

DXC Technology

Multi-Cloud Services

G-Cloud 15:
Service Description Document

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1 Service Description

DXC Managed Multicloud Services provide unified management and optimization of hybrid and multicloud environments, delivered as an integrated managed service. The core of the offering brings together:

- A unified service management and operations model across public, private, and on-premises environments.
- A DXC-developed Cloud Service Orchestration (CSO) platform that provides a single, extensible control plane for service catalog, automation, policy enforcement, and integration with ITSM and monitoring tools.
- Embedded Total FinOps capabilities to manage cost, usage, and value realization across all platforms.
- Automation-first, AI- and analytics-enabled operations that drive continuous optimization and resilience.
- Platform engineering services that improve developer experience, enable self-service, and accelerate delivery of digital products.
- Industry- and region-aware patterns that address specific compliance, sovereignty, and regulatory requirements.

The result is a single, product-centric service that treats the hybrid/multicloud estate as a cohesive platform, rather than a collection of individual technologies.

1.1 Scope of Services and Core Components

The Managed Multicloud Services portfolio typically includes the following components:

1.1.1 Advisory and Design Services

DXC works with stakeholders to define strategy, reference architectures, operating models, and business cases for hybrid and multicloud. This includes alignment with FinOps practices, regulatory and sovereignty constraints, and future-state platform engineering and developer enablement goals.

1.1.2 Migration and Transformation Services

DXC supports assessment, planning, and execution of workload migrations and modernizations into public cloud, private cloud, and hybrid environments. Automated migration tooling, risk management frameworks, and proven playbooks help reduce transition risk and downtime while enabling legacy optimization.

1.1.3 Day-to-Day Managed Services

DXC operates the cloud estate using a 24x7x365 global delivery model, providing monitoring, incident and problem management, change and configuration management, backup and recovery, patching, capacity management, and ongoing platform operations across supported hyperscalers and private environments.

1.1.4 Integrated Cloud Service Orchestration Platform

DXC's Cloud Service Orchestration (CSO) platform provides 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.

1.1.5 Total FinOps Services

DXC implements a continuous FinOps lifecycle that spans visibility, insight and optimization, execution and automation, and governance and evolution. This covers the ingestion and normalization of billing data, cost allocation, anomaly detection, AI/ML-driven optimization recommendations, automated remediation, and ongoing governance to align spend with business value across all platforms, not just public cloud.

1.1.6 Platform Engineering and Developer Enablement

DXC supports product-centric, platform-engineering approaches that reduce developer friction and improve time-to-market. This includes golden paths, reusable patterns, self-service provisioning, CI/CD integration, observability, and security guardrails so developers can focus on business logic while DXC manages the underlying platform.

1.1.7 Security, Compliance, and Sovereignty

DXC integrates security, identity, compliance, and observability into its management platform and processes. For regulated and public sector clients, DXC supports sovereign cloud patterns, GovCloud environments, and local delivery models designed to meet specific regulatory, residency, and compliance needs.

2 Operating Model and Service Levels

DXC operates Managed Multicloud 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.
- Evergreening of cloud services and features, including proactive adoption of relevant new hyperscaler capabilities.

3 DXC Differentiation

DXC's Managed Multicloud 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.

Our Risk and Compliance Management (RCM) advisory and managed services provide full strategic management of security risk and compliance. RCM helps companies assess risks, define and implement business-aligned strategies to address those risks and then manage and monitor them. Services include risk management, compliance management, supplier security management and pre-audit management, as well as risk and compliance improvement program management. DXC delivers ongoing measurement and management of risk and compliance, which enables you to achieve full situational awareness and defense while optimizing your security budget.