

DXC Technology Enterprise Applications Management (SAP)

G-Cloud 15

Service Definition Document

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1 Company Overview

DXC helps global companies run their mission-critical systems and operations while modernizing IT, optimizing data architectures, and supporting security and scalability across public, private, and hybrid clouds. As a leading global provider of information technology services, our engineering, consulting, and technology experts help customers simplify, optimize, and modernize their systems and processes, manage their most critical workloads, integrate AI-powered intelligence into their operations, and put security and trust at the forefront.

With more than 120,000 employees in 70+ countries, and over 60 years of innovation experience, our consulting, engineering, and technology experts have deep industry knowledge and in-depth understanding of the unique challenges and opportunities our customers face. We boast a partner ecosystem of 200+ best-of-breed partners, and our customer base includes 200 of the Fortune 500 companies. We provide solutions that move industries and companies forward with the following five differentiated offerings.

DXC is a trusted operating partner to many of the world's most innovative organizations, building solutions that move industries and companies forward.

**Consulting and Engineering Services**

- Consulting
- Data & AI
- Custom Applications
- Enterprise Applications

**Global Infrastructure Services**

- Cloud & Infrastructure
- Modern Workplace
- Security
- Business Process Services

**Insurance**

- Insurance BPS
- Insurance Software

Realize new benefits and opportunities with DXC's offerings.

A recognized market leader, DXC builds on our size and scale to bring process maturity and global delivery capabilities. We have gained this experience by being one of the largest and longest serving IT service providers in the world.

\$12.87B
FY25 revenue

70+
countries

120,000+
employees worldwide

200
customers in the Fortune 500

200+
partner ecosystem with best-of-breed partners

#315
in the 2025 Fortune 500

Transform your business with our 12 differentiated offerings

Consulting and Engineering Services

- Consulting
- Data and AI
- Custom Applications
- Enterprise Applications

Global Infrastructure Services

- Cloud and Infrastructure
- Modern Workplace
- Security
- Business Process Services

Insurance Software and Business Process Services (BPS)

- Insurance BPS
- Insurance Software

**Leader: NelsonHall NEAT Report End-to-End Cloud Infrastructure Management Services, 2025**

**Forbes list of America's Best Management Consulting Firms, 2023, 2024, and 2025**

**Leader: IDC MarketScape in Industrial End-to-End Engineering and Lifecycle Services, 2025**

**Leader: IDC MarketScape in Worldwide AI Services for National Civilian Government, 2025**

**Newsweek's America's Most Responsible Companies, 2024**

**Leader: ISG Mainframe Services and Solutions Quadrant Report, 2025**

**ISG Provider Lens™ ServiceNow Ecosystems Partners US | AP&J | Europe, 2025**

**ISG Provider Lens® AWS Ecosystem Partners Study, 2025**

**Awarded six Gold Awards from Brandon Hall Group, including Gold Award – Leadership Development (Global). Best Unique or Innovative Leadership Program Category, 2024**

**Recognized as a Leader in the 2023, 2024, and 2025 Magic Quadrant™ for Outsourced Digital Workplace Services**

**Named a finalist in CRN Sustainability in Tech Awards 2025 - Circular Company of the Year Award**
Ranked No. 11 in CRN 2024 Solution Provider 500

**Named a Leader in the Everest Group PEAK Matrix® Assessment for Custom Application Development Services, 2025**
Named a Leader and Star Performer in Mainframe Services PEAK Matrix® Assessment, 2024

DXC Overview

DXC helps global companies run their mission-critical systems and operations while modernizing IT, optimizing data architectures and supporting security and scalability across public, private, and hybrid clouds.



DXC at a Glance

DXC is a trusted operating partner to many of the world's most innovative organizations, building solutions that move industries and companies forward. Our curated ecosystem, built on collaboration, differentiation, and innovation leverages the power of partnerships. By combining strengths and expertise globally, we create solutions and deliver greater outcomes for customers.



List is not all inclusive.

DXC Partnerships with Leading Technology Providers

The world's largest companies and public sector organizations trust DXC to deploy services that drive new levels of performance, competitiveness, and customer experience across their IT estates. DXC consistently delivers excellence for our customers and colleagues.

1.1 Why DXC?



Trusted Partnership

DXC helps Clients achieve IT and business outcomes through its standard delivery processes and models and the latest in digital technologies and tools that fit seamlessly into any SAP environment. With DXC as a partner, Clients can more reliably realize:

Solid partnership – DXC has partnered with SAP for more than 35 years to support all aspects of SAP's hardware, software and service requirements. As a leader in SAP run services, DXC innovated directly with SAP to define its Run SAP methodology and was the first partner to attain RunSAP partner certifications.



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 SAP and ITIL experts across its Global Delivery & Innovation Centres, providing consistent and predictable SAP support and consulting services when and where they are needed.



Business alignment and process improvement

DXC delivers business results by aligning application delivery to critical business outcomes, using SAP Solution Manager to track real-time metrics. Technical operations (TechOps) and business operations (BizOps) are coupled with early detection and incident reduction to systematically improve processes.



Speed to Value

DXC provides predefined templates, key performance indicators (KPIs) and dashboards for quickly visualising the improvement opportunities. DXC standard IT service delivery processes, industrialised delivery model and DevOps practices increase velocity without sacrificing quality.

2 Service Overview

2.1 Enterprise Applications Management (SAP)

Enterprise Applications Management (SAP) leverages intelligent automation to transform IT Operations digitally at scale. Here is a sampling of results experienced by our clients:

DXC helped a world-leading CI&R client standardise proactive monitoring and automation by preventing 470 potential financial impacting issues, 97% of interface errors and 75% of batch process cancellations within 6 months.

A major retailer wanted to reduce TCO by gaining insight into expanding retail operations with the SAP HANA® platform, especially for operations and customers. DXC helped reduce TCO by 30% by linking business outcomes with technology drivers and optimising end-to-end processes.

DXC consistently exceeded the user expectations of a manufacturing company, closing 50% more tickets faster than before and reducing reported complaints and problems by 95%.

DXC can support you after go-live with the management, operations, maintenance and enhancement of your SAP applications.

Our comprehensive set of support services enables you to efficiently manage your SAP solutions, increase user productivity and achieve the most business value from your solution. Working with DXC, companies achieve lower and more predictable costs with higher automation and user uptake of the delivered solution and a decrease in the time spent on common tasks. With our proven and experienced maintenance and support, our clients are able to focus on value-adding strategic initiatives.

Key benefits

- Accelerate time to value for SAP-based features – up to 30%
 - Scale up/down and provision SAP resources, reducing process time from days to hours.
 - Accelerate workload migration and provisioning with an easy-to-use pick-list of configurations and pre-defined templates.
 - Integrate IOT, DevOps, mobility, analytics and applications to the SAP core via proven agile development and continuous delivery processes.
- Optimise downtime – up to 50%
 - Increase quality of service via leading edge “detect to correct” capabilities, preventing up to 50% fewer user incidents and reducing time to resolution for incidents by up to 25%.
 - High availability and flexible disaster recovery services to provide business continuity solutions that ensure near-zero downtime capability to meet critical business application requirements.
- Reduce TCO for SAP Applications Maintenance
 - Proactively monitor, detect, alert and correct issues before actually impacting end users.
 - Visibility through the full stack, from SAP users through IaaS layer that helps in continuous opportunity of cost savings.

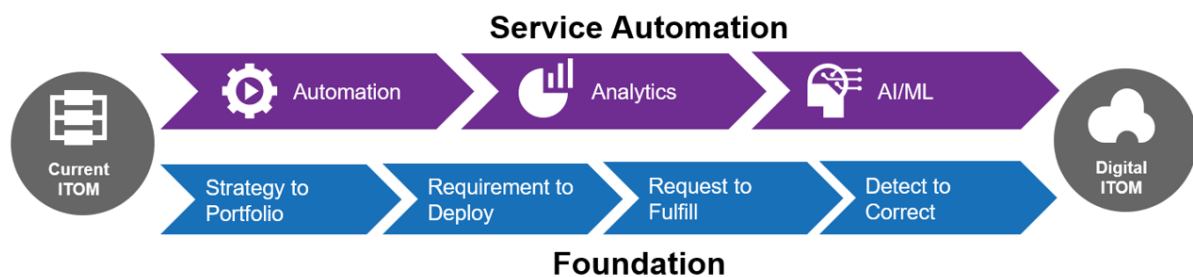


Figure 1. Service automation

2.2 Business Continuity and Disaster Recovery

Service Continuity Plan Execution and Validation (Option for Premium Only)

If Customer selects this optional Service for an In-Scope SAP Application receiving the Premium Package, DXC will execute the Service Continuity Plan in the event of a disaster or other disruption to Customer's IT environment where normal restore procedures cannot be used to recover an In-Scope SAP Application within the time frame specified in a Service Continuity Plan.

Restoring an SAP In-Scope Application covered by a Service Continuity Plan is dependent upon the availability of hardware, operating system and other infrastructure. Customer is responsible to perform the environment restoration, with DXC responsible to restore the In-Scope SAP Applications only according to the Service Continuity Plan. Restoring an In-Scope SAP Application may be limited to DXC verification that the In-Scope SAP Application is again available after Customer has restored other aspects of Customer's environment.

DXC can restore an SAP In-Scope Application only to the extent its integration with Customer infrastructure and other Customer applications is performed by Customer and clearly defined in Customer's overall service continuity plan.

2.3 Onboarding and Offboarding Support

SAP Applications may be added to the scope of the Services by executing a written amendment signed by both parties using the Change Control Process. DXC will not provide the Services for a new SAP Application until both Parties have signed the amendment.

The Services and invoicing for the new In-Scope SAP Application will begin immediately after the new In-Scope SAP Application transition is complete.

The process for deleting an application from the **Error! Reference source not found.** is as follows:

- Provide DXC with written notice to remove an In-Scope SAP Application from the Services.
- In-Scope SAP Applications that have reached end of life support from SAP (End of Life SAP Application) will be deleted from the fixed Charges for the Services and DXC will Charge Customer for their support on Customer request on a time and materials basis.
- All activities to decommission an SAP Application including, without limitation, data migration or archiving, SAP Application shutdown, server redeployment, or other activities DXC deems necessary to transition the support of the SAP Application back to Customer will be conducted on a time and materials Charges basis.

2.4 Service constraints

- a) Changes implemented at the Customer's request or changes that Customer has declined to approve or initiate, provided that DXC informs Customer in writing, before the Change target completion date, that such Change will likely have an adverse effect on DXC's ability to meet Service Levels.
- b) Customer's requests for modifications, updates, upgrades, patches, or revisions to an In-Scope SAP Application in a manner and extent other than as recommended by DXC or performed under this Solution Pack.
- c) Customer, including, Customer Affiliates, or subcontractors, actions or inactions or delays that adversely affect DXC's ability to perform the Services at the Service Levels.
- d) Factors outside DXC's reasonable control. Examples include without limitation, network or router outage, equipment, or facilities, or other Customer software in the environment.
- e) Planned outages and scheduled maintenance periods or upgrades requested by DXC.
- f) Incidents which require physical access to Customer premises.
- g) Outages caused by unplanned and unavoidable emergencies including but not limited to emergency intervention and/or DXC's response to security Incidents.
- h) Problems with In-Scope SAP Applications for which fixes have not been provided by the vendor or where a vendor is no longer supporting an In-Scope SAP Application.
- i) Changes, including changes that impact any individual In-Scope SAP Application, made by Customer to the hosting environment.
- j) Customer's failure to carry out its obligations or any Customer Responsibilities under this Solution Pack
- k) False or invalid event generating Incident records.
- l) Incidents raised due to a miscommunication during a planned or agreed Outage.
- m) 'Child' Incidents for the same parent Incident and other duplicate Incident tickets generated for the same issue.
- n) Cancelled Incidents.

2.5 Service Levels - Performance, Availability and Support Hours

Application SLAs

- Availability ($\geq 99.4\%$)
- Reliability ($< .18$)
- Serviceability ($\geq 90\%$)
- Performance to schedule

Platform SLAs

- Availability/ capacity
- Reliability
- Resiliency/ disaster tolerance
- Serviceability
- Adaptability/ elasticity

DXC offers five Service Tiers: Lead, Bronze, Silver, Gold and Platinum. Each Service Tier provides a corresponding Service Level.

If Customer has selected the Premium Package for an In-Scope SAP Application, Customer can choose the appropriate Service Tier in Customer's discretion.

Table 1. Service Scope Tiers

SLO Name	Description	Calculation	Service Tier					Measurement and Report Cycle
Service Tier			LEAD	BRONZE	SILVER	GOLD	PLATINUM	
SAP Application Reliability	The level of dependability an In-Scope SAP Application demonstrates as measured by the number of confirmed Defects causing Priority 1 or Priority 2 Incidents caused by an RFC delivered by DXC for an In-Scope SAP Application after its release into production based on the number of calendar days in the Report Cycle.	In-Scope SAP Application Defects arising from DXC implemented RFCs causing Priority 1 or Priority 2 Incidents / Calendar Days in Report Cycle	NA	<= 0.52	<= 0.52	<= 0.52	<= 0.52	Monthly
SAP Application Changes	The level to which Requests for Change for In-Scope SAP Applications are completed within committed due date.	(Completed Requests for Change / Committed Requests for Change) * 100	NA	>= 90%	>= 90%	>= 90%	>= 90%	Monthly

The Incident Response and Incident Resolution Service Levels are based on the Priority Level assigned to an Incident as set out in the Priority Levels, as well as the Service Tier assigned to the impacted In-Scope SAP Application.

Customer may request a change to an assigned Service Tier by using the Change Control Process and giving DXC not less than sixty days' written notice.

There are no Service Levels for In-Scope SAP Applications that are assigned to receive Basic Package, with the associated "Lead Service Tier".

Table 2. Priority Levels

Priority Level	Impact	Urgency
Priority 1 (P1)	Business / mission critical	The reported Incident is causing a complete interruption or extreme degradation of service to a mission or business critical function severely impacting the business. The majority of Users are impacted.
Priority 2 (P2)	Non-critical, high impact	The reported Incident does not impact a mission or business critical In-Scope SAP Application but has a significant impact on the business. All or a significant number of Users within a specific department are impacted.
Priority 3 (P3)	Non-critical, low to moderate impact	The reported Incident is not critical for the affected business processes. A single or small percentage of Users are involved.
Priority 4 (P4)	Non-critical - minor impact	The reported Incident is non-critical, and no Users are impacted.

Coverage Windows

For every In-Scope SAP Application, the support hours and days are based on the applicable Service Tier and Customer's selected Coverage Window(s) for those In-Scope SAP Applications assigned to receive the Premium Package as identified on the Selections and Prerequisites Table and the **Error! Reference source not found.**

For In-Scope SAP Applications receiving the Basic Package, and therefore the Lead Service Tier, the Coverage Window hours of support for those In-Scope SAP Applications designated to receive the Basic Package is the time zone from which DXC provides support.

For each individual In-Scope SAP Application:

- The Service Level computation is based on the selected Coverage Window, Service Package and Service Tier as set out in Section **Error! Reference source not found.** and REF_Ref45141369 \r \h * MERGEFORMAT **Error! Reference source not found.**
- The Service Tier and Coverage Window is specified in **Error! Reference source not found.**, Section **Error! Reference source not found.** for each In-Scope SAP Application assigned to receive the Premium Package.
- Each In-Scope SAP Application receiving the Basic Package listed on **Error! Reference source not found.**, Section **Error! Reference source not found.** (Basic), is assigned to the Lead Service Tier with the Standard Business Hours identified on the Selections and Prerequisites.
- Each In-Scope SAP Application listed on **Error! Reference source not found.**, Section REF_Ref49934920 \r \h * MERGEFORMAT **Error! Reference source not found.** and identified as receiving the Premium Package is assigned a Coverage Window identified in **Error! Reference source not found.**, Section **Error! Reference source not found.**

"On Call Support" means DXC responds to Priority 1 Incidents outside of Customer's selected Coverage Window(s).

Coverage Windows for Incident Response and Resolution:

DXC will respond directly to Incident reports during business hours set out on the Selections and Prerequisites Table for Coverage Windows; DXC support is provided on an "on-call" basis at all other times outside of the Coverage Window specified for the Service Tier, other than the Lead Service Tier.

Coverage Windows based on Service Tiers:

- **Lead Service Tier:** Based on the time zone in the location where DXC resources are located.
- **Bronze Service Tier:** 8x5, based on the time zone and hours indicated on the Selections and Prerequisites Table.
- **Silver Service Tier:** Customer may select either 24x5 Coverage Window, or 12x5 coverage, with on-call support outside of Coverage Window as indicated on the Selections and Prerequisites Table.
- **Gold Service Tier:** 24x5 with On-Call Support outside of Coverage Window as indicated on the Selections and Prerequisites Table.
- **Platinum Service Tier:** 24x7; resources at desk

2.6 After Sales Support

DXC Responsibilities include reporting and status reviews to measure and improve the service:

- Prepare a monthly Service Level report and a quarterly Services scorecard that sets out the performance against the Service Levels set out.
- Prepare a monthly Incident management report and a change management report that includes status of Major Enhancement and Minor Enhancements and distribute to Customer's Authorised Representatives.

Execute agreed feedback resulting from the Customer reviews, using the Change Control Process as applicable.

2.7 Technical Requirements

The table below shows the Service features, optional Service features and Service Tiers that are available for each Package in the scope of Service.

Table 3. Illustration of the scope of services

Intelligent Application Operations for SAP S4/HANA Services			
Service Category	Feature Name	Basic Package	Premium Package
Governance and Account Reporting	Program Governance	☐	☐
	Program Management	☐	☐
	Reporting	☐	☐
Transition Management* * Initial one-time service	SAP Application Transition	☐	☐
	Service Transformation	☐	☐
Request to Fulfil	Service Request Fulfilment	☐	☐
	Access Management	☐	☐
Detect to Correct	Service Monitoring	☐	☐
	Incident Management	☐	☐

Intelligent Application Operations for SAP S4/HANA Services			
Service Category	Feature Name	Basic Package	Premium Package
Requirement to Deploy	Knowledge Management		☐
	Problem Management		☐
	Change Management	☐	☐
	Documentation Maintenance	☐	☐
	Adaptive Maintenance		Optional
	Perfective Maintenance		Optional
	Regulatory Maintenance		☐
	Minor Upgrades		Optional
	Minor Enhancements		Optional
	Major Enhancements		Optional
	Testing	☐	☐
	Release Management	☐	☐
Service Management	Service Continuity Planning		Optional
	Service Continuity Plan Execution and Validation		Optional
	Service Continuity Plan Testing		☐
Available Service Tiers	Service Tiers available for Basic and Premium Packages	Lead	Customer Choice: Bronze, Silver, Gold, Platinum

2.8 Outage and Maintenance Management

The customer and DXC work together to schedule outages required for routine maintenance.

2.9 Hosting Options and Locations

DXC is able to provide the entire range of Hosting support, for Public, Private and Virtual Private cloud as well as on-Premises.

Our Delivery Model provides flexibility for all requirements:

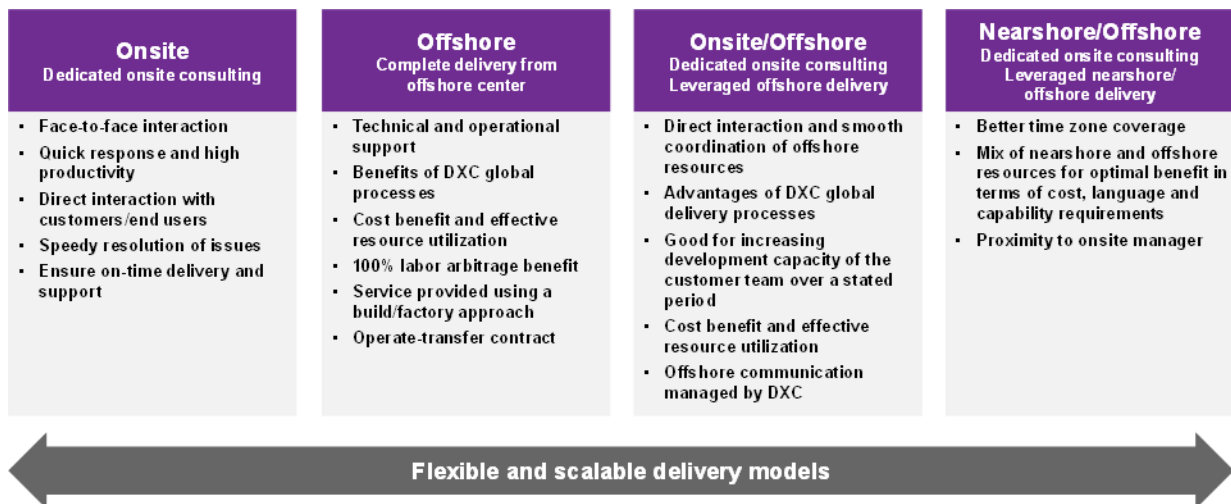


Figure 2. Flexible Delivery Capability

2.10 Security

Security services type

- Security strategy
- Security risk management
- Security design
- Cyber security consultancy
- Security testing
- Security incident management
- Security audit services

Certified security testers- Yes

Security testing certifications

- CHECK
- CREST

3 Service Definition

DXC's Intelligent Application Operations for SAP S/4HANA embeds digital capabilities such as automation, analytics, and artificial intelligence and machine learning into foundational application management practices such as ITIL and IT4IT to optimise cost, enable better business outcome visibility, maximise investment in SAP S/4HANA, and pivot from firefighting to innovating and transforming.

Service Features and Benefits

DXC extends standard application management services through next-generation business process monitoring, ITIL process orchestration, analytics and operations automation.

- Gives customers greater **visibility into their SAP application business performance**, using business-process monitoring capabilities delivered by a predictive, proactive support program
- Transforms SAP run programs into a **digital IT operations management (ITOM) platform**, helping customers view real-time metrics and uncover new business insights
- Enables an innovative approach to reducing costs, allowing customers to **focus on their core businesses and invest in high-value initiatives** in their SAP landscapes

Customer objectives	Key features	Benefits
Achieve visibility and alignment of technology and business outcomes	Provides a framework and platform for business process monitoring capabilities and automation of application service management processes and operations , minimizing downtime and ensuring faster resolution of known issues	Enable better business outcome visibility ✓ Fewer outages due to human error ✓ Emphasis on security and self-healing ✓ Improved user experience Up to 60% decrease in human error
Continuously improve and innovate	Leverages state-of-the-art AI techniques and robotics to manage complex and hybrid environments	Pivot to innovation and transformation ✓ Faster provisioning of standard requests ✓ More frequent iterations of critical activities Up to 75% increase in speed to delivery
Improve speed to value	Automates manual operations and process flows , eliminating human intervention for detecting, resolving, improving and managing applications	
Reduce cost of maintaining SAP footprint	Helps reduce expensive human labor to resolve common and routine issues; enables faster response to customers and end users Enables savings from automation to be redeployed for strategic digital transformation initiatives	Reduce cost ✓ Reduction of manual effort ✓ Continued leveraging of automation investments Up to 40% cost savings

Figure 3. Benefits and key features

DXC Application Management Services Catalog of Services

Comprehensive end-to-end service for the maintenance, enhancement and management of applications running in hybrid environments, using DXC delivery models, processes, tools and metrics

Assess • Transition • Monitor & Maintain • Enhance • Automate

Assess	SAP S/4HANA roadmap assessment to help customers move forward on their digital transformation journeys
Transition	Rapid and risk-free transition enabled by proven DXC methodology, accelerators and dedicated specialists
Monitor & Maintain	Based on ITIL and IT4IT standards, improved customer experience, continuous service improvements and transparent service management
Enhance	Business and technical design to allow enhancements to SAP applications
Automate	Comprehensive automation framework to proactively detect application issues and resolve them automatically

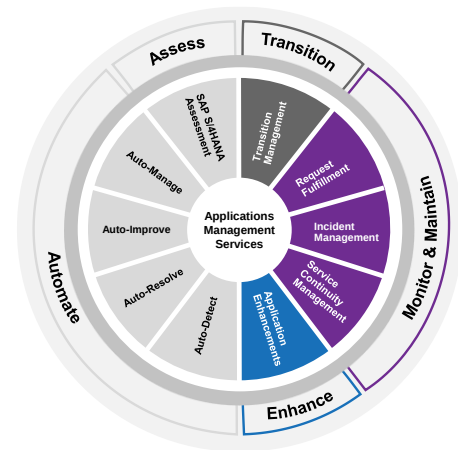


Figure 4. AMS Services

DXC's approach for managing applications

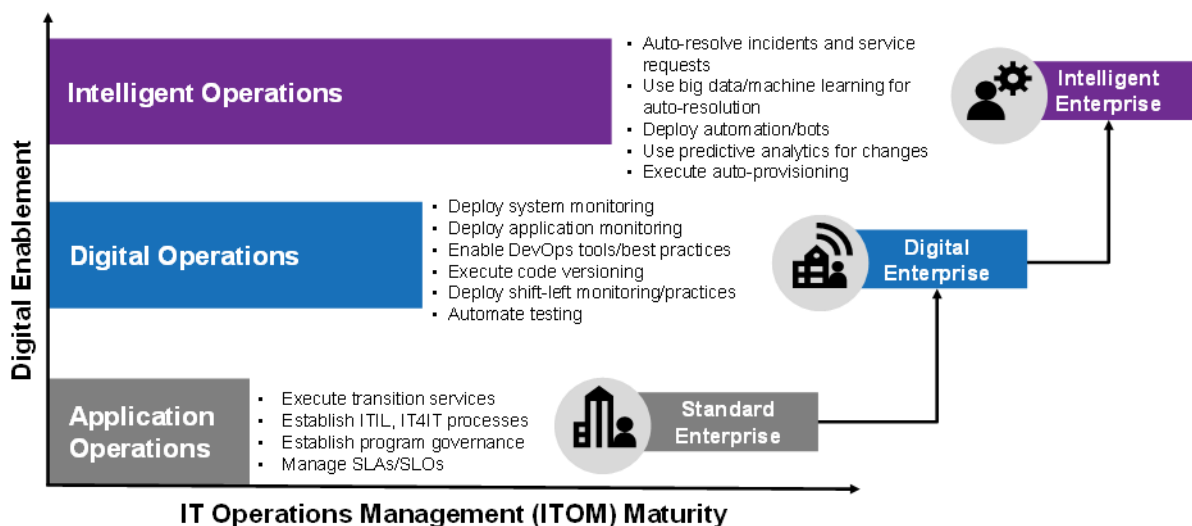


Figure 5. ITOM

Offering Categories

Foundation	Service automation
Comprises all “classical/ traditional” SAP AMS/Run capabilities such as ITIL processes, SLAs, SLOs, etc. and how these align to IT4IT value streams (Request to Fulfil, Detect to Correct, Requirement to Deploy)	Aims to build automation, AI/ML and intelligence capabilities atop the foundation

Digital model for IT operations management

DXC Intelligent Application Operations for SAP S/4HANA establishes the foundation of an SAP run program through DXC standard processes and delivery model based on ITIL and IT4IT. DXC builds on this foundation to create a truly digital IT operations management (ITOM) platform through predictive and proactive capabilities such as analytics, automation and AI/ML to bring new visibility into SAP application performance, enable customers to

achieve strategic business outcomes, optimise cost and redirect resources from firefighting to innovation.

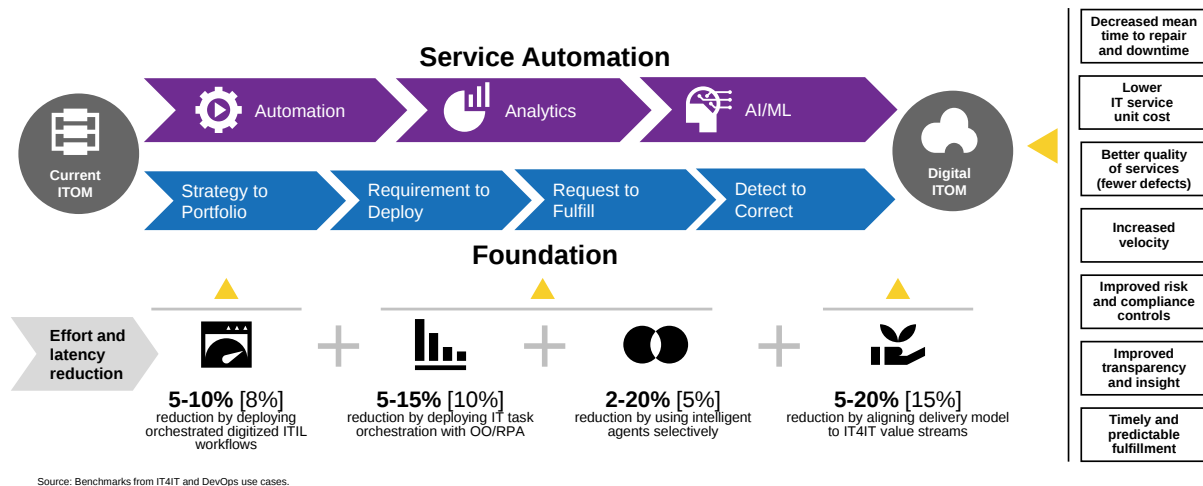


Figure 6. Digital Model ITOps

DXC Intelligent Application Operations for SAP S/4HANA: Foundation

Matching business priorities with service requirements:

- ▶ Selectable service levels
- ▶ Selectable coverage windows and time zones
- ▶ Flexible shoring strategy
- ▶ Aligned to standards, tailored to customer needs

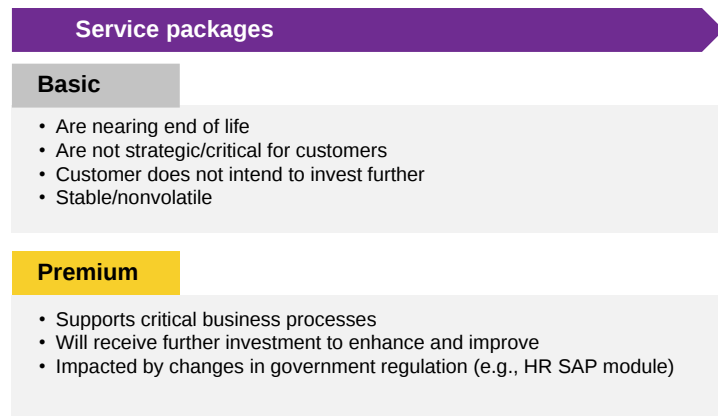


Figure 7. Service Packages Foundation

Enabling Delivery and Global Excellence (EDGE)

EDGE, which is short form for Enabling Delivery and Global Excellence, is DXC's repository of processes, methodologies and tool guides for globally consistent delivery of Applications Management. The EDGE "wheel" is an interactive tool available to delivery team members once they log into the EDGE site. The EDGE wheel allows you to drill down into individual areas through a series of links.

Robust processes and tools support world-class delivery capability

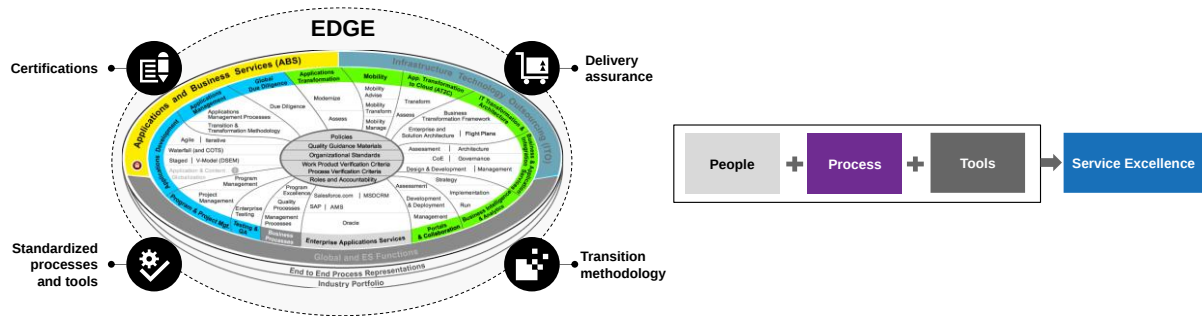


Figure 8. EDGE wheel

- EDGE is DXC's platform for globally consistent processes and tools
- EDGE enables all global certifications, approvals and regulatory requirements, including ISO, ISAE, SSAE
- EDGE addresses DXC customer expectations and contractual requirements (46% have explicit compliance need)
- EDGE enables the entire quality lifecycle and high-maturity implementations

DXC orchestrates service management using ITIL, aligned with IT4IT value streams

Most advanced ITOMs are leveraging the ITIL processes, roles and metrics. IT4IT has evaluate the Value Domains and proposed Value Streams to represent the most important end to end perspective in ITOM.

- For our core run services, DXC uses practices spanning portions of Request to Fulfill and Detect to Correct value chains, including Incident/Problem Management, Service Level Management, Change Management, etc.
- Additional services address Requirement to Deploy concepts, including development methodologies, Service Design/Development, Testing, etc.
- DXC works with your organisation to define and execute the roadmap to achieve optimal results.

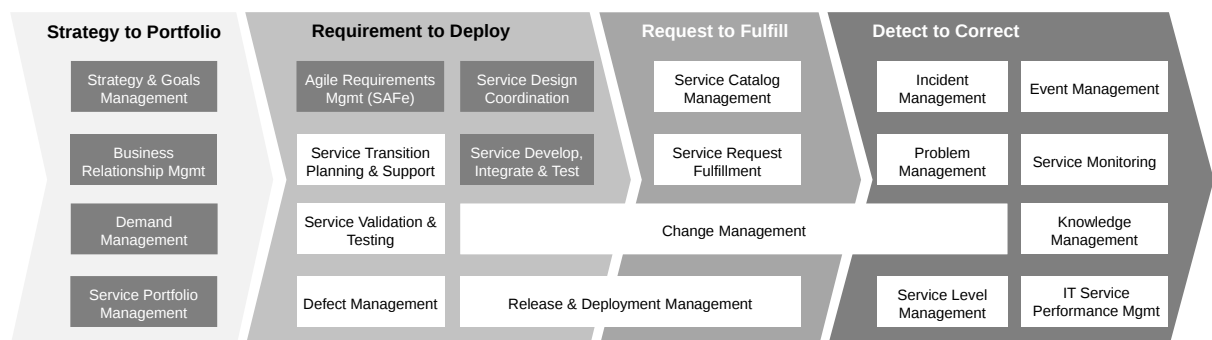


Figure 9. ITIL Aligned with IT4IT

DXC Enterprise DevOps — IT4IT as a process foundation

Based on IT4IT value streams and ITIL with DevOps, enabling best practices

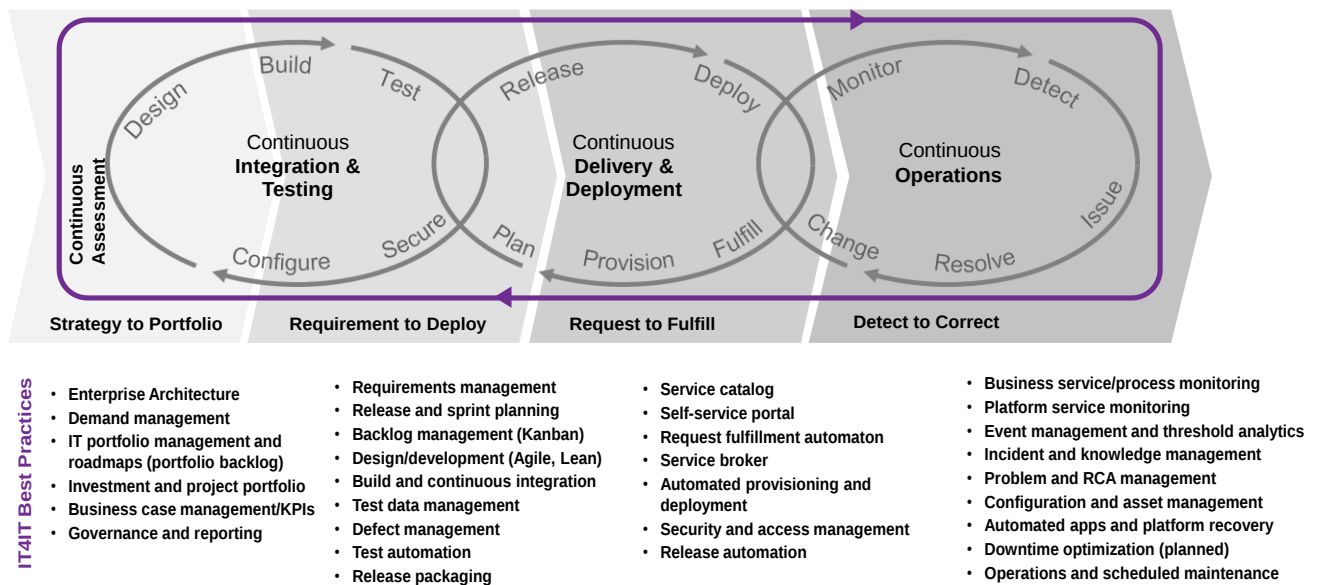


Figure 10. DevOps — IT4IT

Service automation

- autoDetect** Focus on Risk Reduction through reducing incident resolution time by automatically monitoring applications and detecting incidents
- autoResolve** Free up Resource Capacity by automatically resolving incidents and service requests
- autoManage** Focus on Quality improvement by insight driven decision making through analytics dashboards

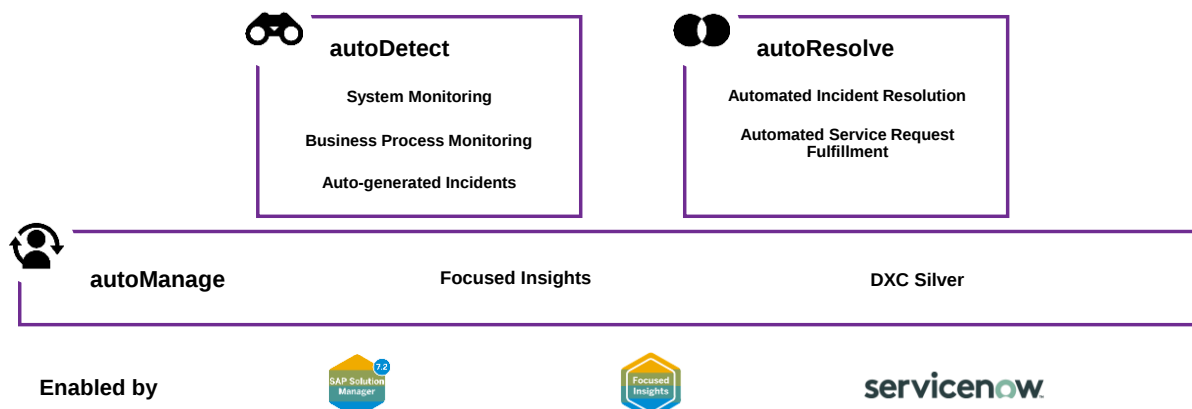


Figure 11. Modular and intelligent automation for AMS

Analysts model a 30% savings for a \$5M investment in intelligent automation involving AI, where there is a minimum 12 months of learning.

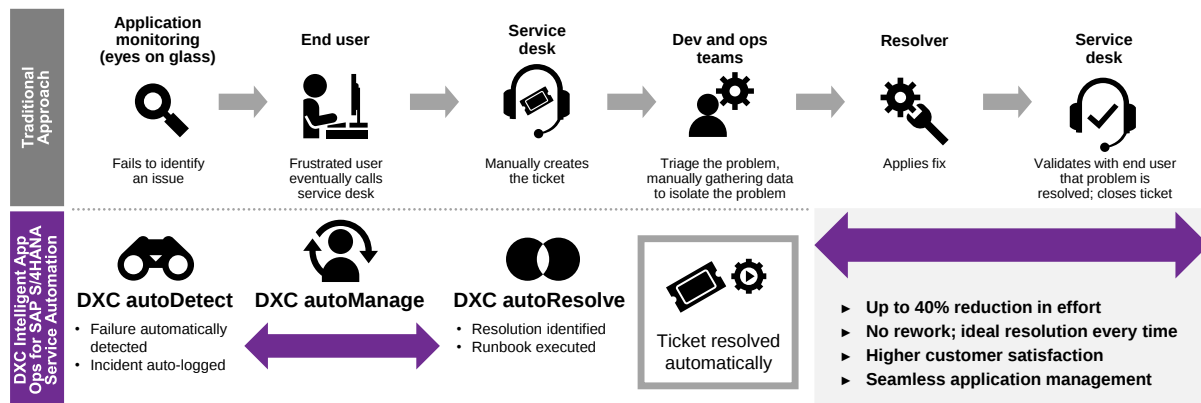


Figure 12. Disruption Cycle in Payment transaction

autoDetect Library

DXC curated and pre-packaged SAP business KPI's that span multiple lines-of-businesses and are deployment-ready.

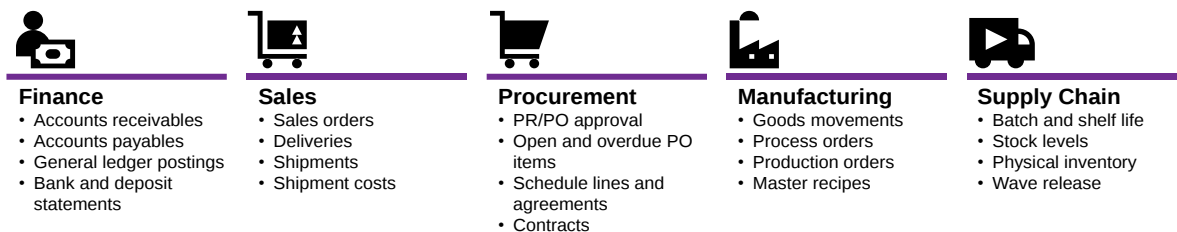


Figure 13. autoDetect Library content

autoResolve Library – Service Request

DXC pre-packaged SAP standard Runbooks for automated Service Request Fulfillment that span multiple lines-of-businesses and are deployment-ready.

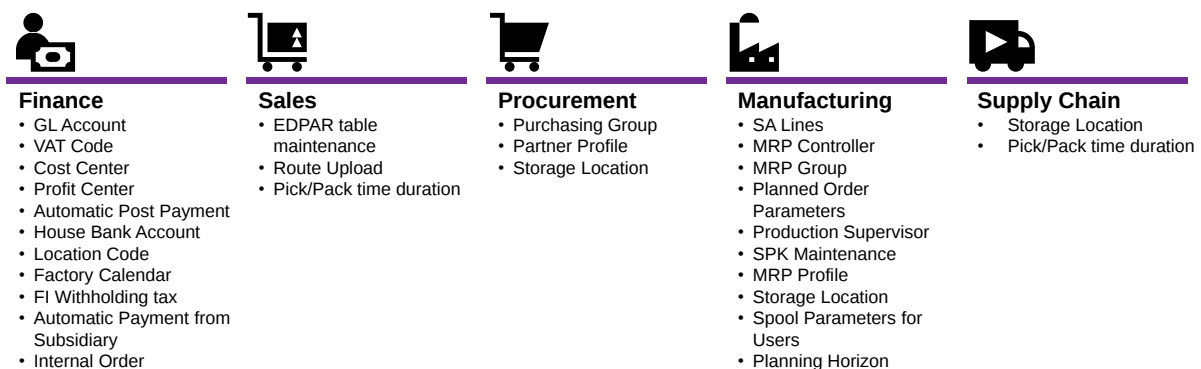


Figure 14. autoResolve Library content

4 Case Study

4.1 International technology company

Application Services for COTS and custom applications

- Lower operational costs
- Consolidation of vendors
- High-quality offshore model
- Modernization and upgrade of existing technology platforms
- Fixed-fee and SLA-based commercial models

54%
reduction in aged
backlog tickets

>5,000
tickets closed
per month



CHALLENGE

Reduce operational costs for support and development across application portfolio

- Many vendors within the ecosystem operating in silos and without collaboration
- Not fully leveraging low-cost delivery locations
- Technology platforms requiring consistent and high-quality modernization and upgrade to avoid disruption
- Numerous custom, home-grown applications are difficult and costly to maintain



SOLUTION

Project development services across application portfolio

- Application services for SAP, Oracle, Salesforce, cloud and web applications
- Development as a Service using a core-flex delivery model
- Transition to a 10/90 onshore/offshore model
- Assessment and roadmap for upgrades and consolidation of technology platforms for cost savings
- Reducing the custom application footprint by migrating the functionality supported into standard COTS applications



RESULTS

Leveraging DXC's strength in offshore application development, drove cost savings and reduced issues in the production environment

- 92% of work offshored effectively
- 40% spend reduction in fixed and committed spend using a core-flex model
- 54% reduction in backlog tickets >30 days in age
- 26% reduction in open tickets