

Dynatrace

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



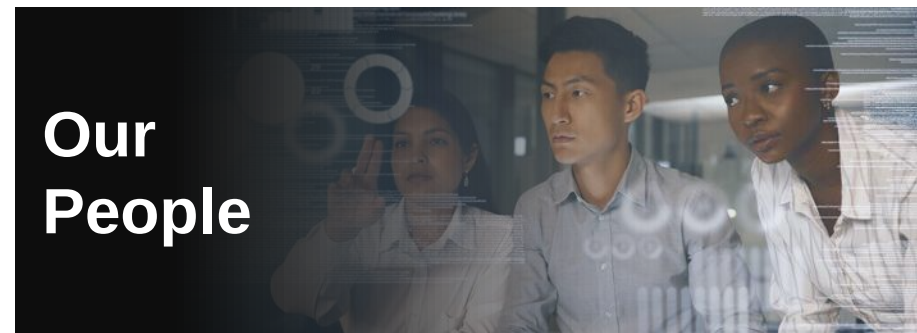
Solutions for policy domains drawn from DXC global Public Sector and adjacent Commercial sectors at the leading edge

Secure Sovereign Solutions



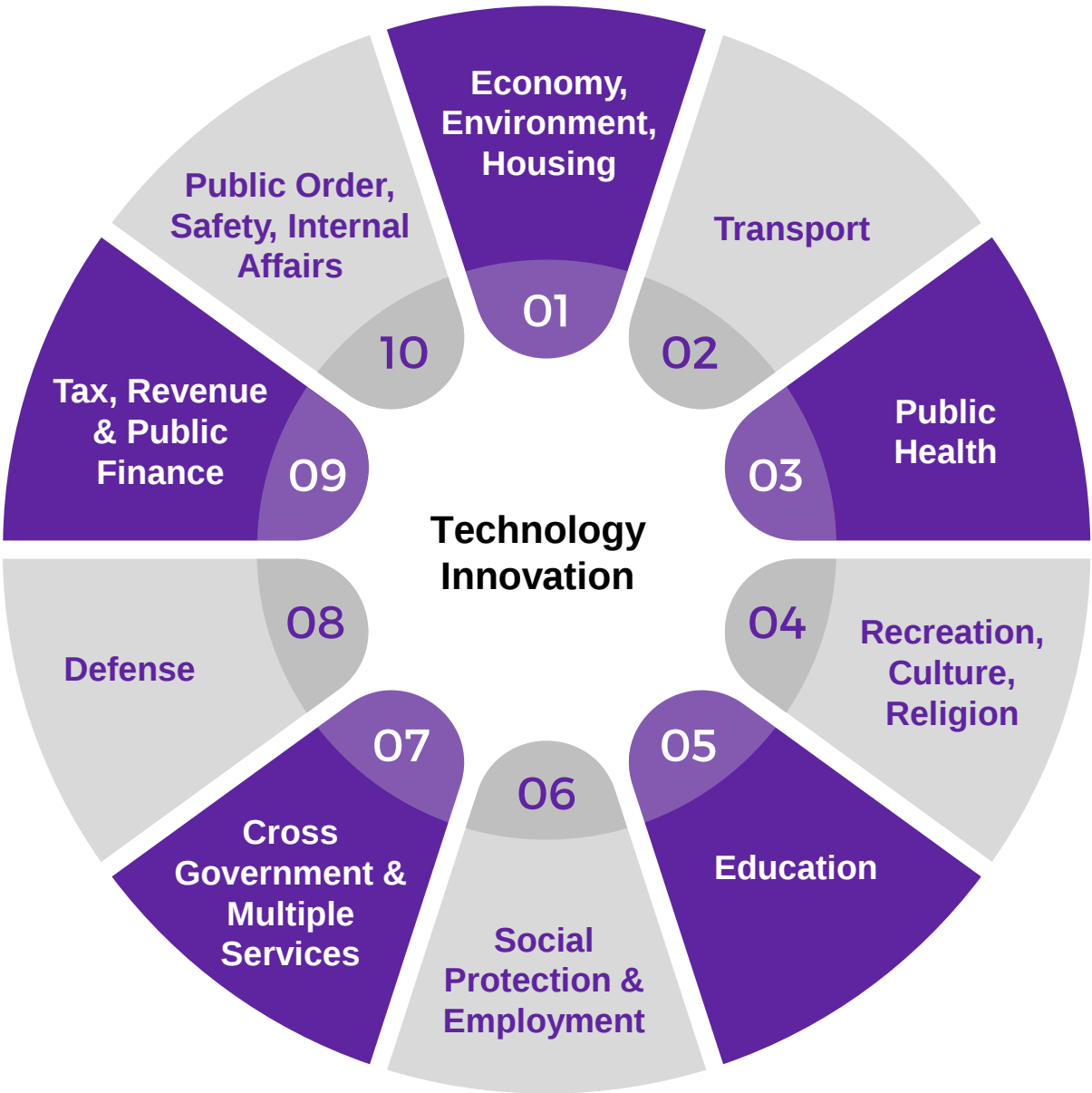
Solutions for AI and Engineering that meet Governments' demanding Security and Sovereignty requirements

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



dynatrace

Dynatrace



A cloud-native observability and application performance monitoring (APM) platform. It helps organisations monitor, analyse, and optimise the performance, availability, and user experience of applications, services, infrastructure, and cloud-native environments.

Full-stack monitoring: Dynatrace tracks performance across layers from front-end user experience (web, mobile), through backend services, APIs, databases, infrastructure, to network and cloud infrastructure. This gives a unified view of how everything behaves in real time.

Automatic discovery & dependency mapping: It automatically discovers components, services and their interdependencies in complex, dynamic environments (e.g. microservices, hybrid cloud), building a “map” of how components interact which helps pinpoint where issues arise.

Real-user monitoring (RUM) & Digital-experience monitoring: It monitors how real users are interacting with applications (page load times, responsiveness, errors) helping organisations understand and improve user experience, not just backend performance.

Infrastructure & cloud monitoring: Dynatrace supports monitoring of servers, containers, cloud platforms, virtual machines, orchestration layers allowing visibility into resource usage, scaling issues, latency — critical for modern cloud-native deployments.

Alerting, root-cause analysis and observability: When performance or availability issues arise, Dynatrace raises alerts and helps trace back to the root cause (e.g. a slow query, overloaded container, misconfigured service), reducing time to detect and fix problems.

Analytics, metrics and reporting: Provides dashboards, metrics, logs, tracing, and analytics helping teams understand trends, capacity, performance over time, and make data-driven decisions.

Support for modern architectures: Given its design, Dynatrace works well with microservices, container orchestration (e.g. Kubernetes), hybrid environments, cloud-native apps things traditional APM struggled with.

Dynatrace

Dynatrace unified observability and security simplifies cloud complexity, enhances security, and accelerates digital transformation. With the deepest and widest hybrid and multicloud observability, continuous runtime application security, and powerful Davis AI at its core, the Dynatrace platform delivers precise answers about the performance and security of applications, the underlying infrastructure, and the experience of all users. It also enables IT, development, security, and business teams to automate cloud operations, release more secure software faster, and deliver unrivaled digital experiences.

60+ locations

4200+ Dynatracers

*Statistics current as of May 2023

A unified platform

Leave the bag of tools behind. Tame modern cloud complexity and accelerate innovation with a unified platform that is purpose-built to support the broadest array of business, development, security, and operations use cases.

**Infrastructure observability**

**Application observability**

**Security protection and analytics**

**Digital experience**

**Business analytics**

**Automations**

**OneAgent**
Continuous, automatic discovery and observability across full-stack hybrid and multicloud environments.

**Smartscape**
Automatic, real-time topology and dependency mapping with context.

**PurePath**
End-to-end distributed tracing with code-level analysis.

**Davis AI**
Precise answers, intelligent automation, accurate predictions, and increased productivity.

**Grail**
Unified observability, security, and business data analytics at enterprise-scale.

**AppEngine**
Easy no- and low-code approach to creating custom, data-driven apps.

**AutomationEngine**
Intuitive no- and low-code toolset to create custom automations of business, development, security, and operations workflows.

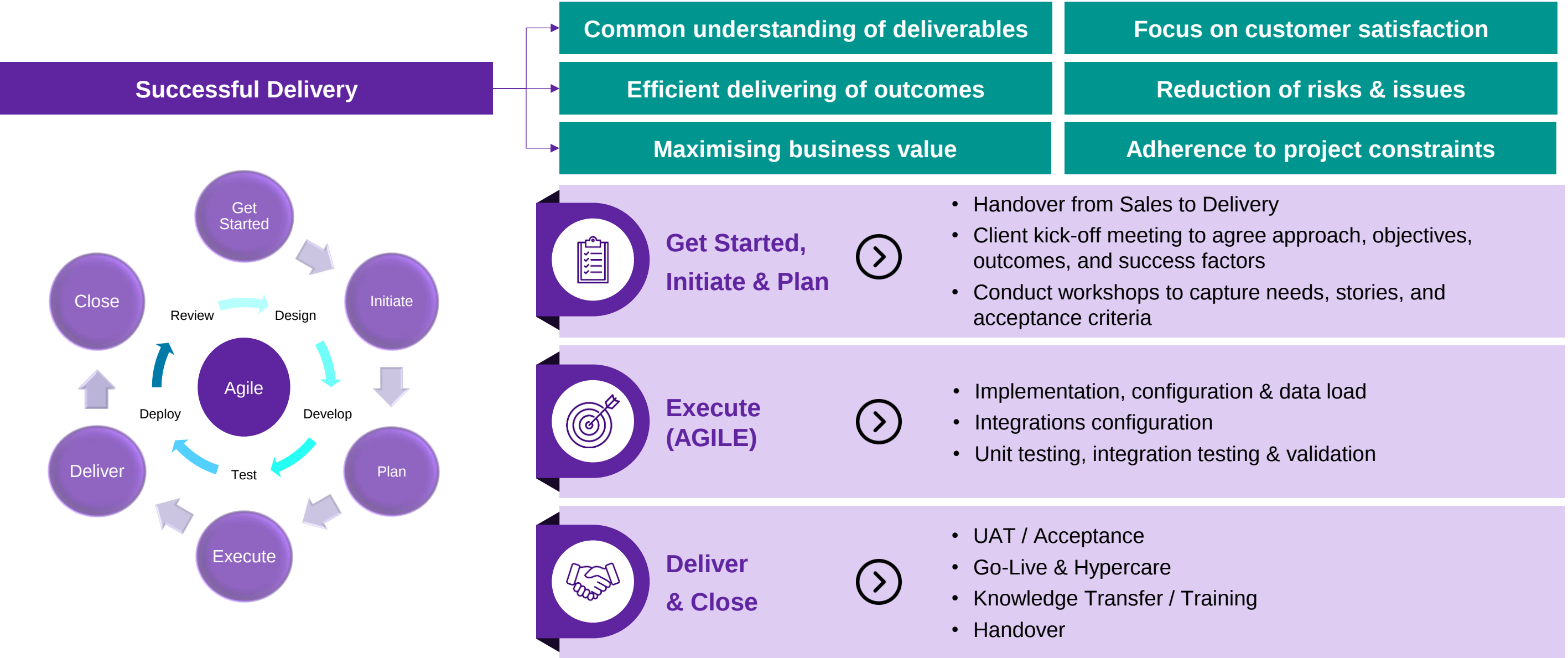
Dynatrace



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:

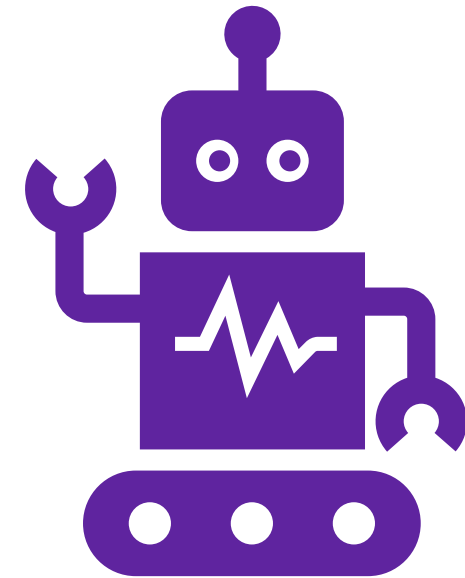
- **User Stories & Requirement Configuration:** Develop and configure technical and functional requirements for based on approved user stories.
- **High-Level Architectural diagram** of proposed solution.
- **Configuration Completion:** Implement configurations aligned with signed-off user stories.
-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

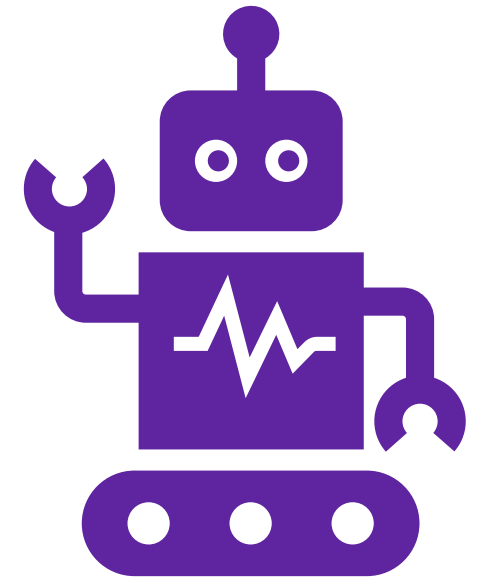
The DXC Technology rate structure provides customers to select either UK Based (Local Delivery) or Off-Shore Consultants within each category depending on the delivery model chosen.

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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