

servicenow

Service offering G-Cloud 15

Created December 2025

About DXC

DXC at a glance

\$12.87B

FY25 revenue

60+

years of innovation delivering mission-critical systems for customers

120,000+

employees worldwide

70+

countries

50,000

Engineers

200

customers in the Fortune 500

200+

partner ecosystem with best-of-breed partners

49,000

Partner certifications

Why DXC for Public Sector

Trusted to 'get it done in in Government'



Unrivalled track record: 280 total clients, serving >30 clients for over 20 years

Transformation Tools and Methods



Accelerators, tools and methods that accelerate and de-risk transformation

Public Sector Outcome Solutions



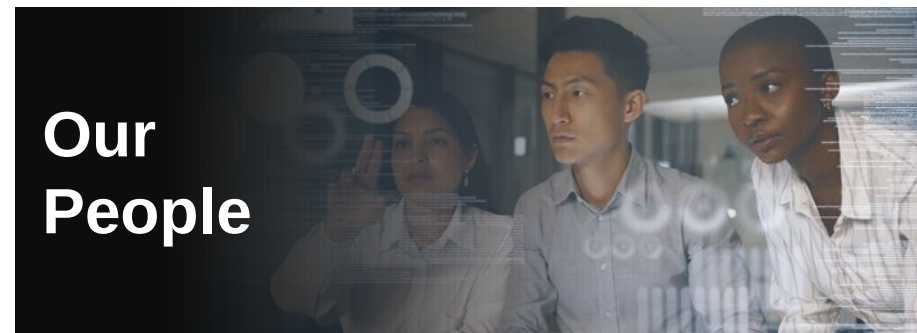
Solutions for policy domains drawn from DXC global Public Sector and adjacent Commercial sectors at the leading edge

Secure Sovereign Solutions



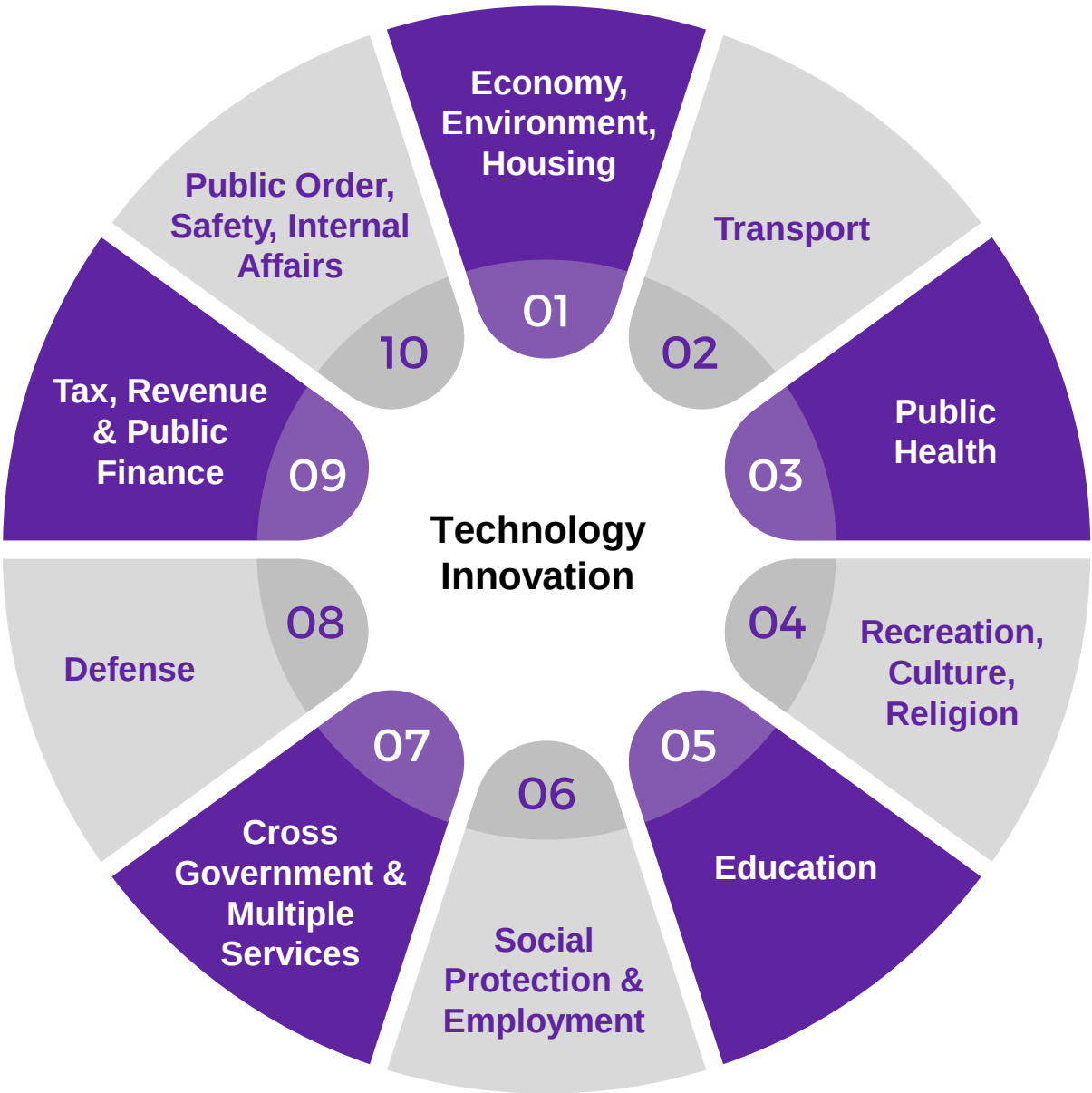
Solutions for AI and Engineering that meet Governments' demanding Security and Sovereignty requirements

Our People



20,000 employees with a focus on Public Sector, many with security clearance and a Government background

280 Public Sector clients trust DXC as their partner for digital transformation and mission-critical services



DXC and servicenow: Partnership at-a-glance

15+

Years leading the ServiceNow partner ecosystem

1,800+

ServiceNow consultants

70+

Certified Master/Technical Architects – the pinnacle of ServiceNow awards

Elite Partner

7,200+

DXC ServiceNow Implementations

350+

Customer instances managed globally

ServiceNow Partner Advisory Board

ServiceNow Client Advisory Board

Leader

ServiceNow Ecosystem Leader – ISG (2025), HFS & PAC (2023)

4.6 CSAT

Out of 5.0. Our delivery score which customers provide directly to ServiceNow

DXC Assure BPM, built on ServiceNow

Integrating agentic AI, data and workflows

2025

ServiceNow Partner of the Year

DXC's AI-powered intelligent operations

Largest GenAI enabled ServiceNow MSP instance

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Environmental, social and governance performance

Environmental

Advancing the sustainability of our operations and IT services while assisting our customers to become more sustainable

- ✓ The SBTi has approved DXC's near-term science-based emissions reduction target to reduce Scope 1 and 2 emissions by 65% by FY30 against our FY19 baseline
- ✓ 68% reduction in Scope 1 and 2 greenhouse gas emissions in FY23, from FY19 baseline
- ✓ 57% reduction in energy consumption in FY23, from FY19 baseline
- ✓ 57% of electricity procured from renewable sources
- ✓ 99% of e-waste processed through our recycling and

Recognised by Newsweek as one of America's Greatest Workplaces for 2025



Named to Newsweek's list of America's Most Responsible Companies 2024 for environmental, social and corporate governance performance

Social

Building a diverse, inclusive, value-based, and people-first culture based on equitable practices, employee perspectives and community stewardship

- ✓ Established 20 Employee Resource Groups to support inclusion and belonging
- ✓ Partnering with diversity groups to increase diverse hiring
- ✓ Launched global career development programs for women
- ✓ Improved inclusivity of employee benefits offerings
- ✓ Employees completed 4M training hours via DXC Learning
- ✓ Donated \$6M to more than 1,000 global causes
- ✓ Implemented employee feedback surveys to continually strengthen our company's culture

Achieved a top score of 100 in the 2025 Disability Equality Index



Awarded a silver medal by EcoVadis in 2024 for outstanding sustainability performance

Awarded Prime status by ISS ESG to recognise DXC for fulfilling ambitious absolute performance requirements



Governance

Instilling trust and garnering respect among the stakeholders we serve through transparent leadership, to drive sustainable growth

- ✓ Leadership by experienced and engaged directors and the board's key committees
- ✓ 50% of directors are from traditionally underrepresented racial/ethnic minority groups, and 30% of directors are female
- ✓ Robust ethics program with proactive audit and risk assessments
- ✓ Continual investment in information security and data privacy to aggressively maintain best-in-class assurances



DXC discloses its ESG performance in alignment with preferred ESG frameworks, including SASB, TCFD, CDP and GRI, and in adhering to their principles. UN Global Compact Signatory since 2017.

Product description



servicenow

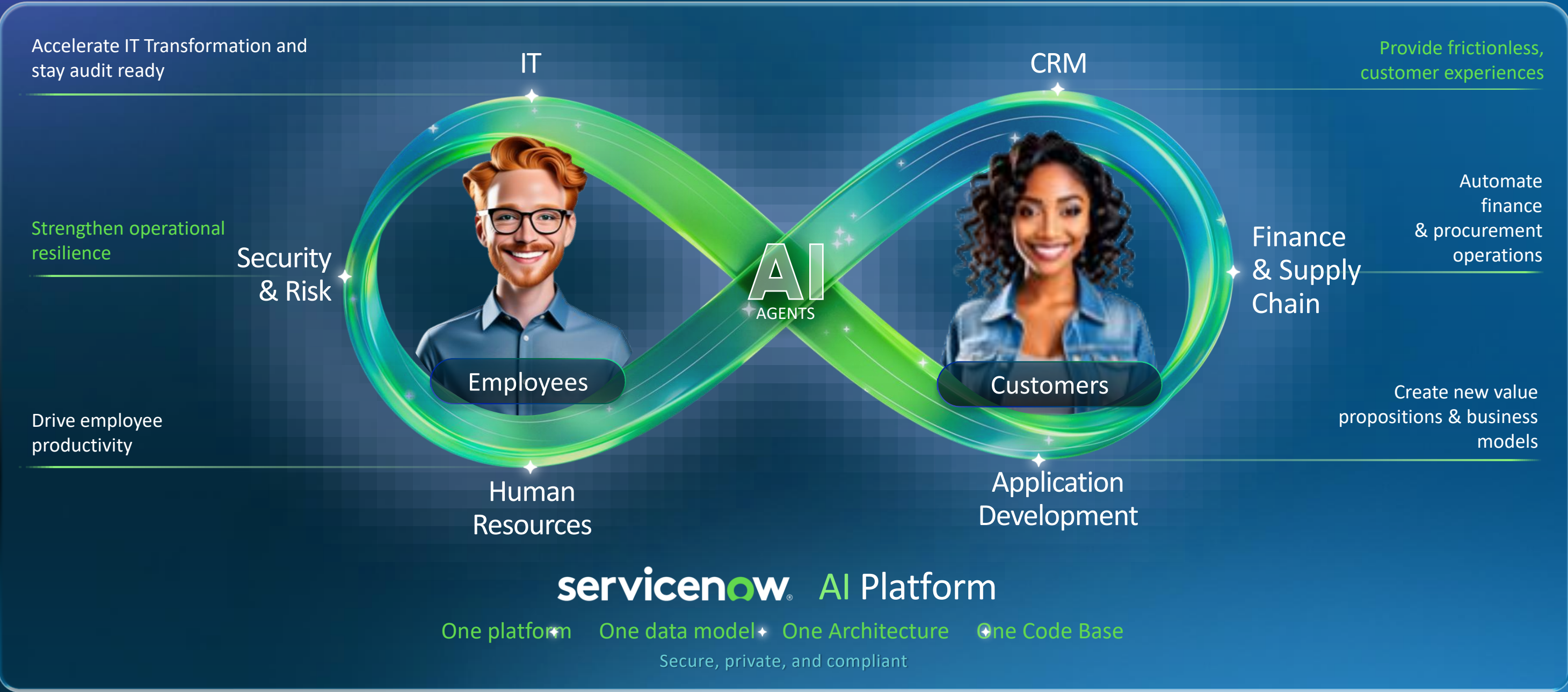


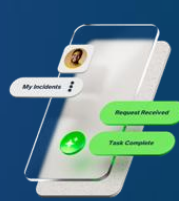
servicenow is a cloud-based enterprise AI platform for business transformation built to manage work and workflows across IT, business operations, and service delivery.

- IT Service Management (ITSM):** Incident management, problem management, change management, request fulfilment, service-catalogue, asset & configuration management (CMDB), and IT operations workflows helping IT teams manage and resolve issues, changes, service requests, and support tickets.
- IT Operations & Infrastructure Management:** Monitoring infrastructure, managing cloud or on-premises resources, automating routine operations, and integrating with monitoring/observability tools.
- Workflow & Business Process Automation:** Allows organisations to build custom workflows and automate business processes (e.g. approvals, onboarding, procurement, facilities requests, expense approvals).
- Enterprise Service Management (non-IT):** Extends service-management concepts to HR (employee requests, onboarding/offboarding), facilities, legal, finance, procurement essentially any department that handles “work” or “service requests.”
- Service Desk & Customer Service Management:** Customer-facing support desks or internal service desks tracking requests, managing cases, delivering services (not just IT but also HR, facilities, etc.).
- Governance, Risk & Compliance (GRC):** Some organisations use ServiceNow modules for risk management, compliance processes, audits, regulatory reporting, policy management.
- Reporting, Analytics & Dashboards:** Tracks KPIs, service-level metrics, operational performance, workload distribution, and gives visibility to management over service performance, backlogs, resource use.
- Integration & Customisation:** ServiceNow can integrate with many third-party systems (monitoring tools, HR systems, cloud providers, identity management, etc.) enabling centralised, unified workflows even in complex enterprise environments.

The AI platform for business transformation

One platform, ready for anything. Open, connected, and Enterprise-ready.





Data



Workspace



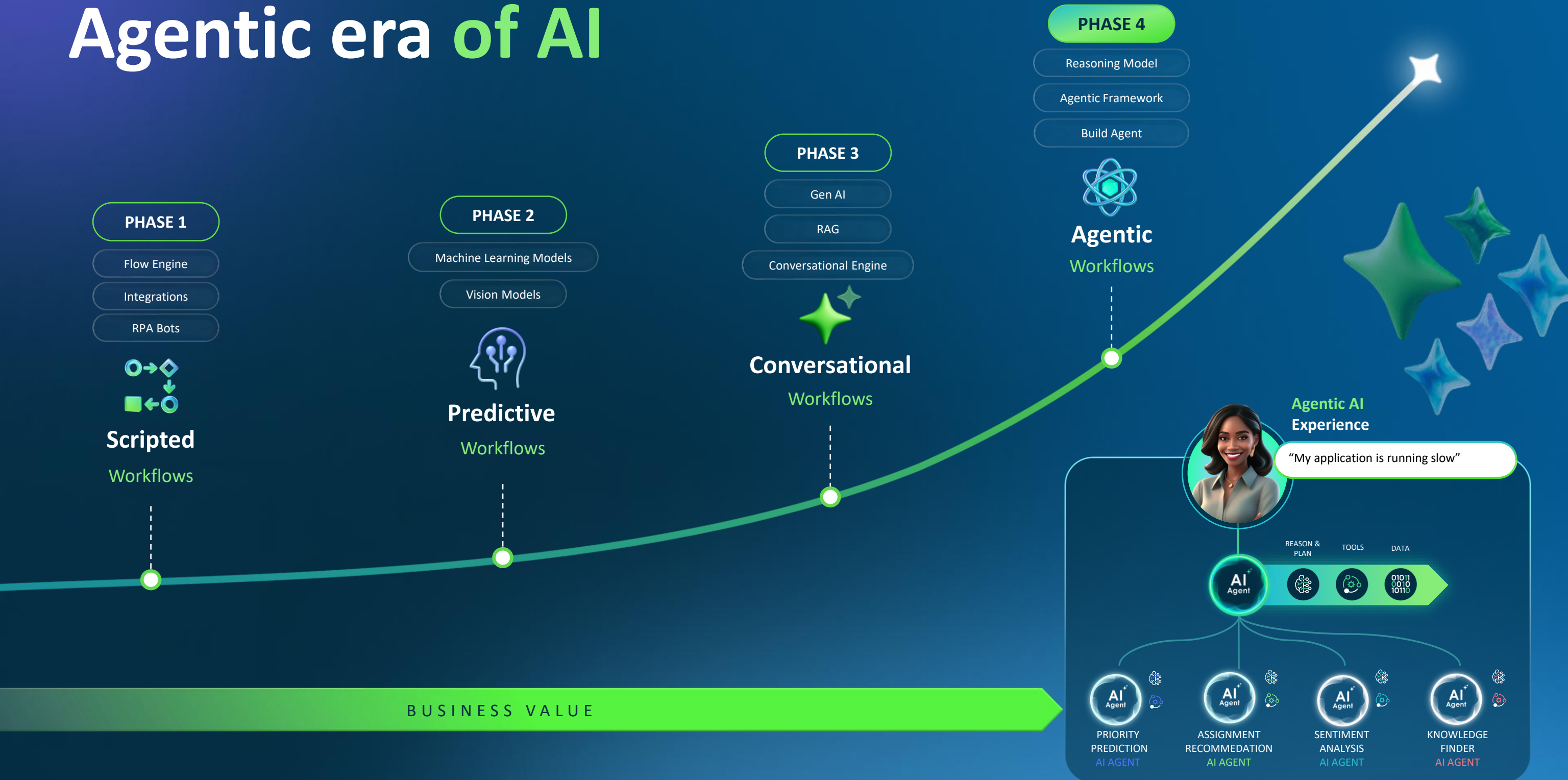
Nonprofit

Application Development

Consumer



Agentic era of AI



Full Capability Map

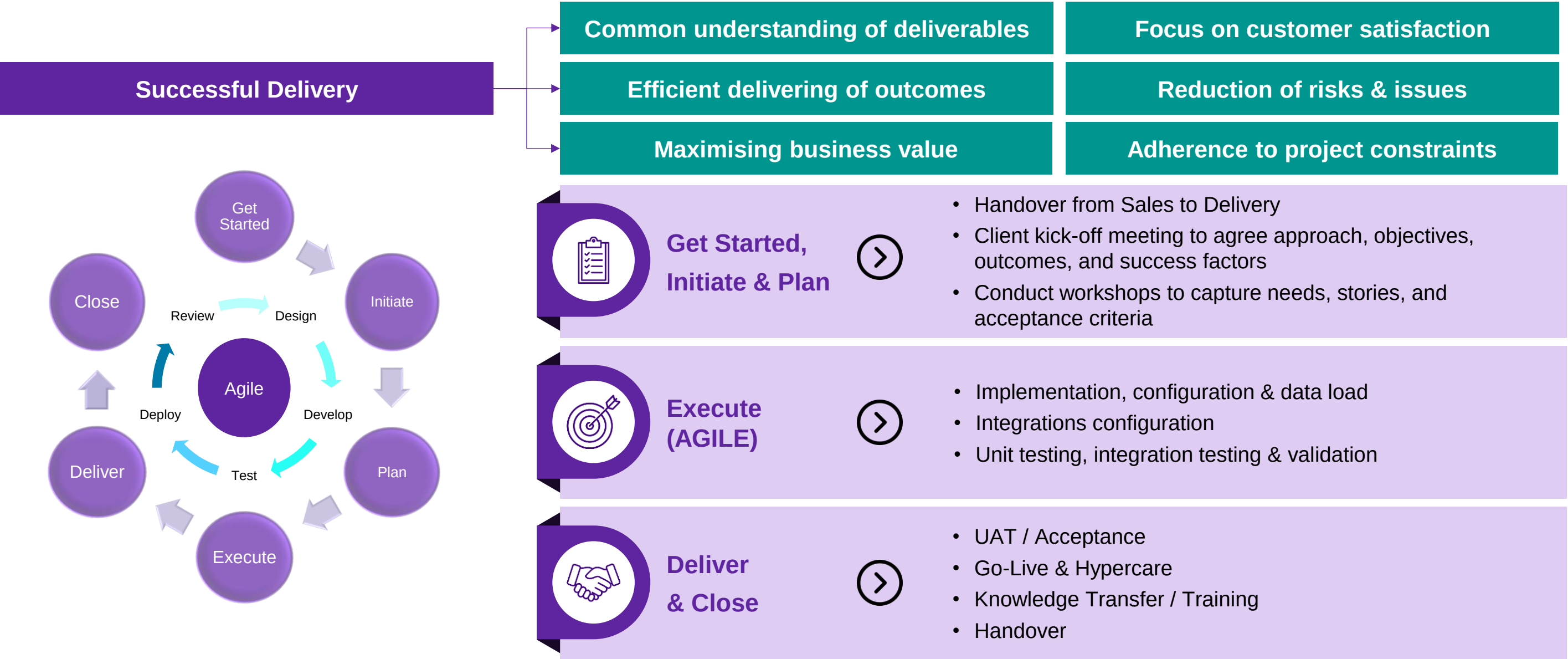
SOM	FSM	FSO	Enterprise Architecture	ITSM	ITOM	ITAM	EAM	HR Service Delivery	Workplace Service Delivery	IRM	Finance and Supply Chain		
Opportunity Mgmt	Work Order Mgmt	Financial Service Data Model	Enterprise Modeling	Incident Mgmt	Discovery	Software Asset Mgmt	Enterprise Asset Mgmt	HR Case Mgmt	Workplace Case Mgmt	Policy & Compliance	Sourcing & Procurement Ops	Supplier Lifecycle Ops	
Quote Mgmt	Dynamic Scheduling and Dispatch	Payment Operations	Now Assist for EA	Problem Mgmt	Service Mapping	Content Library & Service	Enterprise Asset Lifecycle Mgmt	Campaign Automation	Workplace Reservation	Risk Mgmt	Procurement Case Mgmt	Supplier Mgmt Workspace	
Order Fulfillment	Planned Work Mgmt	Card Operations	Application Rationalization	Change Mgmt	Service Graph Connectors	SaaS License Mgmt	Enterprise Asset Inventory Mgmt	Employee Document Mgmt	Workplace Space Mapping	Audit Mgmt	Procurement Workspace	Supplier onboarding	
CSM	Territory Planning	Document Processor	Technology Portfolio Mgmt	Request Mgmt	Firewall Audit	Software Spend Detection	Indoor Mapping for Asset	Listening Posts	Workspace Visitor Mgmt	Now Assist for IRM	ShoppingHub	Supplier Intelligence	
	Field Service Contractor Mgmt	Loan Operations	Bus Application Inventory	Asset and Cost Mgmt	Certificate Mgmt	License cloud cost simulator	Security Operations	Learning	Indoor Mapping	Privacy Mgmt	Purchase & Receipt Auto.	Now Assist for SLO	
	Dispatcher Workspace	Deposit Operations	SPM	Continual Improvement	Tag Governance	SAM Success Tracking		Manager Hub	Now Assist for SPO		APO		
	Site Mapping	Manufacturing		Digital Portfolio Mgmt	Agent Client Collector	Hardware Asset Mgmt		Career Conversation	Legal Service Delivery			Privacy Case Mgmt	
	Linear Asset Support	OT Manager		Digital Product Release	Event Mgmt	Hardware Asset Lifecycle Mgmt		Mentoring		Privacy Impact Assessment	TPRM	Account Payable Invoice Proc.	
	Now Assist for FSM	Manufacturing Process Manager		ITSM Success Dashboard	Metric Intelligence	Hardware Asset Reservation		Opportunity Marketplace		Breach Assess. Workflow		Now Assist for APO	
	Healthcare & Life Sciences	Public Sector		Now Assist for CMDB	Predictive AIOps	Hardware Content Library	Skills Intelligence Workspace	Health & Safety	BCM				
		Now Assist for ITSM		Health Log Analytics	Indoor Mapping for Asset	Ent. Onboarding & Transitions							
	TPSM	Proactive Customer Service Ops	Constituent Experience	Resource Mgmt	Now Assist for WDF	Site Reliability Operations	ESG Mgmt & Reporting		Employee Journey Mgmt	Employee Health Screening		Vendor Risk Mgmt	
Now Assist for CSM		Government agent experience	Investment Funding	Digital End-User Experience	Intelligent CMDB Search	Now Assist for HRSD			Critical Event Mgmt	Third-party Risk Mgmt			
Healthcare Data Model		EMR Help	Agile Dev & Test Mgmt		Cloud Migration Assessment	Workplace Core			H&S Case Mgmt	Business Continuity Mgmt			
Retail Service Mgmt			Scenario Planning	DEX Desktop Assistant	Cloud Service Catalog				H&S Incident Mgmt	Business Impact Analysis (BIA)			
Service Bridge	Retail Data Model		Timecards	DEX Application & Device Health	Cloud Account Mgmt				Workplace Case Mgmt	Crisis Mgmt			
			Now Assist for SPM		Now Assist for ITOM				Workplace Core				
									Now Assist for H&S				

User Experience	Analytics	AI	Data	Workflow	Application Dev	Integration Services	Security & Trust
Customer Portal	Platform Analytics	AI Agents	Service Catalog	Workflow Studio	App Engine Studio	Integration Hub	ACL & Roles
Engagement Messenger	Process Mining	Now Assist Skills	Knowledge Mgmt	Advanced Work Assignment	App Engine for ERP	Boomi API Mgmt	LDAP Integration
Virtual Agent	Task Mining	Now Assist Skill Kit	Service Level Mgmt	Decision Tree Builder	App Engine Studio	Stream connect for Kafka	Security Center
Live Chat	User Experience Analytics	Now Assist for Platform	CMDB	Automated Test Framework	Creator Studio	Import & Export	Multi-factor authentication
Walk-up Experience	Continual Improvement	Now Assist for Virtual Agent	CSDM	ServiceNow Studio	App Engine Mgmt Center	Embedded Integrations	Antivirus Scanning
Employee Center	Now Assist Analytics	Now Assist Panel	RaptorDB Professional	RPA	Now Assist for App Engine		Deny unless
Mobile		Now Assist Guardian	Workflow Data Fabric		Now Assist for Creator		Subscription Mgmt
Workspaces		ServiceNow Lens	Zero copy connectors		Build Agent		Platform Encryption & Vault
Sidebar Chat		Document Intel	External Content Connector				Domain Separation
Universal Request		AI Search					Seamless upgrades
Web UI & Mobile Builder		Predictive Intelligence					

Implementation methodology

DXC Project Methodology

Utilises a Waterfall approach for high-level planning and governance, with an embedded Agile framework for efficient delivery of business outcomes and value.



Implementation Deliverables

Deliverables:

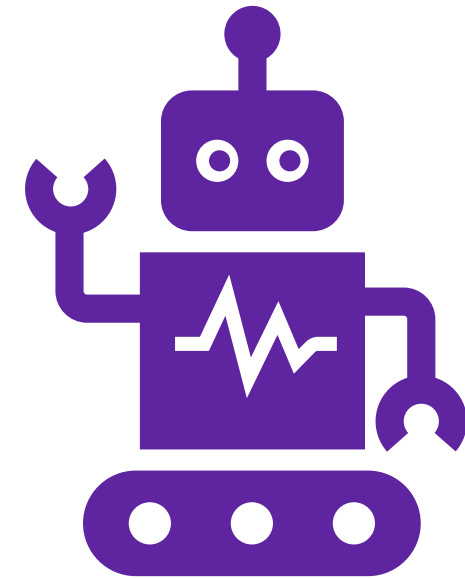
- **User Stories & Requirement Configuration:** Develop and configure technical and functional requirements for based on approved user stories.
- **High-Level Architectural diagram** of proposed solution.
- **Configuration Completion:** Implement configurations aligned with signed-off user stories.
- **Sprint Demos:** Conduct demonstrations of all in-scope processes at the end of each sprint.
- **End-to-End Testing:** Perform comprehensive functional testing across all in-scope modules. Provision of test scenarios supporting client creation of test scripts for UAT.
- **Core Team Enablement:** Provide knowledge transfer sessions for the core team on solution.
- **Operational ITSM Solutions:** Deliver fully operational agreed solution modules.
- **Training & Documentation:** Conduct “Train the Trainer” sessions. Provide (where applicable) Quick Reference Guides.
- **Technical knowledge transfer**
- **Solution design documentation:** for ongoing reference.



Implementation service costs

DXC Implementation Services

- Implementation services leverage some of the following roles via a Project or Staff Augmentation approach.
- Projects can be T&M or Fixed Price
- Project costs are dependent on scope (please contact DXC for project proposals).
- Hybrid delivery roles (onshore/nearshore/offshore) or pure onshore options available
- Rate discounts are dependent on project size.
- Please refer to the Pricing document showing our Rate Card for 2025/26. The roles and rates shown can be subject to change so please contact DXC for the latest information.



DXC Implementation Services

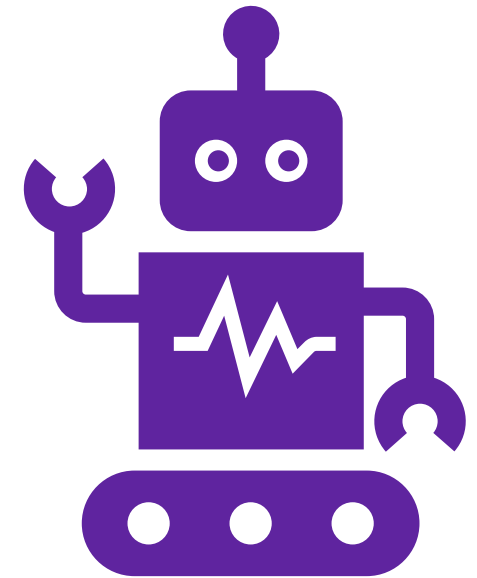
The DXC Technology rate structure provides customers to select either UK Based (Local Delivery) or Off-Shore Consultants within each category depending on the delivery model chosen.

The engagement can be either fixed price or on a time and materials basis. DXC pricing is based on per-day rate cards aligned to the SFIA framework definitions and separate rates exist for onshore and offshore rates.

- **UK-Based On-site** (Customer premises) and / or DXC UK Locations
- **Regional Delivery** Leveraged Global / Regional Delivery from a DXC site
- **(India and Bulgaria)** dependent on consulting expertise / location and security requirements.

Note: Other offshore locations are available; pricing is available depending on the service required. The benefit to your business is that DXC can provide an efficient and economical delivery model allowing clients to add technical resources quickly to meet growing needs. We would be delighted to engage with you and determine the best fit for your projects in order to achieve the outcomes you need. Once agreed, this would form the basis of the order, and be subject to the Call-Off and DXC Terms, and Conditions, which support this service.

- **Consultant's Working Day** – 7.5 hours exclusive of travel and lunch.
- **Working Week** - Monday to Friday excluding national holidays
- **Office Hours** - 09:00 – 17:00 Monday to Friday
- **Travel and Subsistence** - Included in day rate within M25. Payable at department's standard T&S rates outside M25.
- **Mileage** - As above
- **Professional Indemnity Insurance** - Included in day rate.
- **Value Added Tax (VAT)** - Excluded and chargeable at the prevailing rate



Contact us

Contact Us

DXC Technology supports G-Cloud customers through an unsurpassed portfolio of transformation services. If you have a Framework related question or query, make the UKPS Frameworks Team your first point of contact.

Our contact details:

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E-mail: ukitenders@dxc.com

