

DXC Technology

Microsoft Dynamics 365

G-Cloud 15
Service Definition Document

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1 Company Overview

DXC Technology helps global companies run their mission critical systems and operations while modernising IT, optimising data architectures, and ensuring security and scalability across public, private and hybrid clouds.

The world's largest companies as well as mid-sized clients and public sector organisations trust DXC to deploy services across the Enterprise Technology Stack to drive new levels of performance, competitiveness, and customer experience. We have a long heritage in data center services and management, operating over 320 global data centers and supporting 1,300+ customers. DXC provides innovative solutions to customers by leveraging strong domain capabilities and by applying leading technologies as represented in the DXC Technology stack below.

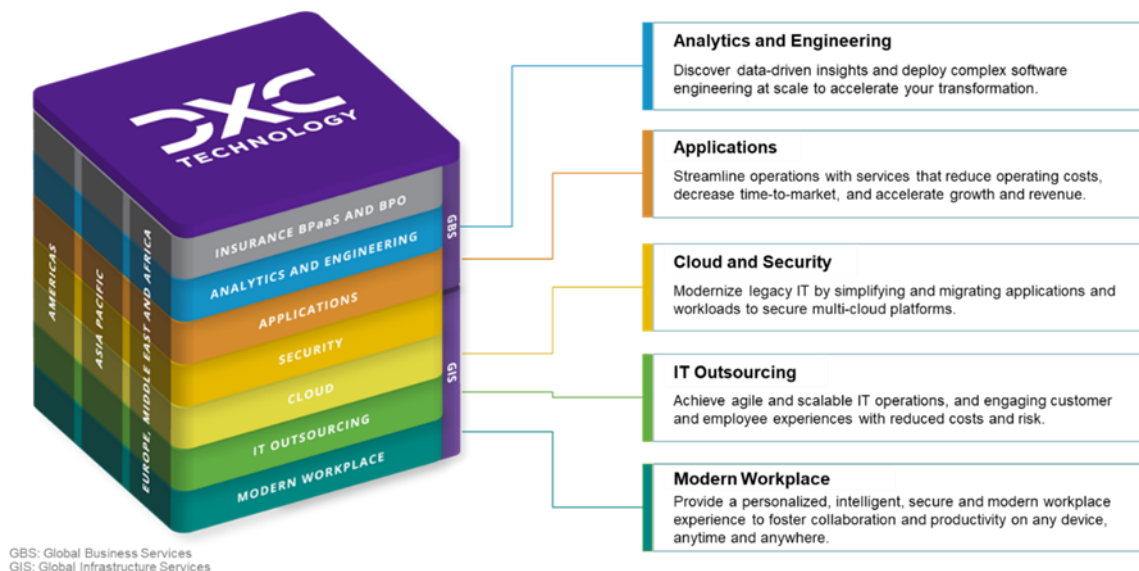


Figure 1. DXC Technology stack

DXC is one of the few IT services providers that can orchestrate mainframes, servers, private and public clouds as an effective whole. We manage the complexities of your cloud migration strategy and apply modern operating models, practices and capabilities to build and optimise cloud for the unique needs of your enterprise. We leverage deep cloud expertise and intelligent automation to run and maintain your infrastructure, and enable business agility, resilience, and continuous improvement.

1.1 Why DXC?

DXC Technology helps companies across multiple industries better manage their internal operations and engage with customers.

1. **Comprehensive:** DXC offers an end-to-end holistic approach to help clients drive their procurement transformation journeys, covering strategy, operations, transformation and technology.
2. **Partnership:** DXC Microsoft Business Applications practice is the third largest independent Microsoft Dynamics partner in the world, and a Microsoft Inner Circle winner continuously since 2000.
3. **Speed to value:** The DXC approach is iterative, allowing for incremental value to be delivered before moving on to the next step in the engagement.

4. **Experience:** DXC's expertise allows us to focus on the highest priority business and cost drivers facing our clients. DXC has experience managing mission critical applications in all major industries.
5. **Technology:** DXC is an independent, global IT services and solutions leader helping clients harness the power of innovation to thrive on change. Our solutions are scalable, performance-driven and deliver value.

Cost savings - DXC simplifies application management to improve the end user experience and enables continuous improvement throughout all delivery processes. Monitoring and automation enable proactive incident detection while AI enables automatic resolution to lower TCO.

Global delivery capability - DXC has certified Microsoft and ITIL experts across its Global Delivery & Innovation Centers, providing consistent and predictable SAP support and consulting services when and where they are needed.

DXC Technology is a market leader

- Microsoft Business Applications (formally known as Microsoft Dynamics) are business management tools to enable organisations to use integrated applications to manage and integrate a company's financials, supply chain, operations, reporting, manufacturing, and human resource activities, into a single cloud.
- When combined with the Power Apps suite of apps, services, and connectors, as well as a data platform, you can quickly build custom business apps that connect to your data stored either in the underlying data platform (Microsoft Dataverse) or in various online and on-premises data sources (such as SharePoint, Microsoft 365, Dynamics 365, SQL Server, and so on).
- DXC has grown its MBA business significantly over the years and has building on strong partner ties with Microsoft and have been an Inner Circle member for more than 20 years.
- We have a strong presence in the midmarket space; with a current offering that is deep on accelerators and business focused-IP, including a broad portfolio of industry solutions in banking, retail & CPG, healthcare, manufacturing, and public sector.
- There is an on-going focus on developing a global delivery capability with greater offshore investments, training in our Microsoft Cloud Academy, while evolving consistent processes for solutioning and delivery.

Dynamics 365 and Power Platform

The diagram illustrates the Dynamics 365 and Power Platform ecosystem. It shows a central hub of business functions (Sales, Talent, Finance, Operations, Commerce, Service, Marketing) connected to a central cloud icon. Below this, the architecture is shown with Dynamics 365, Office 365, Azure, and Your Business Apps & Data. The Power Platform suite is also shown, including Power BI (Business analytics), Power Apps (Application development), Power Automate (Process automation), and Power Virtual Agents (Intelligent Virtual Agents). At the bottom, Data connectors, AI Builder, and Common Data Service are shown, all connected to the Azure cloud.

2 Offering Overview Information

2.1 Headline

Microsoft's suite of solutions for productivity, cloud, data, customer engagement, and operations enables end-to-end digital transformation across the entire enterprise. DXC Solutions for Microsoft Dynamics 365 brings together enterprise resource planning (ERP) and customer relationship management (CRM) cloud offerings into one cloud service with specific, purpose-built applications for key business processes, such as sales, field service, operations, and customer service. Across multiple industries, DXC helps clients better manage their internal operations and engage with their customers. Our deep industry knowledge coupled with our preconfigured vertical industry solutions and accelerators enable us to assist clients with their digital transformation.

Included Microsoft Dynamics 365 Applications

- Dynamics 365 Finance
- Dynamics 365 Supply Chain Management
- Dynamics 365 Human Resources
- Dynamics 365 Project Operations
- Dynamics 365 Customer Insights
- Dynamics 365 Customer Voice
- Dynamics 365 Sales
- Dynamics 365 Customer Service
- Dynamics 365 Remote Assist
- Dynamics 365 Field Service
- Dynamics 365 Commerce
- Dynamics 365 Fraud Protection

Other related products

- Power Platform
- Microsoft Copilot

Business benefits

Microsoft's suite of solutions for productivity, cloud, data, customer engagement and operations enable end-to-end digital transformation across the enterprise. Microsoft Dynamics 365 brings customer relationship management (CRM) and enterprise resource planning (ERP) cloud offerings together into one cloud service with specific, purpose-built applications for key business processes such as sales, field service, operations, and customer service.

The DXC Solutions Accelerators detailed content will be added in the succeeding iterations of the document

DXC Solution Accelerators:

Industries	Solutions for Industry					Horizontal solutions
 Banking and Capital Markets (Financial Services, Retail Banking)	• DXC Single Customer View	• DXC Digital Onboarding for Retail Banking	• DXC Contact Center for Financial Services	• Connected Bank		Field Service: • DXC Field Service Accelerator • DXC Site Assessment Survey
 Media and Publishing	• DXC Omnichannel Optimizer for Media	• DXC Newspaper Subscription Management	• DXC Magazine Subscription Management			Customer Service • DXC Customer Engagement
 Consumer Industries & Retail (Consumer Packaged Goods, Retail)	• DXC Advanced Distribution	• DXC Action Analytics for Retail	• DXC Point of Sale • DXC Retail Clienteling	• DXC Omnichannel Optimizer • DXC Loss Prevention		Asset Management • DXC Enterprise Asset Management
 Natural Resources (Natural Resources, Agriculture, Forestry, Utilities)	• DXC Process Industry Solutions	• DXC Project Industry Solutions	• DXC Wine Management			IT • DXC Business Care • DXC Global Data Management • DXC Data Migration for Microsoft Dynamics 365 • DXC Automated Management for Microsoft Solutions
 Professional and Technology Services	• DXC Field Service Accelerator	• DXC Site Assessment Survey	• DXC PSA Accelerator	• DXC Event, Committee and Membership Management	• DXC Expense Policy Management	Finance • DXC Procurement Solution • DXC Payroll
 Manufacturing (Manufacturing, Industrial, Process & Project-based, High Tech)	• DXC Process Industry Solutions • DXC Advanced Distribution	• DXC Project Industry Solutions • DXC Lean Extensions	• DXC Engineering Change Management • DXC Inbound Transport Management	• DXC Framework for Manufacturing & Construction Industries	• DXC Bottler Solutions • DXC Product Lifecycle Management	Analytics • DXC Action Analytics
 Public Sector (Local Government, Justice, Public Safety)	• DXC Legal Case Management	• DXC Justice Case Management	• DXC Grants Management			Automation • DXC Power Platform Strategic Enablement • Power Apps: 2 Day Workshop • Power Platform: 2 Wk POC
 Construction (Home Building, Project-based)	• DXC Framework for Manufacturing & Construction Industries	• DXC PSA Accelerator	• DXC Project Industry Solutions	• DXC Construction and Building Management		

Microsoft Dynamics 365 Applications:

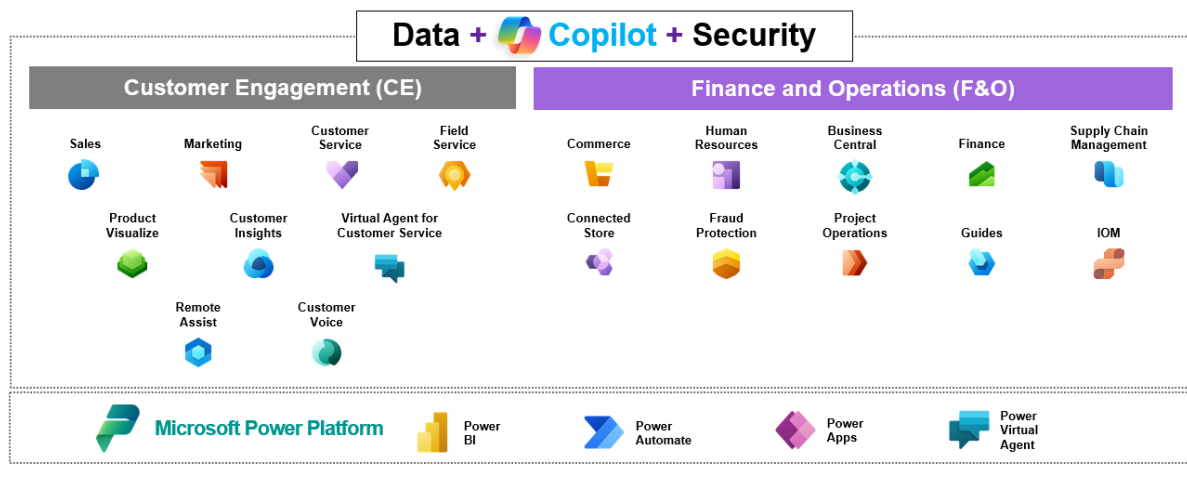
Workloads	Microsoft Dynamics 365 Applications					Additional Microsoft Development Tools
 Finance	• D365 Finance	• D365 Business Central	• D365 Fraud Protection			Connect your enterprise by integrating data from your Dynamics 365 applications with the data from your other systems using the Microsoft Common Data Service
 Operations	• D365 Supply Chain Management	• D365 Business Central	• D365 Guides			
 Customer Service	• D365 Customer Service	• D365 Omnichannel for Customer Service	• D365 Customer Insights	• D365 Customer Service Insights	• D365 Product Insights • D365 Guides • Microsoft Forms Pro	Build applications using that data with the Microsoft Pro Developer SDK or with the Microsoft Power Platform : • Power Apps • Power Automate • Power BI • Power Virtual Agents • Power Portal • AI Builder
 Field Service	• D365 Field Service	• D365 Remote Assist	• Microsoft Forms Pro	• D365 Customer Insights	• D365 Guides	
 Sales	• D365 Sales Enterprise • D365 Sales Professional	• D365 Sales Insights	• D365 Customer Insights	• D365 Product Visualize (In Preview)		
 Marketing	• D365 Marketing	• D365 Customer Insights				Use Azure Services to build additional functionality into your applications • Azure IoT • Azure Machine Learning • Azure Cognitive Services • Azure Logic Apps
 Commerce	• D365 Commerce	• D365 Customer Insights	• D365 Fraud Protection	• D365 Connected Store (Preview)		
 Project Operations	• D365 Project Service Automation					
 Talent	• D365 Human Resources					

2.2 Dynamics 365 Applications

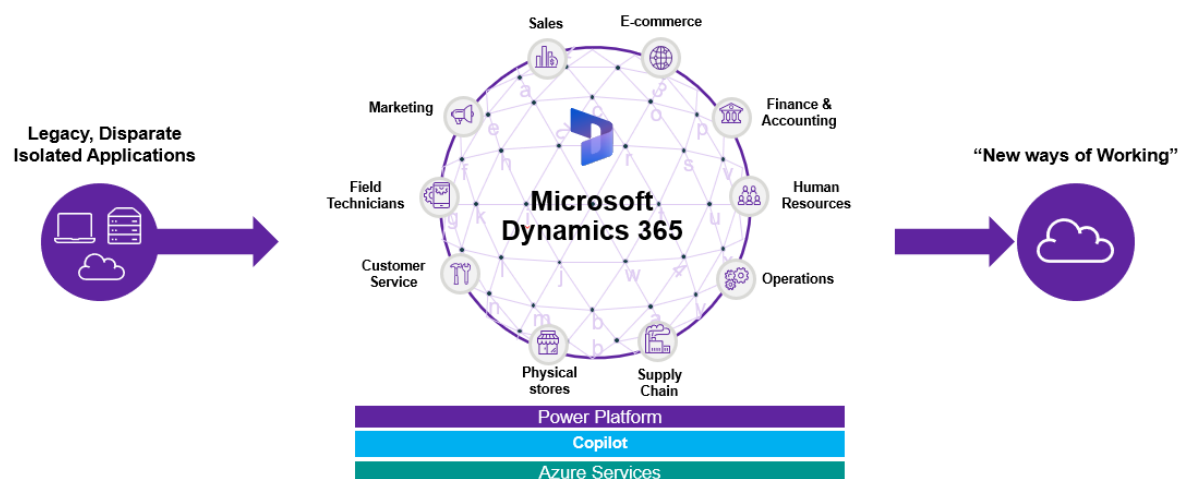
Dynamics 365 is the only portfolio of AI-powered business applications that combines immediate impact with the flexibility to rapidly extend without limits.

Microsoft Dynamics 365 stands above the rest

Dynamics 365 is the only portfolio of AI-powered business applications that combines immediate impact with the flexibility to rapidly extend without limits



Leverage the power of the World's Connected Business Cloud

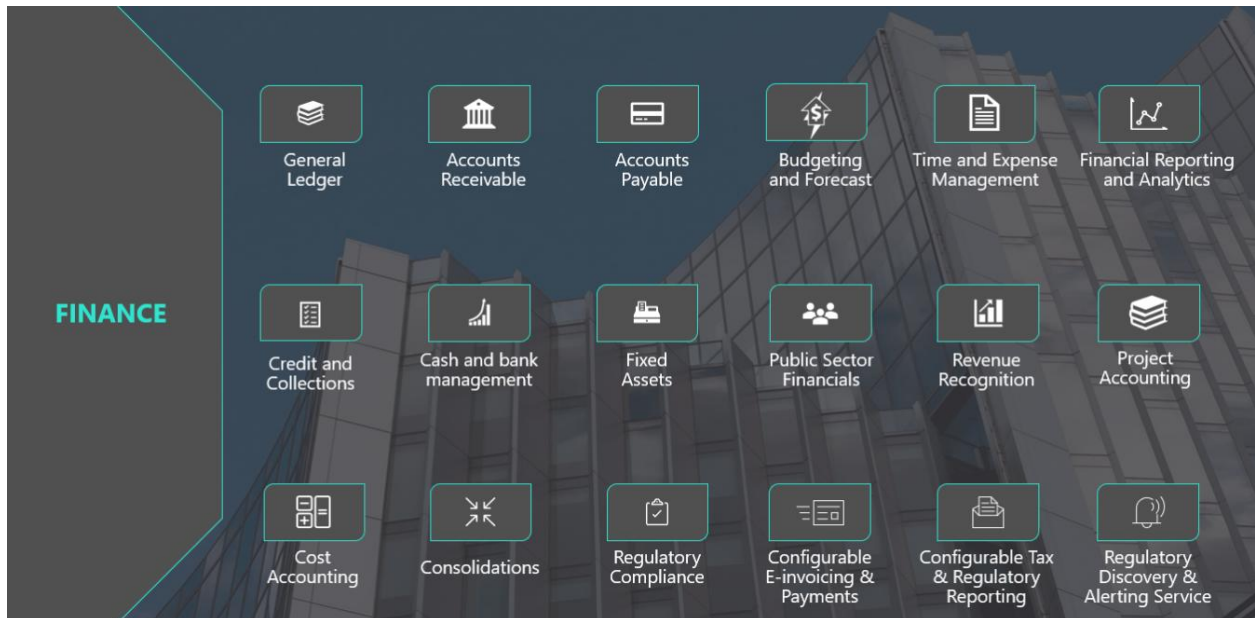


Dynamics 365 Finance:

- Helps you elevate financial performance, drive margin revenue growth with a centralized, global financial management solution, and deliver robust financial intelligence and embedded analytics in real time. All these features contribute to increased profitability.
- Allows you to adapt to diverse workforces and changing laws at the local level. Dynamics 365 Finance's regulatory features include 37 countries and 42 languages. Its global electronic reporting features and configurable e-invoicing make it easy to adapt to frequent regulatory changes.

- Simplifies financial operations with tools like vendor invoice automations, vendor collaborations, quote to cash, budget planning, budget control, expense management, and recurring invoices.
- Allows you to achieve success locally and globally. It delivers true business value with correct and prompt regulatory reporting. It finds intelligent and predictive insights, in context and underpinned by machine learning data, which drives efficiencies, finds new market opportunities, and spurs innovation.

The following graphic shows the components of Dynamics 365 Finance.



Dynamics 365 Supply Chain Management:

Dynamics 365 Supply Chain Management gives you the real-time visibility and intelligence required to move from reactive to proactive operations. It unifies data and uses AI and IoT predictive insights to maximize operational efficiency, product quality, and profitability across

- Order fulfillment
- Planning
- Procurement
- Production
- Inventory
- Warehousing
- Transportation

Increased operational efficiencies: You can accelerate the speed and accuracy of your operations with streamlined processes. The processes coordinate people, assets, and resources effectively to reduce costs, improve service levels, and drive growth. You can simplify resource management across any workload with an intelligent solution that helps you track and manage your resources.

Improved strategic planning: You can get a unified view of inventory, warehouse, manufacturing, service, and logistics with predictive analytics that turn data into insights to support better strategic decisions.

Optimized workforce productivity: You get a single source of business intelligence that drives productivity from assets and resources, aligns employees toward strategic goals. It also enables real-time response to organizational and customer demands.

Automated and streamlined supply chain processes: You get a complete view of your supply chain across geographies and time zones when you integrate sales and purchasing with supply chain management functions. Use AI, machine learning, and IoT to deliver intelligent insights on every transaction, from ordering to fulfillment to final delivery.

The following graphic shows the components of Dynamics 365 Supply Chain Management:



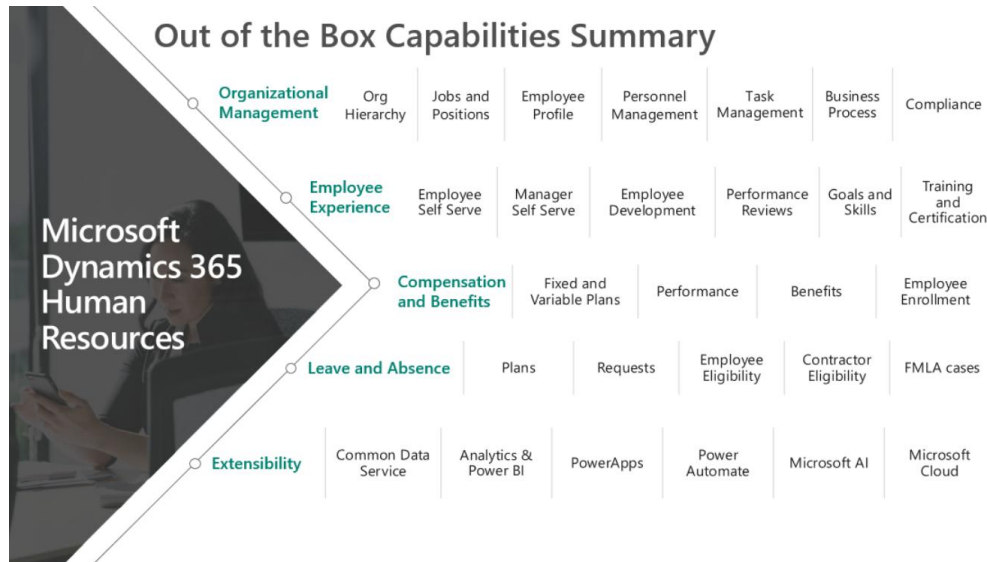
Dynamics 365 Human Resources:

Dynamics 365 Human Resources helps you get the workforce insights you need to build data-driven employee experiences across the key HR functions, such as compensation, benefits, leave and absence, compliance, payroll, performance feedback, training and certification, and self-service programs. It connects people and operations data to ensure you can optimize workforce costs and take better care of your employees.

- Increase employee retention by aligning people to affect and offering competitive compensation, benefits, and leave programs.
- Reduce organizational complexity with administration that accurately reflects organization structures, hierarchies, personnel records, and job descriptions.
- Improve productivity and efficiency with automated processes, workflows, and task management.
- Personalize your solution through an intuitive and customizable interface that allows you to add or hide fields, change the layout, and share with others.
- Create streamlined talent-centric processes and effective programs that optimize workforce costs, deliver business impact, and drive an agile, high-performance culture

- Customize and extend Dynamics 365 Human Resources using Microsoft Power Platform whatever of your level of technical ability.
- Drive business performance with the security, privacy, and compliance delivered by human capital management built on Microsoft Azure.
- Innovate faster and easier with an integrated finance and operations solution that is adoptable to your business needs and allows you to grow at your pace.

The following graphic shows the components of Dynamics 365 Human Resources:

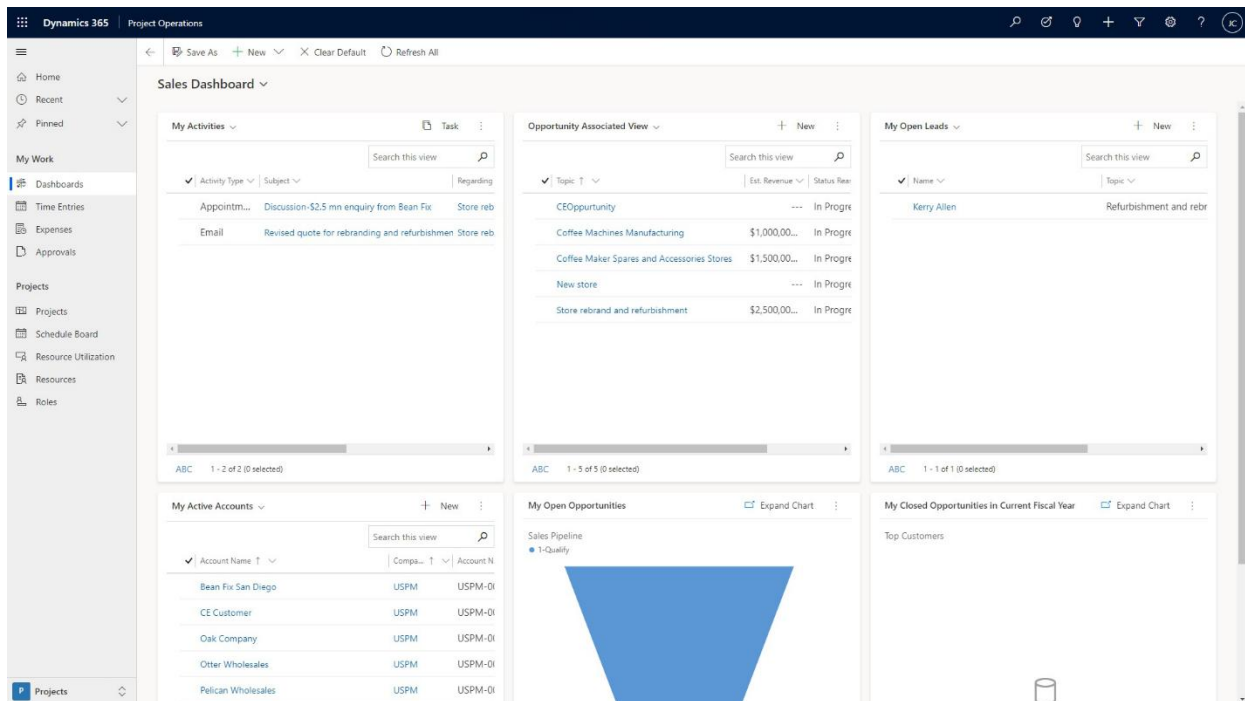


Dynamics 365 Project Operations

Get the complete viability, agility, and collaboration required to manage and execute your project-centric business. Dynamics 365 Project Operations connects sales, resources, finance, and project management into a single app to accelerate project delivery and ensure profitability.

Microsoft Dynamics 365 Project Operations connects your project-centric business within one unified solution, providing the collaboration and insights needed to drive success—from prospects to payments to profits.

The following graphic shows a sample process for Project Operations :

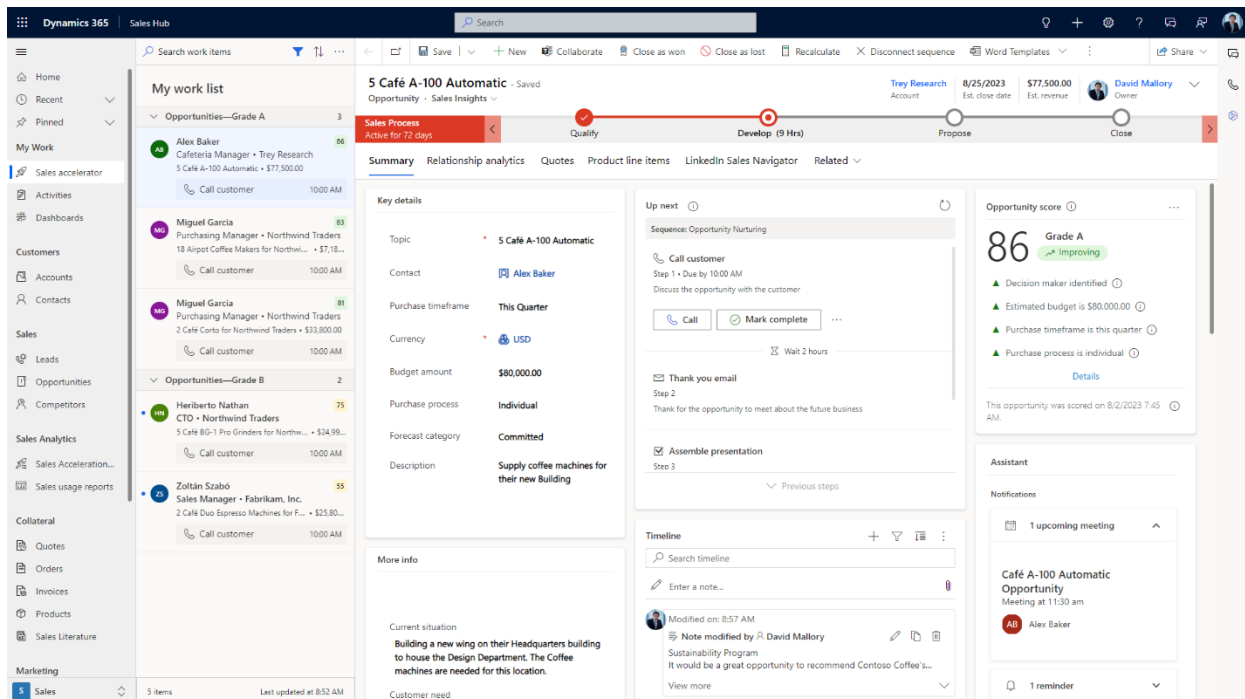


For more details, please refer to the following link <https://learn.microsoft.com/en-us/dynamics365/project-operations/>

Dynamics 365 Sales:

Empower your sales teams to manage client interactions, leads, opportunities, and accounts. Track the progress of potential business, automate sales workflows, and gain AI-driven insights into customers' preferences. With this information, boost customer relationships and effectively scale your sales strategy!

The following image shows a sample Sales Pipeline chart with pipeline phases such as 1-Qualify, 2-Develop, and so on. It is used to visualize the revenue for an opportunity based on each pipeline phase. Sales reps or managers use this chart to manage their sales pipeline with stages and the probability that the lead will close.



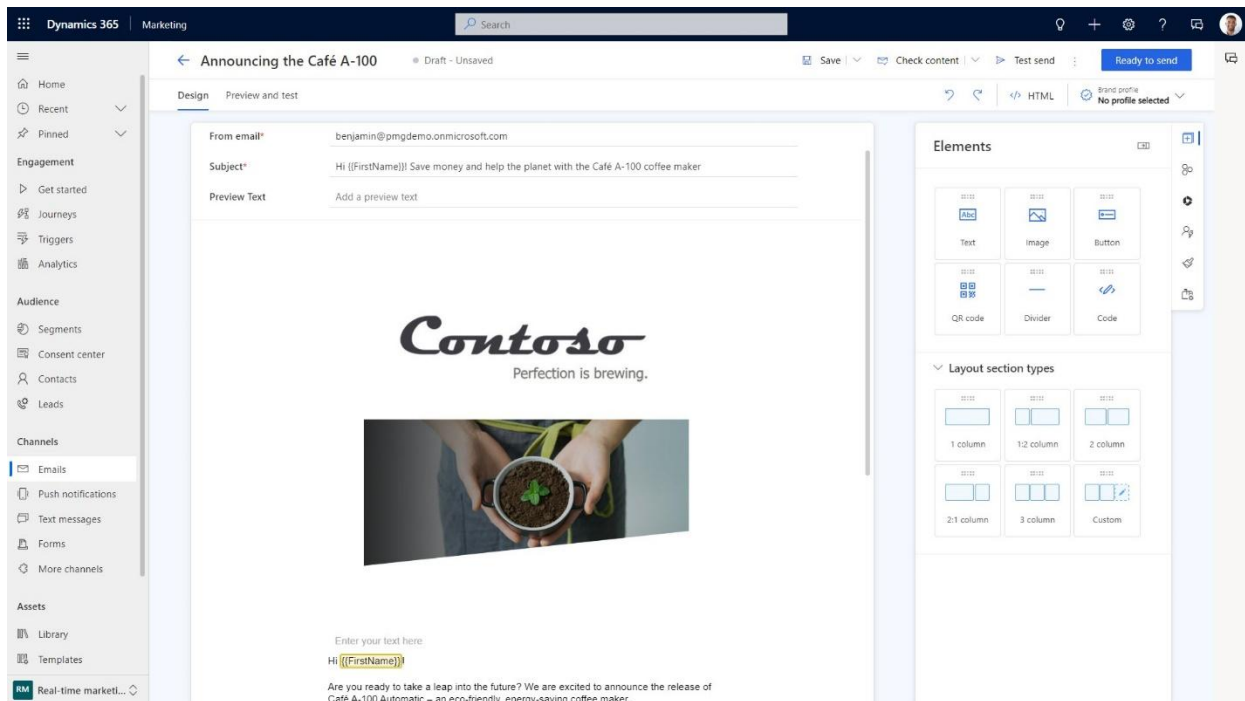
For more details, please refer to the following link <https://learn.microsoft.com/en-us/dynamics365/sales/>

Dynamics 365 Marketing or Customer Insights:

Empower your teams to orchestrate personalized journeys to elevate customer experiences by revolutionizing marketing automation. Engage with customers in real-time based on customer-triggered events. Gain insights into their behaviour and buying patterns, track the success of your campaigns, and build impactful customer acquisition and retention strategies.

- The updated Customer Insights now includes two distinct experiences your team can use to manage your customer data and then put that data into action.
- To see how data analysts can use Customer Insights to glean valuable insights and enhance their knowledge of customers, begin with 360-degree view.
- To see how marketers can use Customer Insights to orchestrate customer journeys and deliver content that matters to customers in context, in real-time, skip to Customer Journey Orchestration.

The following graphic shows the sample process of Customer Insights - Journeys or Customer Insights - Data:



In July 2023, Microsoft announced significant changes to the former Dynamics 365 Marketing application. The following changes were released to market in September 2023:

- The Dynamics 365 Marketing application was renamed to Customer Insights - Journeys.
- The former Customer Insights application was renamed to Customer Insights - Data.
- Both applications are now sold together under a single product SKU called Customer Insights.

For more details, please refer to the following links

<https://learn.microsoft.com/en-us/dynamics365/customer-insights/journeys/>
<https://learn.microsoft.com/en-us/dynamics365/customer-insights/data/>

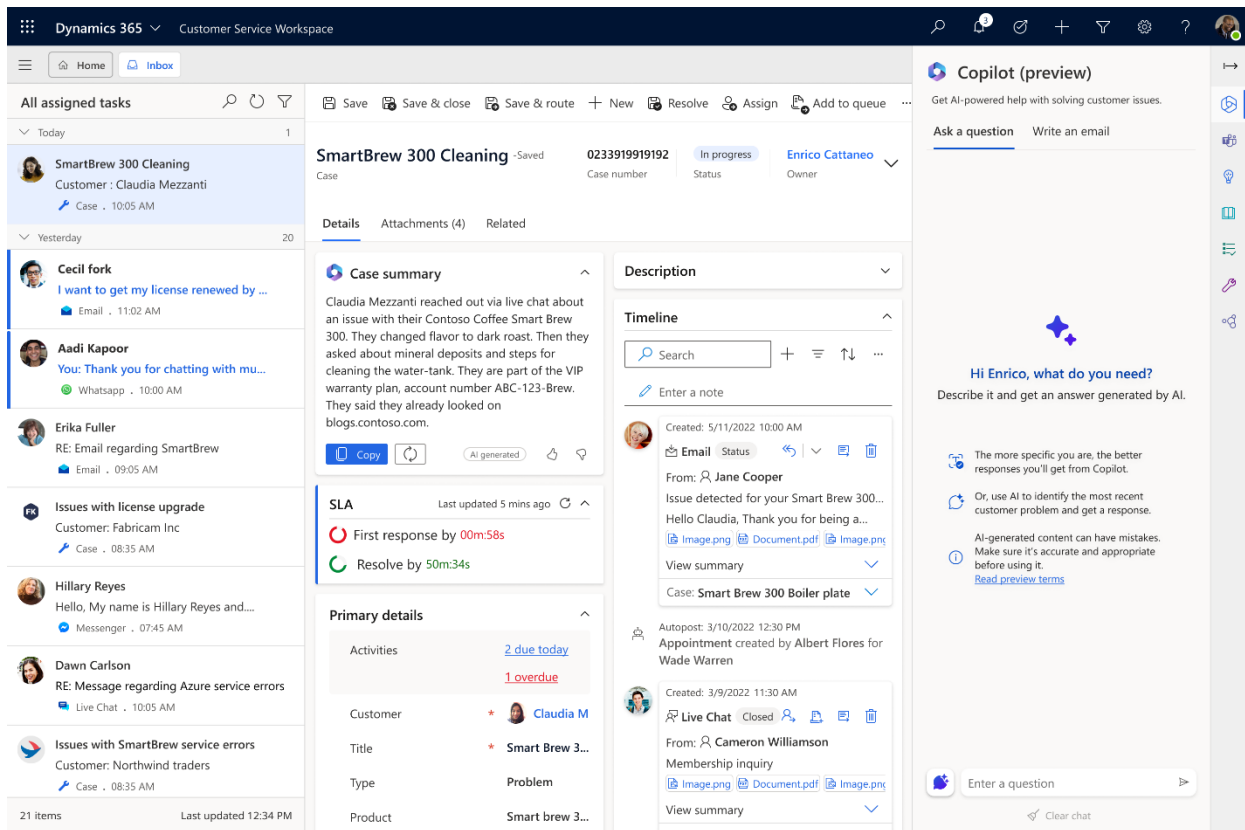
Dynamics 365 Customer Service:

Manage customer support and service requests from a unified, centralized platform. Create and track customer service cases, manage Service Level Agreements (SLAs), and analyse customer interactions across multiple platforms. With D365 customer service, businesses can improve customer expectations by optimizing their service operations and boosting their agents' efficiency.

Earn customers for life by transforming how you deliver service with Microsoft Dynamics 365 Customer Service.

Build long-term loyalty with personalized, connected experiences. Empower agents with tools powered by next-generation AI that fuel collaboration and productivity across teams. And transform operations with automation that drives efficiency and value for customers.

The following graphic shows a sample process for Customer Service :



For more details, please refer to the following link <https://learn.microsoft.com/en-us/dynamics365/customer-service/>

Dynamics 365 Remote Assist

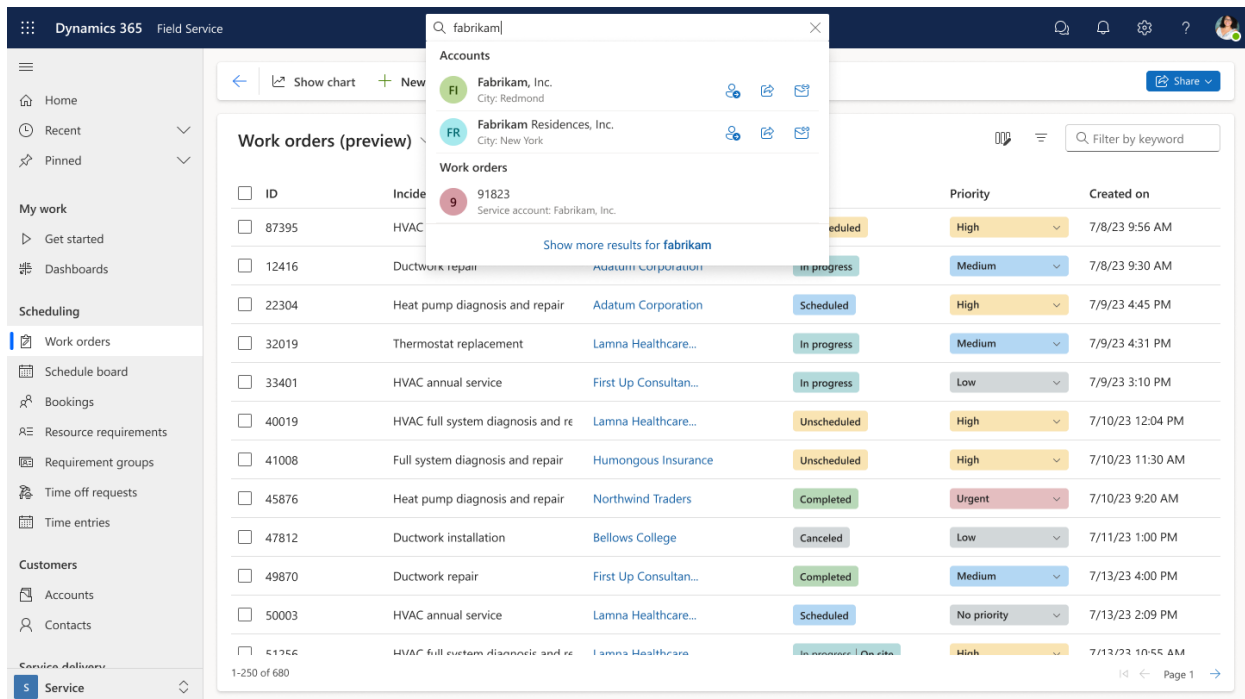
- **Solve problems in real time - Share your real-time view with experts remotely to get the help you need, and stay hands-free on HoloLens or Dynamics 365 Remote Assist mobile.**
- **Manage work orders and more - Launch Dynamics 365 Remote Assist mobile directly from a Field Service mobile booking and post call info to the associated work order's timeline.**

Dynamics 365 Field Service:

Manage your field service operations, schedule and dispatch technicians, manage work orders, and track inventory and assets. D365 Field Service module helps businesses to elevate their customer experiences by optimizing their field service processes, improving response time, and reducing service costs.

Earn customers for life by reimagining how you deliver service. Microsoft Dynamics 365 Field Service enables organizations like yours to personalize the service experience, make work more effortless for technicians, and optimize service operations.

The following graphic shows a sample process for Field Service :



For more details, please refer to the following link <https://learn.microsoft.com/en-us/dynamics365/field-service/>

Dynamics 365 Customer Voice

- Understand your customers to build better experiences - Collect, analyze, and track real-time feedback in an easy-to-use, scalable feedback management solution.
- **Listen to every customer - Capture feedback immediately across channels with personalized surveys to continuously track customers' perception of your services and products.**
- **Tracking customer sentiment to drive business opportunities**

Dynamics 365 Commerce or Retail:

Dynamics 365 Commerce—built on the proven Dynamics 365 Retail capabilities—delivers a comprehensive omnichannel solution that unifies back-office, in-store, call center, and digital experiences. Dynamics 365 Commerce enables you to build brand loyalty through personalized customer engagements, increase revenue with improved employee productivity, optimize operations to reduce costs and drive supply chain efficiencies, ultimately delivering better business outcomes.

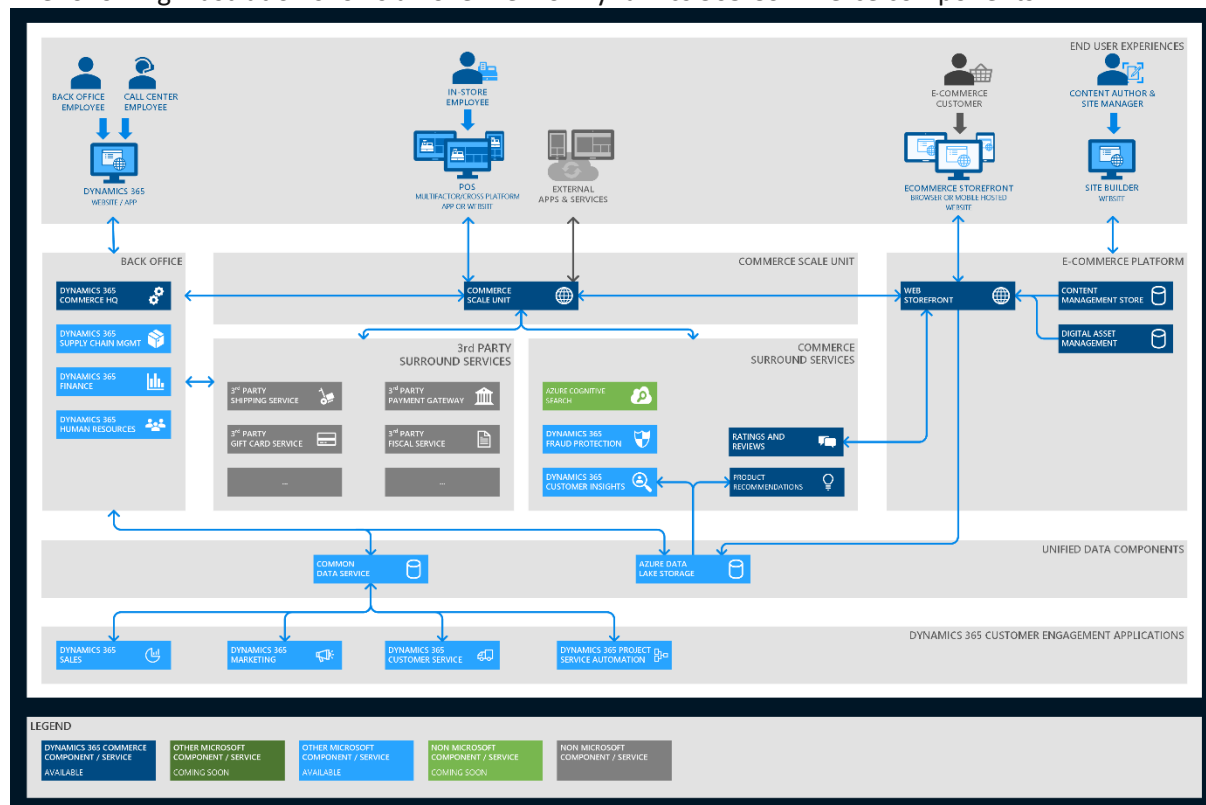
This release enables the creation of digital experiences using built-in web authoring and development tools to produce engaging and intelligent digital storefronts. A connected marketing and headless commerce platform further enable the seamless management of content, assets, promotions, inventory, and pricing across all channels.

- **Everything to build and run digital commerce:** Streamline your business and end-to-end commerce solution that scales to your needs across traditional and emerging channels. Built-in web authoring and development tools enable you to create engaging intelligent digital storefronts, while a connected marketing

and headless commerce platform enables seamless management of content, assets, promotions, inventory, and pricing across channels.

- **Build loyalty and exceed customer expectations:** Use client tools to gain a comprehensive view of your customer and respond to their needs at every level of engagement, based on customer profile, history, and preferences that flow across physical and digital channels. Empower your employees to foster lasting relationships through AI-driven recommendations, customer insights, and loyalty programs that elevate brand appeal.
- **Flexible and intelligent omnichannel experience:** Unify physical and digital commerce by providing consistent experiences to customers across cloud search and discovery, product reviews, wish lists, inventory, gift cards, and loyalty. Allow customers to purchase when, how, and where they want, on any device—while providing choice around modern payment methods and product collection or delivery.
- **Streamline operations using AI in the cloud:** Drive omnichannel commerce experiences and integrated, optimized back-office operations through ingrained, pervasive, and context-aware cloud intelligence. Use advanced merchandising, inventory management, distributed order management, and pricing and promotion to innovate and stay ahead of competition. Derive insights by visualizing and analysing comprehensive and consistent data across all aspects of your business. Use AI-driven technologies to provide accessible websites, protect your business against payment fraud, and efficiently moderate user-generated content like ratings and reviews.

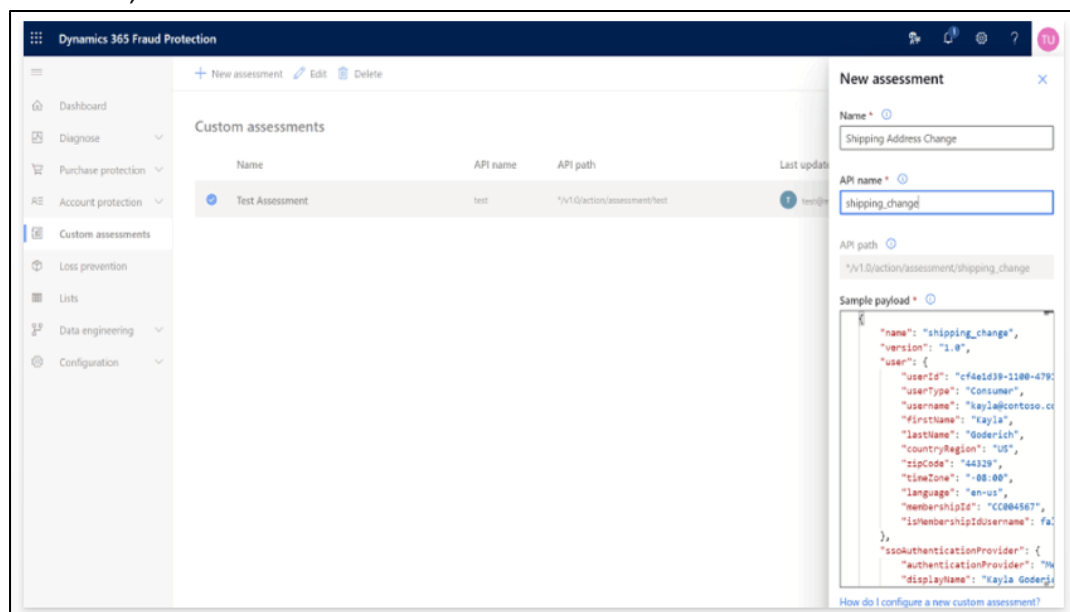
The following illustration shows an overview of Dynamics 365 Commerce components:



Dynamics 365 Fraud Protection: Adaptive AI that continuously learns to protect you against payment fraud, bots, account takeover, and returns and discounts fraud.

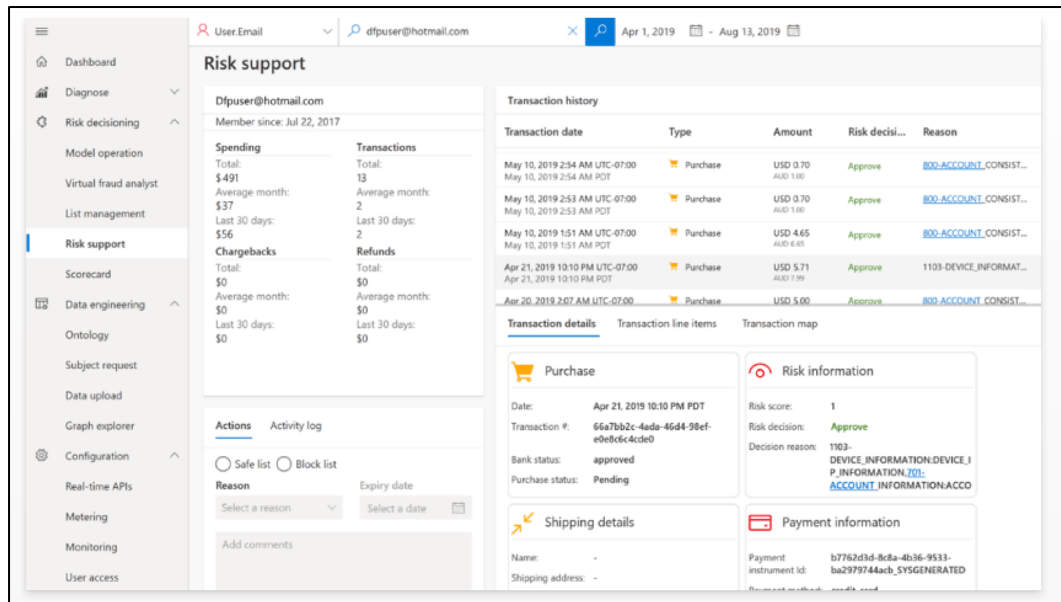
Account Protection - Help protect your accounts with a capability that learns and adapts to patterns of legitimate and fraudulent account activities using Adaptive AI.

- Gain broad awareness of account fraud activity with connected knowledge about behaviour of entities, keeping the security of confidential information and shoppers' privacy top of mind.
- Detect fraud patterns and identify returning devices with high fidelity using AI models that collect device and location attributes.
- Minimize customer delays and friction by configuring specialized rules and policies.
- Help protect against bot networks attempting to create synthetic accounts or gain access to accounts using stolen credentials.
- Enable customers to send custom payloads and configure real-time decision policies with an engine that helps protect specialized account activity scenarios, with scorecards and trends.



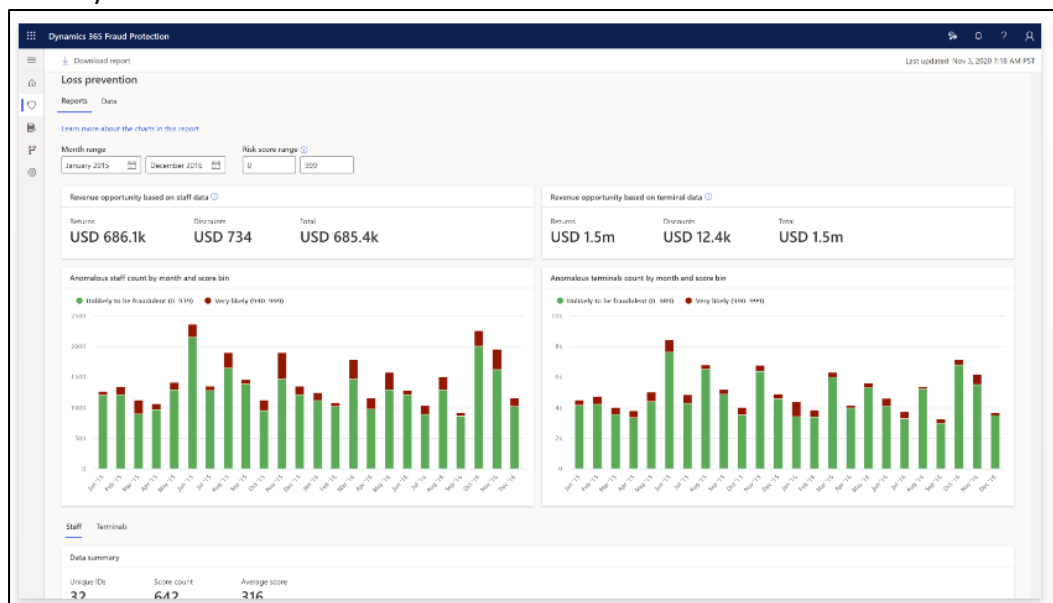
Purchase protection - Take advantage of Adaptive AI that continuously learns and adapts to patterns of payment fraud, helping managers to balance profit and fraud loss.

- Get broad awareness of fraud activity worldwide while keeping customer privacy intact by taking advantage of connected knowledge.
- Use AI models to detect patterns using device and location attributes, while advanced deep learning models identify returning devices with high fidelity.
- Minimize customer delays and friction by using a versatile decision engine configured to your specialized rules and policies.
- Enables merchants to share transactional trust knowledge with issuing banks to help boost their acceptance rates.
- Improve customer support by providing detailed risk insights about each transaction.



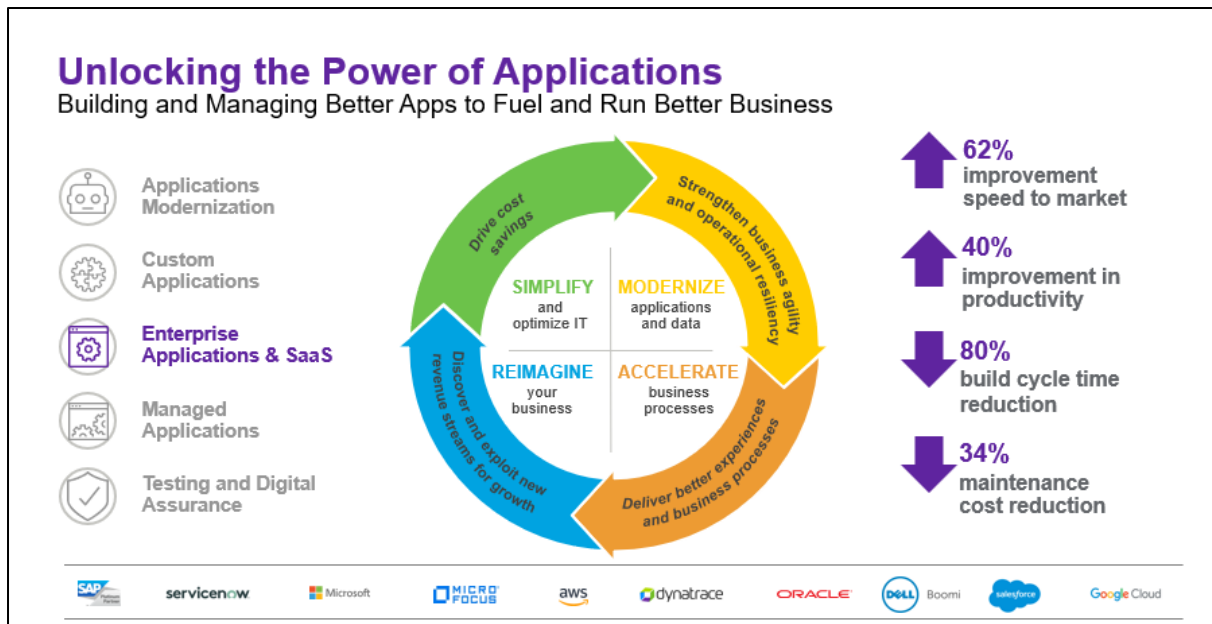
Loss Prevention - Empower store managers to act quickly and mitigate losses by identifying anomalies and potential fraud on returns and discounts.

- Detect anomalous patterns in returns and discounts activity with adaptive AI to prevent loss.
- Help detect anomalies, especially in omnichannel scenarios such as “buy online, return in store”, with knowledge of devices that initiate returns and their location attributes.
- Help store managers take action with up-to-date BI reports and insights on anomalies related to merchandise discounts and returns.
- Help increase operational efficiency by reducing the manual effort required to identify at-risk business entities and functions.



2.2 What We Do

2.2.1 Unlocking the Power of Applications



DXC addresses the full lifecycle of application services, from design to custom and packaged business application development, modernization, integration and management.

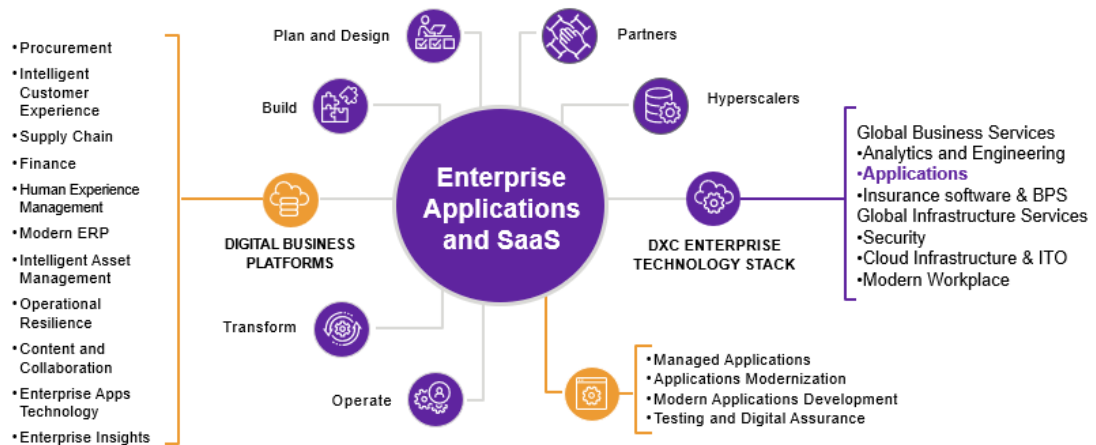
- **Modernized Applications:** (Custom SW Dev & Modernization) - Accelerate customer journey to a secure, digital, data-driven enterprise through custom software development & modernization. Reduce cost, build resiliency, improve experience, and drive business growth
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for making better informed decisions, as well as improve event management and correlation of incidents to reduce MTTR, as well as operators.

2.2.2 DXC Enterprise Applications and SaaS offering

DXC Enterprise Applications and SaaS offering

Accelerate the transformation, delivery and optimization of Enterprise Applications and SaaS to realize your desired business outcomes



DXC Solutions for Microsoft Dynamics 365 offerings

1

360-degree digitization approach to Microsoft ecosystem

With Dynamics 365 and other components of the Microsoft business platform, the business transformation journey can truly begin. With the full suite of services available through Azure and integrated data from multiple sources, the Common Data Services for Applications can then be used in PowerApps and Power BI, along with data already available from the Dynamics 365 applications.

2

Speed time to value, with DXC industry-focused solutions and accelerators

DXC-built industry solutions and accelerators greatly extend the capabilities of Dynamics 365 for true competitive advantage. This includes adding additional features and functions, as well as extending them to include digital technologies such as AI, machine learning, IoT, big data and analytics.

3

Utilizing DXC Experience to deliver Catalyst transformational workshops

Experience the "art of the possible" and see how mobile, social, analytics and cloud are transforming the retail industry. Brought to life by our Experience Center to show how Microsoft, DXC and our partner solutions can help retailers grow profitably by being relevant to consumers.

Microsoft Foundation Building the connected enterprise						
Workloads	Microsoft Dynamics 365 Applications					Additional Microsoft Development Tools
 Finance	• D365 Finance	• D365 Business Central	• D365 Fraud Protection			Connect your enterprise by integrating data from your Dynamics 365 applications with the data from your other systems using the Microsoft Common Data Service
 Operations	• D365 Supply Chain Management	• D365 Business Central	• D365 Guides			
 Customer Service	• D365 Customer Service	• D365 Omnichannel for Customer Service	• D365 Customer Insights	• D365 Customer Service Insights	• D365 Product Insights • D365 Guides • Microsoft Forms Pro	Build applications using that data with the Microsoft Pro Developer SDK or with the Microsoft Power Platform: • Power Apps • Power Automate • Power BI • Power Virtual Agents • Power Portal • AI Builder
 Field Service	• D365 Field Service	• D365 Remote Assist	• Microsoft Forms Pro	• D365 Customer Insights	• D365 Guides	
 Sales	• D365 Sales Enterprise • D365 Sales Professional	• D365 Sales Insights	• D365 Customer Insights	• D365 Product Visualize (In Preview)		Use Azure Services to build additional functionality into your applications • Azure IoT • Azure Machine Learning • Azure Cognitive Services • Azure Logic Apps
 Marketing	• D365 Marketing	• D365 Customer Insights				
 Commerce	• D365 Commerce	• D365 Customer Insights	• D365 Fraud Protection	• D365 Connected Store (Preview)		
 Project Operations	• D365 Project Service Automation					
 Talent	• D365 Human Resources					

DXC delivers end-to-end services across the full Microsoft Dynamics 365 portfolio, helping organizations transform, run, and optimize their core business applications to achieve measurable outcomes.

We cover all Dynamics 365 workloads, including:

- Finance, Supply Chain Management, Project Operations, Human Resources, and Business Central
- Sales, Customer Service, Field Service, Customer Insights, and Commerce
- Asset Management, Guides, Remote Assist, and industry workloads
- Power Platform, Dataverse, Copilot, analytics, and integrations

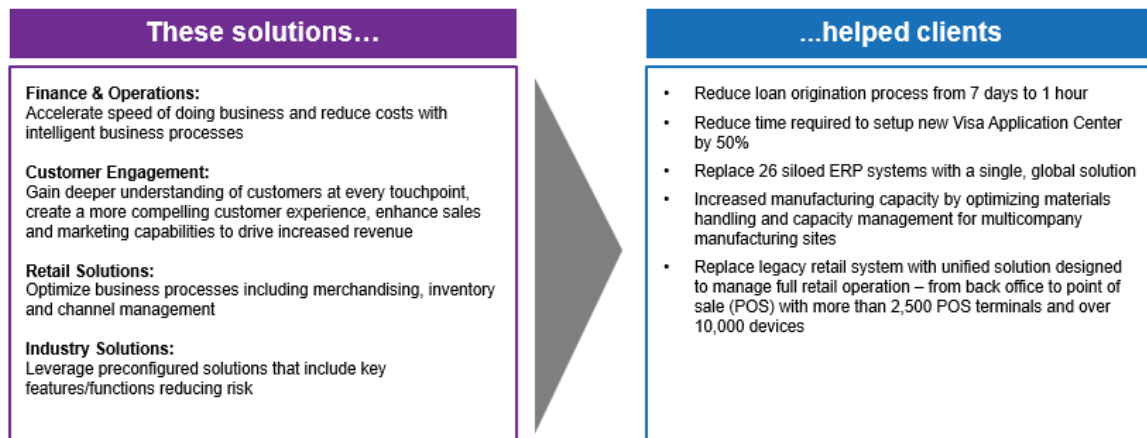
What DXC Does

- **Plan & Design**
Define business processes, application strategy, and roadmap across the entire Dynamics 365 landscape.
- **Build & Transform**
Implement, modernize, and extend Dynamics 365 using SaaS-first, cloud-native, and AI-enabled approaches.
- **Operate & Optimize**
Run and manage Dynamics 365 applications with continuous improvement, security, and performance optimization.

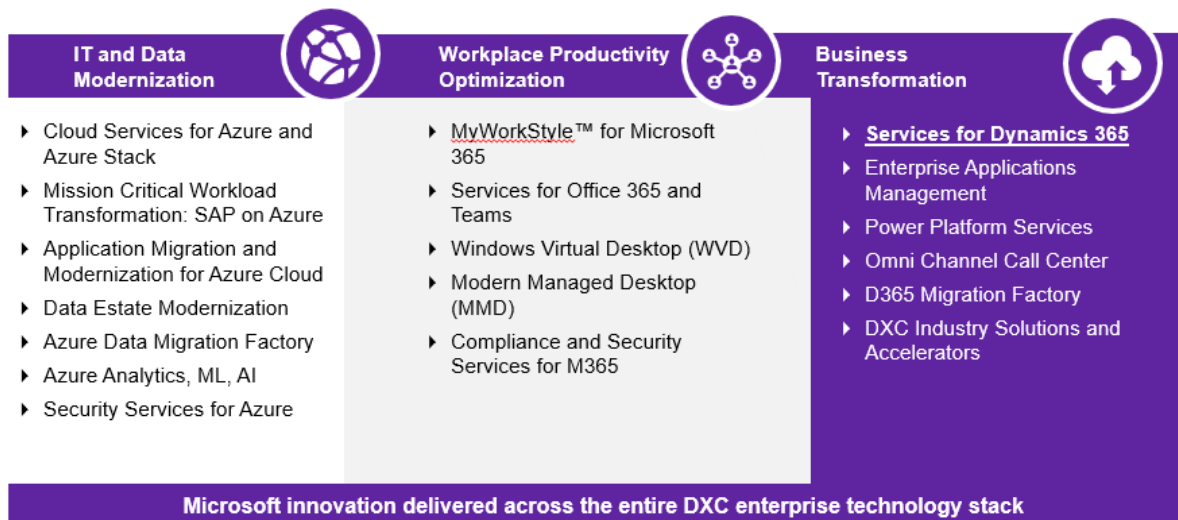
Business Value

- Clients benefit from:
- Integrated end-to-end business processes
- Faster time to value and higher productivity
- Reduced application complexity and operating costs
- A scalable, secure, and future-ready Dynamics 365 platform

2.2.3 DXC Services for Microsoft Dynamics



DXC Microsoft Offering Portfolio



2.2.4 Modernize, Accelerate and Re-Imagine Microsoft's intelligent business applications

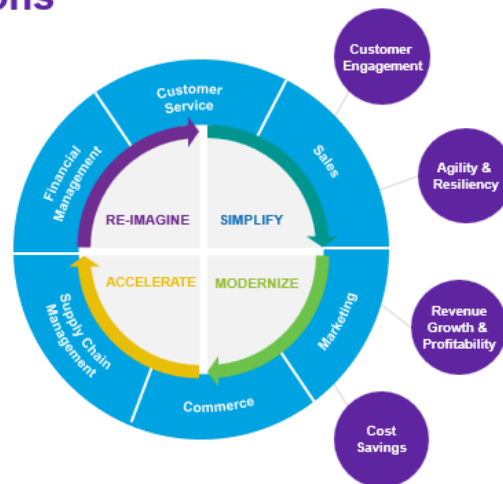
Modernize, Accelerate and Re-Imagine with Microsoft's Intelligent Business Applications

DXC Services for Business Applications

DXC Services for Microsoft Business Applications simplifies complexities of digital transformation.

- Enables insight-driven transformation allowing you to invent new and innovative service delivery and customer engagement models.
- Implements intelligent and automated processes to accelerate the speed of business.
- Creates robust analytic capabilities provide actionable insight to continuously optimize your business and deliver personalized experiences across all channels.

Built on Dynamics 365 and Power Platform, DXC Services for Microsoft Business Applications combines DXC's expertise across Microsoft's three clouds and our large portfolio of horizontal and vertical industry solutions powered by Microsoft with our deep industry knowledge to our customers to utilize disruptive technologies to simplify, modernize, accelerate and re-imagine their business.



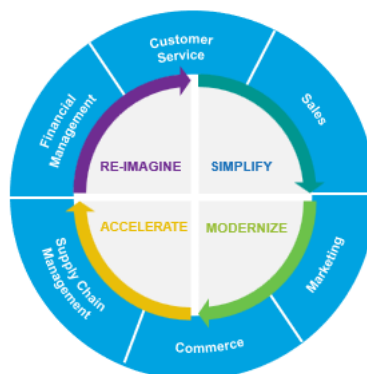
Modernize, Accelerate and Re-Imagine with Microsoft's intelligent business applications

DXC & Microsoft Dynamics 365

Brings customer relationship management (CRM) and enterprise resource planning (ERP) offerings together into one cloud service with specific, purpose-built applications for key business processes such as sales, customer service, field service, commerce, finance, supply chain management and intelligence.

DXC & Microsoft Power Platform

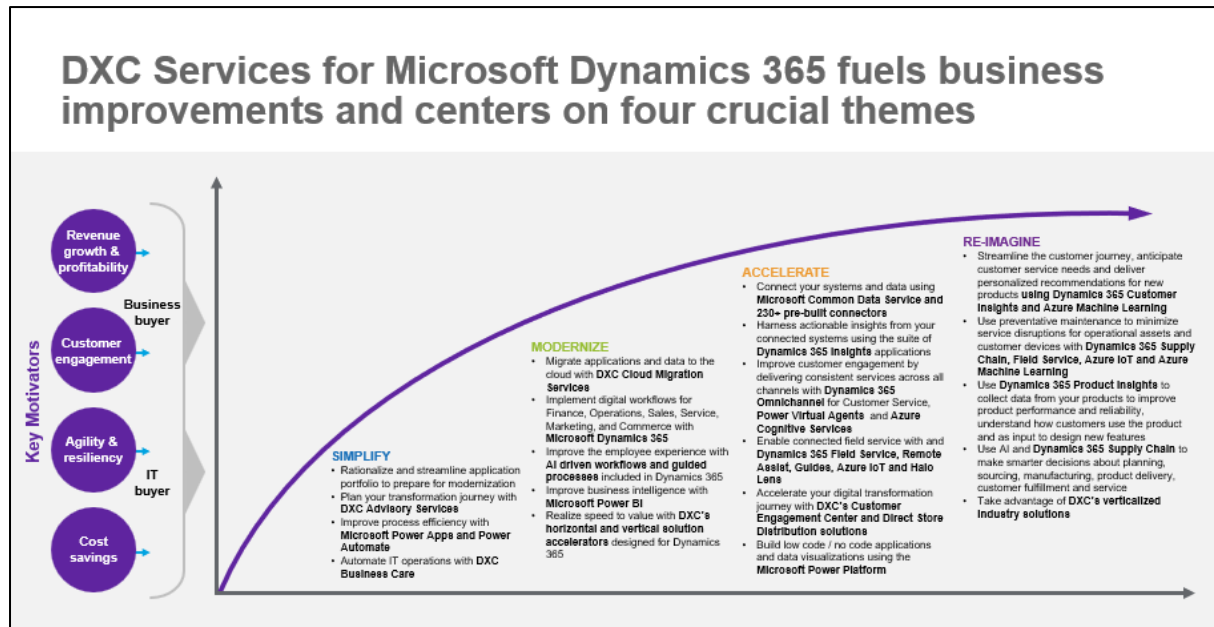
A low code application platform that provides tools to build applications and data visualizations, automate processes, and to create portals and Virtual Agents.



DXC services & Microsoft technology together enables

- Personalized customer engagement
- Agility & resiliency
- Revenue growth & profitability
- Cost savings

DXC Services for Microsoft Dynamics 365 and Power Apps combines our deep industry knowledge and pre-built solutions and accelerators with the power of the Microsoft technology stack to position enterprises to utilize disruptive technologies to transform and re-imagine their business.



DXC and Microsoft help organizations transform core business functions using Dynamics 365 and Power Platform, enabling smarter operations and better customer experiences.

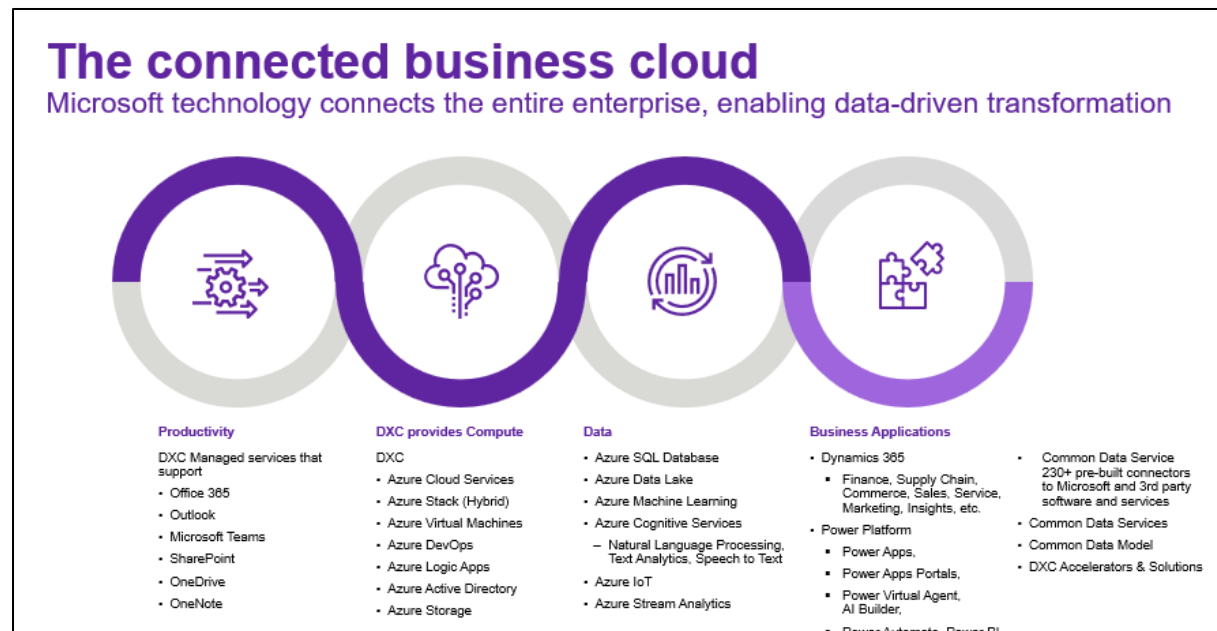
What this delivers

- Simplified and integrated business processes across Finance, Supply Chain, Sales, Marketing, Commerce, and Customer Service
- Modernized applications using cloud, data, and AI
- Faster innovation through low-code automation and extensibility
- Scalable and resilient enterprise platforms

DXC + Microsoft together enable

- Personalized customer engagement
- Greater agility and operational resilience
- Revenue growth and improved profitability
- Reduced application and operational costs

2.2.5 The Connected Business Cloud



Microsoft Foundation Building the connected enterprise					
Workloads	Microsoft Dynamics 365 Applications				Additional Microsoft Development Tools
Finance	• D365 Finance	• D365 Business Central	• D365 Fraud Protection		Connect your enterprise by integrating data from your Dynamics 365 applications with the data from your other systems using the Microsoft Common Data Service
Operations	• D365 Supply Chain Management	• D365 Business Central	• D365 Guides		
Customer Service	• D365 Customer Service	• D365 Omnichannel for Customer Service	• D365 Customer Insights	• D365 Customer Service Insights	Build applications using that data with the Microsoft Pro Developer SDK or with the Microsoft Power Platform:
Field Service	• D365 Field Service	• D365 Remote Assist	• Microsoft Forms Pro	• D365 Customer Insights	
Sales	• D365 Sales Enterprise • D365 Sales Professional	• D365 Sales Insights	• D365 Customer Insights	• D365 Product Visualize (In Preview)	• Power Apps • Power Automate • Power BI • Power Virtual Agents • Power Portal • AI Builder
Marketing	• D365 Marketing	• D365 Customer Insights			
Commerce	• D365 Commerce	• D365 Customer Insights	• D365 Fraud Protection	• D365 Connected Store (Preview)	Use Azure Services to build additional functionality into your applications • Azure IoT • Azure Machine Learning • Azure Cognitive Services • Azure Logic Apps
Project Operations	• D365 Project Service Automation				
Talent	• D365 Human Resources				

The Connected Business Cloud brings together Microsoft 365, Azure, Dynamics 365, and Power Platform into a single, integrated ecosystem that connects people, data, and business processes.

With DXC services layered on top, organizations gain end-to-end visibility, embedded intelligence, and scalable operations—enabling faster decisions, better experiences, and lower operational complexity.

3 Benefits of DXC's Services

3.1 Microsoft Partnership

DXC & Microsoft: A synergistic partnership

Delivery agility and excellence

- First cloud implementations
- Modern D365 leading practice methodology and toolset
- Inherent adoption of Microsoft 'Success by Design'
- Template acceleration, transparency and continuous improvement with Microsoft DevOps

Deep R&D Partnership

- DXC has sold our IP to Microsoft, and it is now added into the core D365 Enterprise solution
- DXC team works directly with R&D so we understand the tools and direction

Results: over-achieving on a global scale

- Regularly achieve >100% of Microsoft Dynamics global revenue target
- 22 years' Microsoft Dynamics Inner Circle



Deep expertise in vertical industries including 40+ years in CPG & retail, healthcare, banking and capital markets, manufacturing, and automotive



Deep expertise in technology

Microsoft works collaboratively with DXC because the depth of our industry knowledge allows enterprises to obtain maximum value from Microsoft-based managed services.

DXC and Microsoft work together as a trusted, long-standing partnership to deliver secure, scalable, and proven enterprise solutions.

Key benefits

- Faster and more predictable Dynamics 365 and cloud delivery
- Proven methodologies aligned to Microsoft best practices
- Direct access to Microsoft engineering and product direction
- Reduced delivery risk and faster time to value

3.2 DXC Microsoft Leadership

Microsoft Business Applications Inner Circle Partner

Azure: Datacenter Migration – Finalist

Modern Workplace: Modern Endpoint Management – Finalist

Business Applications: Proactive Customer Service Finalist

DXC emerged as Leader in Everest Group's SI Capabilities on Microsoft Azure Services PEAK Matrix Assessment 2021

Microsoft Connected Vehicle Platform Global Partner

Microsoft US Business Applications Partner Award – PowerApps and Power Automate – Winner

Azure: Retail – Finalist

Microsoft Italy Digital Transformation Champ Awards 2020 – Cloud Shift – Silver Award – Winner

Microsoft Ireland Business Applications Partner Award: Modernize Finance and Operations – Winner

Microsoft Norway Business Applications Partner Award – Winner

*All Microsoft awards can found be [here](#).

Top 5 Global Azure GSI with more than 17,000+ Azure Professional Certifications

#1 Partner for Microsoft Teams based on monthly active usage

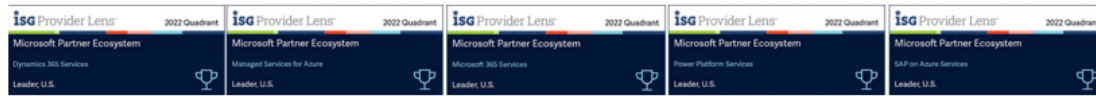
#3 Partner for Microsoft Dynamics 365

20,000+ Microsoft Trained Services Professionals

DXC Microsoft Analyst Awards



ISG 2022 Leader Quadrant across Microsoft Cloud, Workplace and Applications



Nelson Hall named DXC a Leader in Cloud



- Overall
- Microsoft Azure Capabilities
- Cloud Orchestration Services
- Cloud Management Services

Everest Group named DXC a Leader in Everest Group's Cloud Services PEAK Matrix Assessment 2022



DXC Microsoft competencies

2022: Microsoft Gold Partner (earned 18 of 18 designations)

- ▶ Gold Application Development
- ▶ Gold Application Integration
- ▶ Gold Cloud Business Applications
- ▶ Gold Cloud Platform
- ▶ Gold Cloud Productivity
- ▶ Gold Collaboration and Content
- ▶ Gold Communications
- ▶ Gold Data Analytics
- ▶ Gold Data Center
- ▶ Gold Data Platform
- ▶ Gold DevOps
- ▶ Gold Enterprise Mobility Management
- ▶ Gold Enterprise Resource Planning
- ▶ Gold Messaging
- ▶ Gold Project & Portfolio Management
- ▶ Gold Security
- ▶ Gold Small & Midmarket Cloud Solutions
- ▶ Gold Windows and Devices

Microsoft Cloud Solutions Provider (CSP)	Microsoft Azure Expert Managed Service Partner (MSP)	Windows Server and SQL Server Migration to Microsoft Azure Advanced Specialization	SAP on Azure Advanced Specialization	VDI Advanced Specialization
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DXC is a recognized global leader in Microsoft services, with deep expertise across Azure, Dynamics 365, and Modern Workplace.

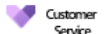
Key highlights

- Microsoft Business Applications Inner Circle Partner
- Top global Microsoft partner for Azure and Dynamics 365
- Trusted delivery partner with 20,000+ Microsoft-trained professionals
- Consistent leadership recognition from ISG, Everest Group, and NelsonHall
- Broad Microsoft certifications and advanced specializations

Customer value

- Proven scale and delivery confidence
- Access to leading practices and innovation
- Reduced risk for complex enterprise programs

4 Case Studies

DXC Technology: The partner for retail/CPG customer experience		
	Personalization - Contextual customer engagement - Clienteling - Virtual/augmented reality - In-store customer detection and recognition - Product recommendations - Frictionless payment and checkout	 Retail Commerce  Operations  Azure Cognitive Services  PowerApps  Azure Service Bus
	Omnichannel - Integrated channels/e-commerce (BOPIS/ROPIS/BORIS) - Omnichannel wishlist/gift registry - Inventory visibility - RFID inventory automation and product locator - Loyalty management - Electronic shelf label processing	 Retail Commerce  Operations  PowerApps  Azure Service Bus
	Operations excellence - Frontline operations - Distributed order management - IoT and field service integration - Store warehouse/backroom management - CPG DSD Automation - Retail purpose business intelligence/reporting	 Operations  Field service  Microsoft Teams  IoT Hub  Mixed Reality  PowerApps  Power BI
	Intelligent customer service - Automated Q&A and shopping assistance - Web co-browse - Contact center	 Customer Service  Marketing  Sales  Power Virtual Agents  Power BI  USD  LUIS
	360° customer view - Customer engagement and social insight - Marketing/campaign automation - Enterprise customer automation - Advanced analytics	 Sales  Marketing  AI Builder  D365 Customer Insights  D365 Marketing Insights  Power Automate  Power BI



Customer Name: **tna solutions**



tna solutions

CUSTOMER NAME
tna solutions

LOCATION
International

INDUSTRY
Food processing

DXC SERVICES

WEBSITE
<https://www.tnasolutions.com>

Challenge

- Digital transformation was essential to reaching future revenue and growth plans
- Rapid growth due to multiple acquisitions across business
- Business strained by manual processes and aged infrastructure

Solution

- Five-year strategy to transform its business
- Transformation through series of small technology changes
- Standardize operations across business with Microsoft platform
- Work with a global technology partner to drive transformation journey

Results

- Completely cloud-based, highly disciplined and data-driven business
- Incredibly fast, simple and effective improvements across business
- Real-time visibility to powerful insights, enabling data-based judgements

"We wanted more than a partner who could simply implement technology. We wanted a true partnership, with a team able to work with us on evolving the infrastructure that drives the business. DXC brought outstanding technical skill, the global reach we needed, excellent talent and connections to Microsoft in Seattle, which helped refine our five-year transformation strategy." - Pravin Singh, chief information officer, tna solutions



Customer Name: Macmillan Cancer Support



Macmillan Cancer Support

CUSTOMER NAME
Macmillan Cancer Support

LOCATION
International

INDUSTRY
Charity

DXC SERVICES

WEBSITE
<https://www.macmillan.org.uk>



Challenge

- Macmillan operated with an outdated 2011 Customer Relationship Management (CRM) solution that caused internal issues with IT and key stakeholders, misaligning its essential management of data support for people living with and affected by cancer.



Solution

- Existing D365 Direct Grants Solution, D365 Indirect Grants Solution, Supporting and Replacing Existing CRM 2011 Solution, Proposed CXM new solution that transitions into long-term IT support.



Results

- DXC built a new Customer Experience Management (CXM) platform with D365, that will be transitioned to support on a long-term partnership between DXC and Macmillan Cancer Trust.
- DXC are delighted to be confirmed as the strategic partner for Macmillan Cancer Trust, supplying D365 solutions for a new CXM platform and continued IT support.



Customer Name: Mainstream Renewable Power



Mainstream Renewable Power

CUSTOMER NAME
Mainstream Renewable Power

LOCATION
International

INDUSTRY
Renewable energy

DXC SERVICES

WEBSITE
<https://www.mainstreamrp.com>



Challenge

- Reduce technical debt, automate/outsource non-core functions, and reduce carbon footprint to support sustainability.
- Streamline laborious onboarding processes to increase capacity for new projects and market growth.
- Automate and speed testing of new releases, enhancements and upgrades.



Solution

- Decommissioned data centre to enable move to a pure-cloud enterprise utilizing software as a service (SaaS) and Microsoft Azure.
- Implemented Microsoft Dynamics 365 for Finance and Operation, deploying robotic process automation (RPA) and AI to accelerate user acceptance testing and IT administration.



Results

- Enabled savings of €150,000 in data centre costs annually while avoiding €212,000 infrastructure upgrades.
- Reduced onboarding process from hours to seconds.
- Freed Finance and IS staff to do higher value, more strategic tasks.



Customer Name: Midwich



Midwich

CUSTOMER NAME
Midwich

LOCATION
International

INDUSTRY
Audio and visual solutions

DXC SERVICES

WEBSITE
<https://www.midwich.com>



Challenge

- Rapid growth from 1 site to 26 sites in 16 countries and technology to support it.
- Multiple interfaces and lack of IT governance.
- Certainty over one-version-of-the truth with company data.



Solution

- Microsoft Dynamics 365, including finance, procurement, inventory management & warehousing, supply chain planning, customer service, sales and marketing.
- Programme and solution rollout over 4 years to keep pace with the company expansion.
- 4,000 days of DXC services.



Results

- Full visibility of finance (in multiple territories), warehousing, purchasing & inventory.
- Control of Inventory levels through forecasting.
- Improved management reporting both financial and operational.
- Improved management of the supply chain.



Customer Name: British Sugar UK



British Sugar UK

CUSTOMER NAME
British Sugar UK

LOCATION
International

INDUSTRY
Sugar processing

DXC SERVICES

WEBSITE
<https://www.britishsugar.co.uk>



Challenge

- Complex operating procedures with limited expertise shared across multiple sites.
- Need for guided training for less experienced engineers.
- Supporting the workforce during the COVID-19 crisis.



Solution

- Remote set-up and training for the Microsoft HoloLens 2 Mixed Reality device.
- Technical support and training for Dynamics 365 Guides.
- Creation of 3D models and content to create a simple step-by-step guide to operate the complex auto-wrench machine.



Results

- On-site technicians can complete complex procedures without the need for an expert to travel to the site.
- Knowledge capture and simplification of complex procedures.
- Reduced travel time and downtime costs.



Customer Name: Leading UK Homebuilder

Leading UK Homebuilder

Top 10 UK homebuilder to manage the entire build lifecycle with Microsoft Dynamics 365 and DXC Homebuilder One

CUSTOMER NAME
Leading UK Homebuilder

LOCATION
UK

INDUSTRY
Property

DXC SERVICES

WEBSITE



Challenge

- Respond quickly to evolving market demands
- Support business growth – Build more homes
- Standardise and streamline processes and procedures.
- Current systems were inefficient, heavy on administration for our customer facing teams, based largely on old technology, and made making business decisions slow and challenging.



Solution

- Enterprise Resource Planning (ERP) system, DXC Homebuilder One built on Microsoft Dynamics 365, to manage the entire builder lifecycle from land feasibility to development, sales, construction, finance and post sales customer service



Results

- Generated detailed insights into the profitability of the business to make more informed decisions
- Allowed more units to be built at greater efficiency, with consistent repeatability and better quality
- Reduced time to create plans, open new communities and expand into new markets