

Salesforce

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



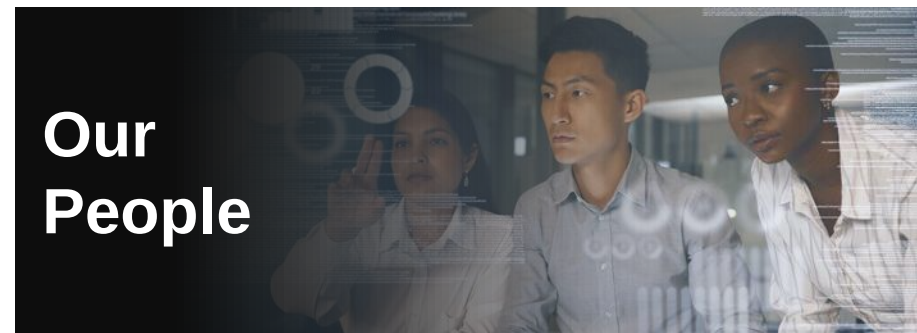
Solutions for policy domains drawn from DXC global Public Sector and adjacent Commercial sectors at the leading edge

Secure Sovereign Solutions



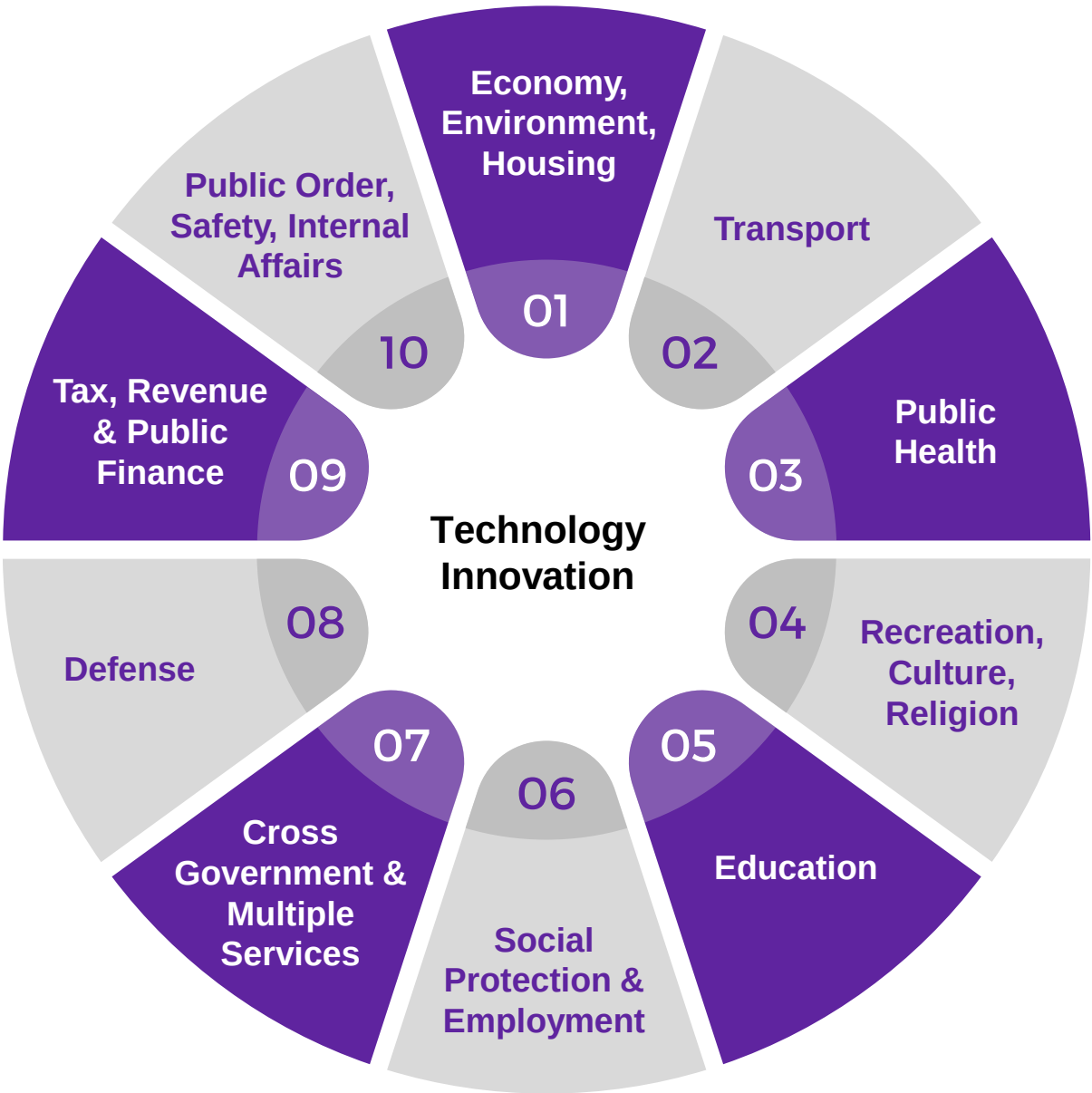
Solutions for AI and Engineering that meet Governments' demanding Security and Sovereignty requirements

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



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



Salesforce



A cloud-based customer relationship management (CRM) platform that helps businesses manage sales, service, marketing, and customer data in one system

Centralised Customer Relationship Management: Unifies customer data, interactions, and history in one platformd Customer Relationship Management

Advanced Sales Automation: Streamlines lead management, opportunity tracking, and revenue forecasting

Comprehensive Customer Service Tools: Enables case management, knowledge sharing, and omnichannel support

Intelligent Marketing Automation: Delivers personalised campaigns, customer journeys, and audience segmentation

Highly Customisable Platform: Adapts to business processes using low-code tools and custom development

Actionable Analytics and AI Insights: Provides real-time dashboards, predictive analytics, and data-driven decisions

DXC and Salesforce: Partnership at-a-glance

4.87/5

Salesforce CSAT score
On the Salesforce Partner
App Exchange



SUMMIT

15+ years
Salesforce Partner



Leader

Salesforce services – named a
leader by **Nelson Hall &**
Major Contender in the PEAK
Matrix **Everest Group**



600+

Salesforce projects



Enabling over 150 customers globally,
across many industries to maximize the
value of the full Salesforce platform



DXC Salesforce
Global Solution Centers

United States
Costa Rica
Brazil
Puerto Rico

UK
Germany
France
Belgium
Italy
Hungary
Morocco

India
Philippines
Australia

2,600+

Salesforce
Certifications



700+

Salesforce
experts worldwide



7+ years

Average Salesforce
trained experience



1M+

Salesforce users
supported



DXC Salesforce accredited “Expertise” across Salesforce Products and Industries

Salesforce Expertise

Industry Expertise



Experience
Cloud



Sales
Cloud



Service
Cloud



Managed
Service



Public Sector
& Government



Media &
Entertainment

AI expertise within DXC Salesforce practice

DXC is heavily investing in AI, with certified experts across the world, and recognised as one of the official Salesforce partners for AI & AgentForce.



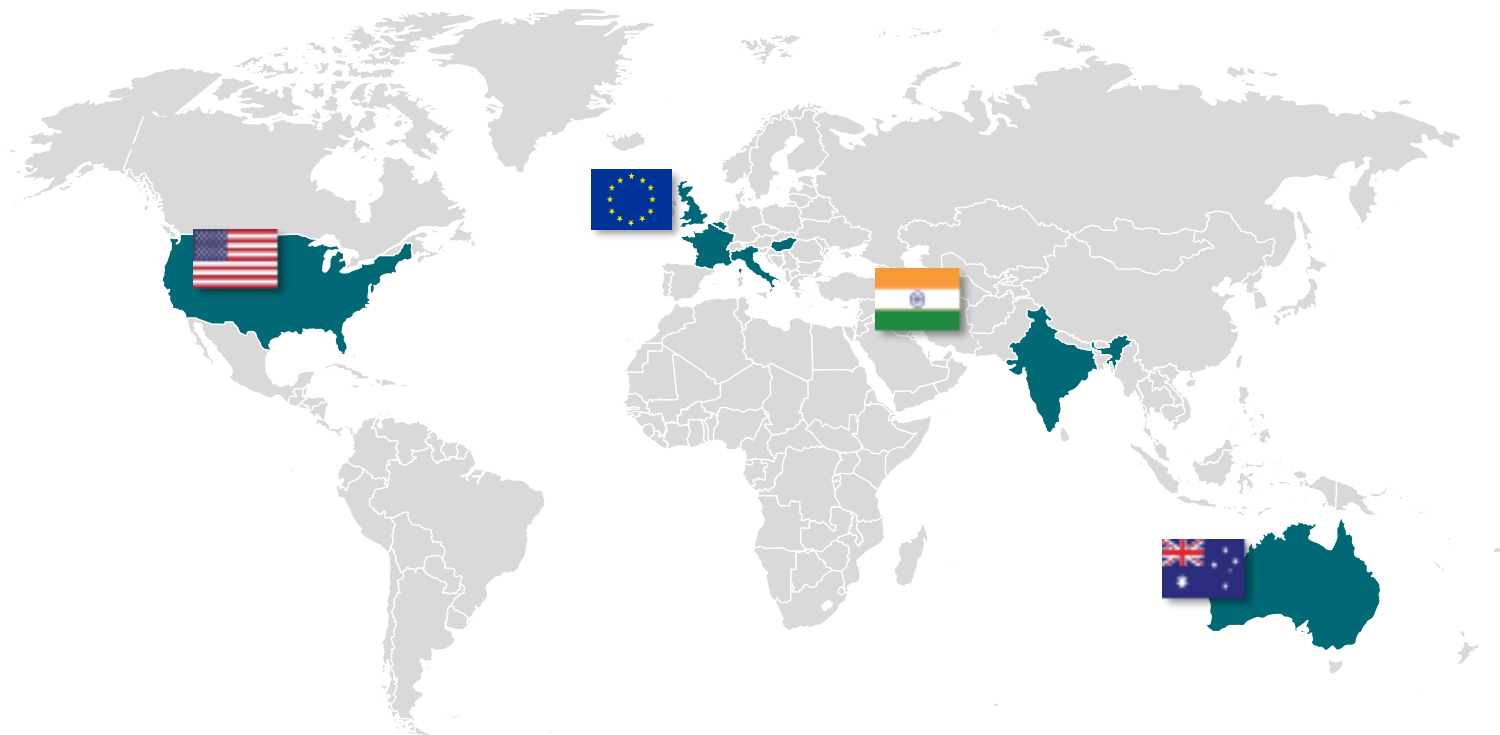
230+
Certified Salesforce AI Associate



50+
Certified Salesforce Data Cloud Consultant



60+
Certified Salesforce Agentforce specialist



Salesforce practice

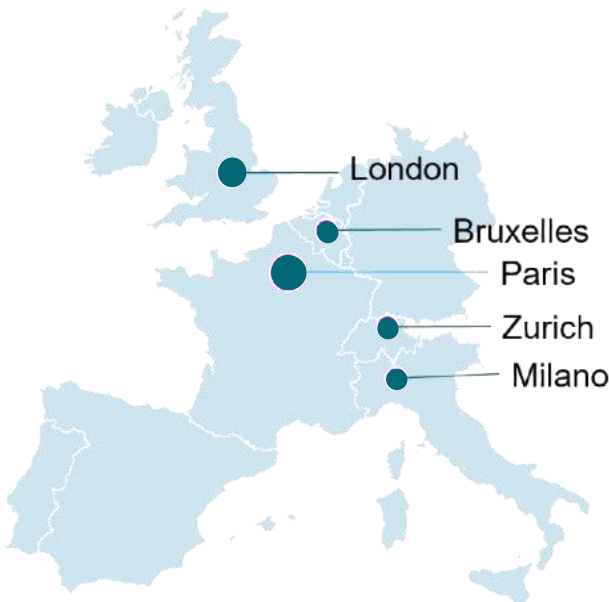
700+ Experts Salesforce worldwide	2600+ Salesforce certifications	600+ Salesforce Projects	340+ Salesforce AI Certifications	15+ Years of Salesforce partnership at SUMMIT level
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DXC Europe Practice for Salesforce



Organisation

- Around 50 Salesforce multi-certified experts in Europe
- At least one new certification per year
- 30+ certifications on Agentforce and AI and several use case demonstrations availables



Partner ecosystem

Partner relationships in Europe include Salesforce, Elements Cloud, Quality Cloud, Zuora



Reseller agreement*

Italy, Belgium, Spain, Ireland

* Only for Public Sector



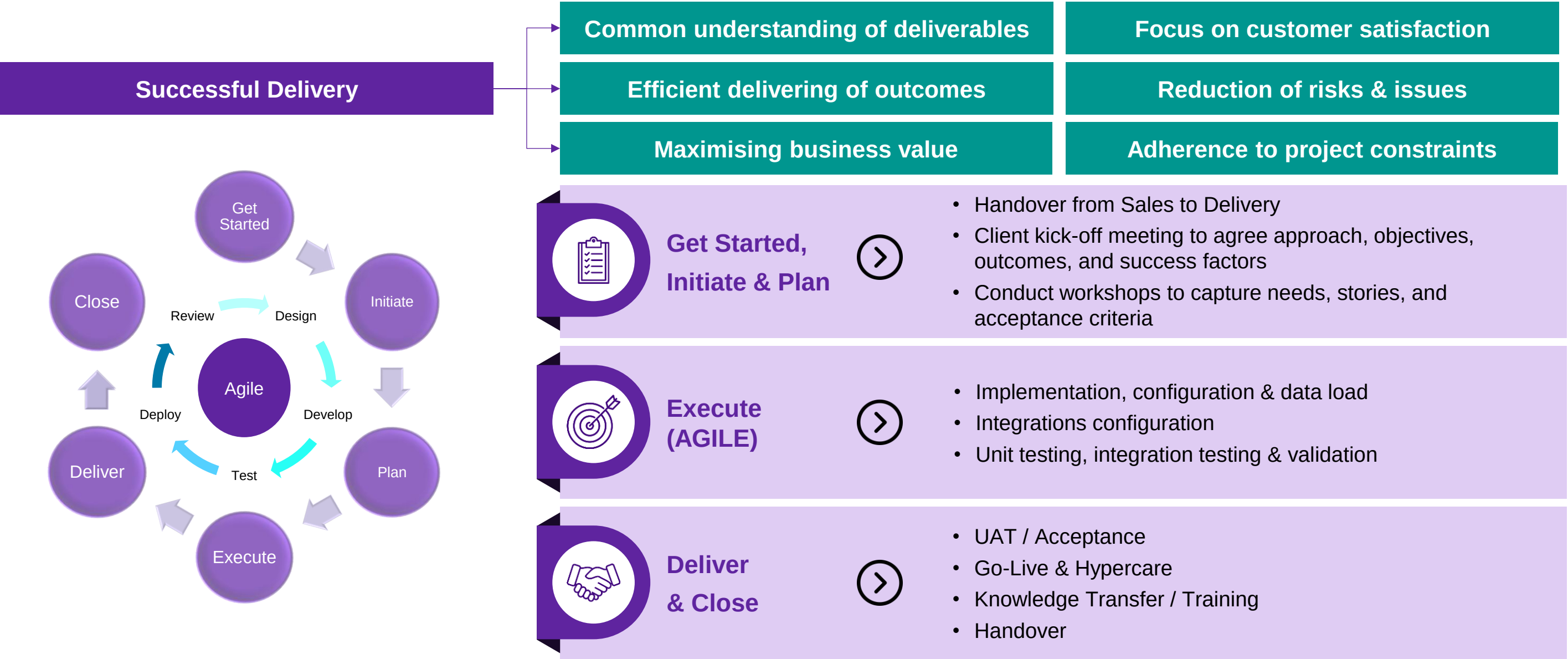
Industry expertise

Industry	Benelux	France	DACH	Italy	CNEE	UKI
Public sector	✓	✓		✓		✓
Energy-Utilities	✓	✓			✓	
Finance-Insurance		✓		✓		
Retail			✓			
Manufacturing - Automotive		✓	✓		✓	✓
Telecom					✓	

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:

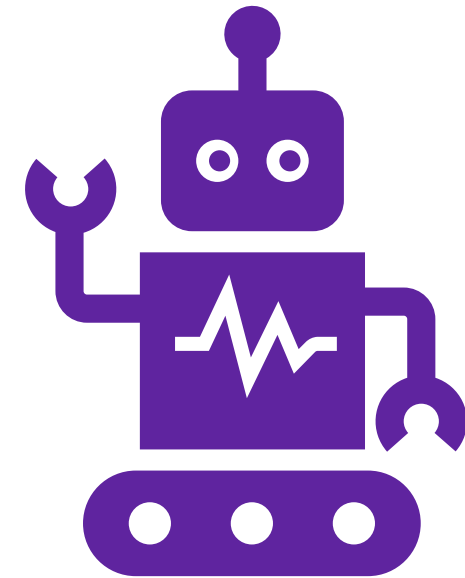
- **User Stories & Requirement Configuration:** Develop and configure technical and functional requirements for based on approved user stories.
- **High-Level Architectural diagram** of proposed solution.
- **Configuration Completion:** Implement configurations aligned with signed-off user stories.
- **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 services

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

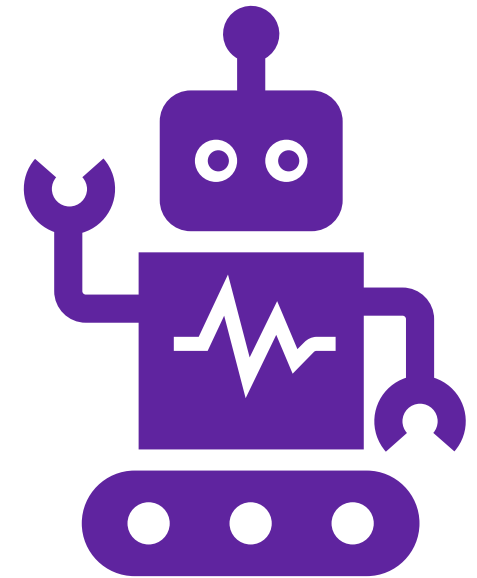
The DXC Technology rate structure provides customers to select either UK Based (Local Delivery) or Off-Shore Consultants within each category depending on the delivery model chosen.

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

