



DXC Technology Multi-Cloud Services

G-Cloud 15: Service Description Document



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1 Service Description

DXC Multi-Cloud Services offers a comprehensive suite of services designed to meet both technical and business needs. Our services include designing, building, migrating, and managing complex Multi-Cloud environments. These services are supported by DXC's investments in developing cutting-edge features and continuous innovation delivered to our customers.

1) Designing and Implementing Secure Scalable Landing Zone Blueprints:

DXC creates landing zone designs and implementations across all hyperscalers including cloud agnostic blueprints that drive multicloud orchestration

2) Migration and Transformation Services with Precision Guided Modernization™:

DXC transforms complex environments including mainframes into cloud-native architectures using automated migration frameworks and industry-hardened delivery models at a scale. We support Environmental, Social, and Governance (ESG) objectives, including emissions reduction during migration and transformation

3) Flexible Modular Managed services:

Our managed services provide fully flexible solutions ranging from modular (multi) cloud operations to full-stack industry solutions across infrastructure, security, applications, and data aligned with client's evolving cloud operating models to provide the most effective solutions with built-in continuous innovation. Managed services include services such as multi-cloud orchestration, observability, continuous integration and delivery, compliancy, testing automation, LLMOPs and FinOps underpinned by Platform Engineering (DevSecOps), SRE, PRE disciplines using Agile frameworks and methodologies.

1.1 Designing and Implementing Secure Scalable Landing Zone Blueprints

- Agile Methodology - Collaborate, set goals, priorities, create minimum viable product and scale
- Deep Public Cloud Skills – Engage with DXC Public Cloud professionals for outcome driven approach
- Architecture Design Services - Detailed designs based on Hyperscaler's best practices and reference architectures. Review existing designs using well-architected framework
- Build Enterprise Scale Landing Zone - Implement Public Cloud landing zone based on documented designs. Review existing environments and implement agreed changes

1.2 Migration and Transformation Services with Precision Guided Modernization™

- **Advisory**
 - Independent IT advice based on customer insight on aims & challenges
 - Tailored strategic guidance & actionable recommendations to enable transformation change & problem analysis
 - Define strategic direction, identify areas of future innovation & value creation in IT & approaches to modernization & change

- Supporting operating model transformation & culture change analysis
- Define strategic direction, identify areas of future innovation & value creation in IT & approaches to modernization & change
- Supporting operating model
- transformation & culture change
- **Insight**
 - Provides a solid base of information from which to plan and execute a modernization program
 - Data driven analysis of IT portfolios against multiple scenarios for future state platforms
 - Current & future cost modeling at portfolio & individual application level to predict investment costs & ROI
 - Actionable business case creation & clarity on the financial viability of IT change initiatives
- **Acceleration**
 - Governance, oversight & coordination of all activities to achieve an accelerated transformation
 - Precision-guided journeys to business outcomes that fail-safe results in 30/60/90-day increments
 - A consolidated view of all information, activities & milestones for smarter decision making
 - Real-time tracking & visibility for in-flight activities across multiple stakeholder groups
- **Execution**
 - Agile engagement model aligns to business goals and drives collaboration across business and IT
 - Migrate or modernize applications to reduce costs, improve stability and increase performance
 - Migration squads allow for parallelized migrations waves resulting in faster execution at lower costs
 - Rationalize, modernize and optimize mission-critical IT and business applications portfolio

1.3 Flexible Modular Managed services

DXC Multi-Cloud Services provides modular managed services easily adaptable to different workload requirements supported by out-of-the box automation with continuous innovation ensuring availability, performance, security and end-user experience of mission-critical platforms.

- **Configure - Agreed configuration Standards based on DXC best-practices and client requirements**

- Automated configuration and provisioning of all supported cloud resources through parametrized Infrastructure as a Code templates
- Automation to include cloud resources into the managed scope through respective tags
- Deploy security patches and updates for in scope cloud services
- **Monitor/Observe - IaaS, PaaS & Network Monitoring, Log Retention, Capacity, Performance, Availability Management**
 - Managed resources are monitored to assure solution health, performance, security and optimal resource/cost consumption. Using cloud native tooling and DXC monitoring framework which;
 - Supports monitoring of all resources in cloud through priority-based monitoring and integration with ServiceNow
 - Allows custom configurations metrics, thresholds based on specific workload needs
 - DXC uses anomaly detection alarms to train and identification of unwanted patterns
- **Respond - Event, Incident, Problem, Change, Capacity / Performance management**
 - Providing the IT Operations Management
 - capability to intervene and resolve problems
 - ITIL, IT4IT and Agile/DevOps processes to support the “day to day” management of cloud solution, and plan the evolution of services
 - Providing access to DXC ServiceNow portal for rising the requests
 - Measure service levels according to defined targets
- **Secure - Security Management, Threat Protection, Endpoint Protection, Identity & Access Management**
 - Manages security ‘in the Cloud’
 - Managing Network security such as VPNs, Native Firewalls, NW isolations as required
 - DXC CloudIAM Includes Multi-Cloud IAM solution that manages and governs the privileged identities and access
 - DXC hardened AMI images
 - Enablement of native encryptions data at rest, data in transit
 - Anti-Virus, Endpoint detection and response, Managed Treat protection
 - Support for cloud native security tools such as AWS GuardDuty, SecurityHub, Microsoft Defender

- **Protect - Backup & Restore, Recoverability, Availability, Serviceability Management (assure Configuration Management), Disaster Recovery, Business Continuity**
 - Design and run of Multi-Cloud solutions must cater for desired Resilience, Availability and Serviceability. This is a combination of:
 - Ensuring robustness of solution to manage common failure modes/loads
 - Providing backup/data protection to ensure recoverability
 - Providing appropriate continuity/recovery capabilities

- **Govern - Financial and Cost Management, Policy Management & Standards, compliance**
 - DXC shall manage standards for operational
 - governance with the client, based upon DXC and cloud best-practices, with defined scope for the customer configuration
 - Governance includes policy controls, reporting and actionable intelligence relevant to the delivery of services
 - DXC provides monthly governance reporting and manages regular interlocks for performance reviews

- **Optimize - Performance analysis, cost transparency and security & compliance best practice**
 - DXC continuously measures cloud resource utilization - On-line dashboard provides reports on cost and utilization with suggestions for how clients can right-size their workloads, reduce waste or use of reserved instances/saving plans. Plus, best-practice re-recommendations for compliance and security
 - Regular meetings with client to review service delivery & possible optimizations

DXC Multi-Cloud Services uses DXC's Cloud Service Orchestration (CSO) platform to provide a unified, extensible capability for multicloud service management. It offers a pre-configured service catalog with hundreds of catalogue items, workflow automation, integration with ITSM tools such as ServiceNow and Remedy, and plug-in support for infrastructure-as-code tools like Terraform and Ansible. The platform underpins standardized, repeatable processes while allowing client-specific customization.

2 Operating Model and Service Levels

DXC operates Managed Multi-Cloud Services using a global, follow the sun delivery model, combining regional delivery centers with a leveraged global delivery network. This provides scalability, depth of skills, and proximity options for customers with sovereignty or residency requirements.

Typical service characteristics include:

- 24x7x365 operations across incident, problem, change, and service request management.
- Integration with existing customer ITSM tools where required, or use of DXC's ITSM platforms.
- Standardized service level agreements for availability, response, and resolution times, aligned to business criticality.
- Continuous service improvement based on operational data, automation opportunities, and joint governance forums.
- Continuous innovation of cloud services and features, including proactive adoption of relevant new hyperscaler capabilities.

Support Locations

- On Shore: UK, US, Australia
- Best Shote: Bulgaria (EU only), India, Manila (US only)

All DXC technical support personnel for the DXC Multi-Cloud Services will be located in the DXC assigned Support Location based on Customer's choice.

Incident Management Service Level Objectives:

Priority Level	Response Time	Resolution Time
Priority 1	Initial acknowledgement of receipt of Incident report within 15 minutes and at status change thereafter (e.g. completion)	Resolution within four hours of receipt of Incident report (unless triaged to another DXC provided service or third party).
Priority 2	Initial acknowledgment of receipt of Incident report within 30 minutes and at status change thereafter (e.g. completion)	Resolution within 12 hours of receipt of Incident report (unless triaged to another DXC provided service or third party)
Priority 3	Initial acknowledgement of receipt of Incident report within four hours and at status change thereafter (e.g. completion)	Resolution within 24 hours of receipt of Incident report (unless triaged to another DXC provided service or third party)

3 DXC Differentiation

DXC's Multi-Cloud Services differentiate in several key areas that are highly relevant in competitive RFPs:

Unified, Product Centric Multicloud Platform

DXC does not treat cloud services as isolated towers; instead, the hybrid/multicloud estate is managed as a unified, outcome driven platform, powered by DXC's Cloud Service Orchestration and integrated operating model.

Total FinOps Across All Platforms

Where many providers focus only on hyperscaler cost tools, DXC extends FinOps across public cloud, private cloud, and on premises environments. This ensures no 'blind spots' in cost, usage, or optimization opportunities and ties financial outcomes directly to business value.

Automation First and AI Enhanced Operations

Automation, AI, and analytics are embedded into monitoring, incident prevention, remediation, and optimization. This drives lower incident volumes, faster resolution, and continuous improvement in performance and cost efficiency.

Open, Extensible Architecture – No Lock In

DXC's platforms are designed to integrate with existing customer tools and leading third party solutions, rather than forcing a proprietary stack. Customers retain flexibility to adopt best of breed tools while still benefiting from DXC's standardized processes and automation.

Deep Hyperscaler Partnerships and Credentials

DXC is recognized by AWS, Microsoft, and Google Cloud with advanced certifications, specializations, and joint go to market initiatives. DXC has migrated tens of thousands of workloads, manages hundreds of large scale cloud customers, and is consistently rated as a leader by independent industry analysts.

Industry Specific and Regulated Market Experience

DXC brings proven patterns and case studies across financial services, manufacturing, mobility, public sector, healthcare, and other regulated industries, including complex modernization, sovereign cloud, and mission critical workloads.

Global Delivery with Local Compliance Options

DXC's global delivery footprint includes regional and country specific centers designed to support restricted and compliance sensitive work, enabling customers to balance cost efficiency with regulatory and sovereignty requirements.

Manage and monitor risks with a variety of resources that address information security management, risk management, compliance management, supplier security management and pre-audit management

Define and deploy a risk management framework that supports your business objectives and is aligned with the enterprise's risk appetite.



About DXC Technology

DXC Technology (NYSE: DXC) is a leading enterprise technology and innovation partner delivering software, services, and solutions to global enterprises and public sector organizations — helping them harness AI to drive outcomes at a time of exponential change with speed. With deep expertise in Managed Infrastructure Services, Application Modernization, and Industry-Specific Software Solutions, DXC modernizes, secures, and operates some of the world's most complex technology estates. Learn more on dxc.com.