI-driven personalisation enhance user experiences, driving higher customer satisfaction and engagement.

Additionally, DXC's solutions support regulatory compliance and risk management, providing resilient, future-ready applications that empower clients to innovate and grow with confidence.

Benefits of DXC's service

Business Challenges and Needs	DXC Solutions and Benefits
Reduce Costs • High operational and infrastructure costs • Manual workflows and legacy systems • Need to redirect spend from operations to innovation	Solutions • Cloud-native, API-driven platforms • AI-powered engineering and intelligent automation • Low-code adoption and legacy consolidation Benefits • 30% operational cost reduction (surety bonds case) • ~40% infrastructure cost reduction (investment bank case) • 50% reduction in compute time (investment bank case)
Quality • Require secure, compliant, high-quality applications • Manual testing slows releases • Maintainability and reliability challenges	Solutions • AI-driven testing (Quality Compass) and DevSecOps • Secure Compass for vulnerability remediation • Integrated observability and governance Benefits • 40% faster testing • 11% YoY reduction in production defects • Improved code quality and maintainability
Growth/Agility • Slow time-to-market and scaling constraints • Talent shortages and productivity bottlenecks • Need to adapt quickly to market shifts	Solutions • AI automation, microservices, modular architectures • Agile Capacity Services and global teams • Co-creation and human-centric design Benefits • 50% faster time to market • 18% overall productivity improvement (Converge) • ~25% productivity improvement (case examples)

Business Challenges and Needs	DXC Solutions and Benefits
	Enhanced business agility
Risk/Compliance - Rising regulatory demands - Security vulnerabilities and data risks - Need for robust governance	Solutions - AI-driven security and compliance automation - DevSecOps with Secure Compass - Industry assets and regulatory platforms Benefits - Proactive threat detection and risk reduction - Streamlined compliance - Secure, resilient applications
User Experience & Engagement - Fragmented cross-platform experiences - Customer churn risk and weak advocacy - Need for personalised digital solutions	Solutions - Human-centric design, MUX™, and gamification - AI-driven personalisation and omnichannel consistency - Adaptive, modular UX with iterative feedback Benefits - Higher satisfaction (e.g., 4.8/5 app rating) - Increased adoption and advocacy (e.g., 20M+ downloads, \$1B bookings) - Seamless, scalable experiences
Talent & Workforce Enablement - Shortage of AI/cloud/DevSecOps skills - Upskilling and retention needs - Productivity constraints across SDLC	Solutions - AI-enabled workforce programs - Developer productivity tools and automated CI/CD - Flexible engagement models (e.g., Teams-as-a-Service) Benefits 4.2/5 team happiness index - Productivity gains across the SDLC - Scalable delivery with global teams

6 Case Studies

Simplification using Cloud

Global Investment Bank

- Redesigned existing Grid Architecture to leverage cloud technology, adhering to strict security and compliance policies.
- Designed an operating model that integrated cloud into existing systems and procedures; option to in-source the delivery team.
- 50% reduction in compute time: Benchmarked efficient price/performance ratio for Virtual Machine sizes.
- Accelerated infrastructure simplification program: This program became the template for other initiatives.

50% Reduction in Compute Time

40% Reduction in Infra Costs

Award winning Airline Mobile App

A Large American Airline

- A mobile application to book, manage and get updates regarding travel itinerary.
- Seamless extension of data across channels.
- The information was made available on iOS & Android platforms supporting millions of users.

25% Productivity improvement

Award Best Mobile App in World Airline Festival

5M users hits per day

60 Sec's Car Loan – Process Automation

2nd Largest Bank in Singapore

- To capture lucrative car lending market in Singapore, Bank wanted a Public facing application available in dealerships for Loan Application and approval in fastest possible time; connected to National Data Repository, My Info, Bank KYC.
- DXC's low code iPaaS and Orchestration engine in Pega was used to achieve 60 Sec's Car Loan Approval.

60 Sec Car Loan Approval

100% Agile

CEO Award

Efficient Delivery with Agile & DevOps

Large American Insurance Company

- DXC implemented SAFe, AI and Auto-resolution capability.

- Improved overall development and support process leading to an increase in customer satisfaction.

4.2/5 Happiness Index of Teams

11% YoY reduction in Production Defects

80% Reduction in Issue Resolution Time

Re-Architecting Platform

Largest UK Insurance Broker

- Faster claims payments and coverage provision, reducing market processing costs significantly.
- Re-architected the entire IT system with cloud-native digital platform. The platform integrates modern technologies like microservices, API-based business services, and API-centric designs.

110 Legacy Applications consolidated

7 New Applications Created

Re-Architecting through Microservices

Government Agency in India

- Transform Legacy monolithic application with EOS application servers and frameworks into cloud native microservices.
- DXC re-architected and transformed the application to adopt native microservices. Exposed the functionality as REST APIs to be invoked by the front-end application/agency external apps.
- Used RedHat OpenShift platform for deploying microservices and auto scaling. Used RedHat middleware components for workflow.

1000+ APIs Developed

300 APIs for reuse

23000 Active API users