

DXC Technology Managed Applications

G-Cloud 15:
Service Definition Document

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1 Company Overview

DXC Technology is a Fortune 500 global IT services leader. Our more than 130,000 people in 70-plus countries are entrusted by our customers to deliver what matters most. We use the power of technology to deliver mission critical IT services across the Enterprise Technology Stack to drive business impact. DXC is an employer of choice with strong values, and fosters a culture of inclusion, belonging and corporate citizenship.

We deliver the IT services our customers need to modernise operations and drive innovation across their entire IT estate. We provide services across the Enterprise Technology Stack for business process outsourcing, analytics and engineering, applications, security, cloud, IT outsourcing and modern workplace.

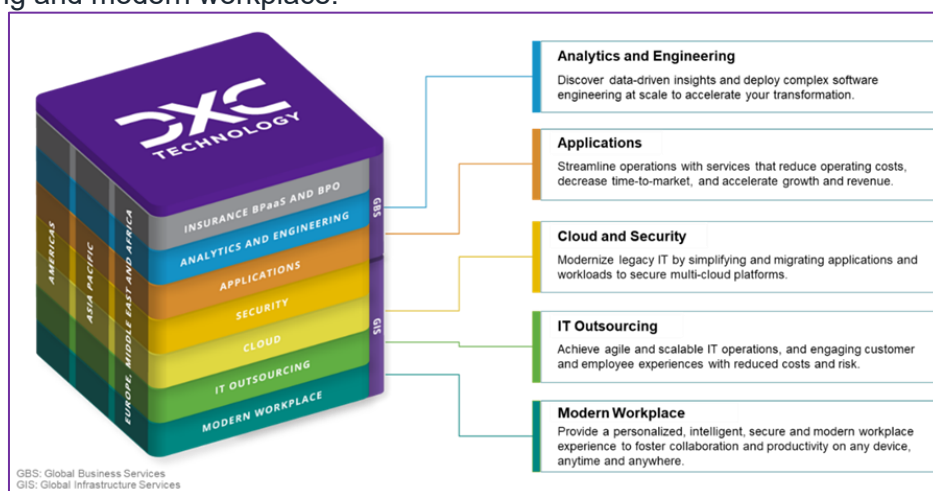


Figure 1. DXC Technology stack

Every day, we earn our customers' trust by delivering transformative technologies to ensure the success, safety and well-being of businesses and people worldwide. Our globally connected centres enable us to solve complex technology challenges and transform our customers' businesses through our dedicated delivery workforce.

With globally distributed teams and rich engineering skills, DXC offers competitive solutions to address customers' cost, regulatory, language and business continuity requirements. We leverage the power of partnerships through our curated DXC ecosystem of technology leaders. By combining strengths and expertise globally, we create solutions and deliver greater outcomes for customers across the Enterprise Technology Stack.

Our values are the fabric of DXC. They bind us together regardless of where or how we work and position us to succeed on our transformation journey:



2 DXC Managed Applications Services

Manage your way to innovation

DXC is a recognized leader in managed applications, reducing the management cost of our customers' complex applications running on hybrid environments. We drive our customers' shift of IT spend from operations to innovation through an ROI-focused applications transformation and management delivery model. This enables our customers to invest in digital strategies and accelerate business growth. Drive innovation through AI, ML, and automation-first engineering.

Hyper automated integrated operations to gain operational efficiencies

DXC achieves operational efficiencies and gains by deploying our Application Service Automation for real-time monitoring, automation resolution, robotics, intelligent dashboards and continuous innovation. Meantime resolution and faster release of new features is significantly improved with our hyper automated integrated operations.

- **40% improvement** in productivity due to automation
- **30% reduction** in application costs through automation
- **14,000 applications** modernized annually
- **60% faster** application releases, improving speed to market

Our Solutions

DXC provides transformative managed application services for cohesive management of complex application portfolios including custom and packaged applications. We deliver rapid change and optimized stability through proven automation and industrialized delivery. Our flexible consumption-based pricing models allow customers to dial up and down services according to changing business demands.

Application Management

Achieve a NoOps, zero-incident enterprise with our transformative enterprise application management services. We leverage intelligent automation to reduce costs and risks and optimize user experiences.

Intelligent Automation and RPA

Leverage analytics and artificial intelligence, Lean processes and leading automation capabilities to produce greater insight, speed and efficiency — and deliver better business outcomes.

3 Key Service conditions

- Delivered by dedicated software development squads, scalable as required to meet programme and business needs
- Flexible delivery models: on-shore, mixed, or off-shore teams.
- Pricing is monthly; other engagement options available via SFIA rate card.

4 Why DXC?

- **DXC has years of experience in the UK Public Sector** – with a very strong public sector heritage across:



- **Experience and Skills:**

60+ years of proven experience supporting mission critical applications with committed YoY savings and operational efficiency. Deep understanding of industry domain knowledge and wide range of skilled engineers for global support.

- **Partnerships.**

DXC Managed Applications has a “marquee” partner ecosystem and is the #1 global Dynatrace partner with highest number of certified engineers. Also, 15+ years of leading ServiceNow ecosystem partner.

DXC has the maximum number of Dynatrace certified professional in the world and has been awarded Dynatrace partner of the year award since 2002.

- **Automation IP:**

DXC Application Service Automation is an intelligent automation framework, reduces MTTR significantly. Recognized by AWS and Microsoft Azure as an advanced monitoring offering

- **Scalability:**

Flexible and scalable Industrialized methodology for various portfolios, packaged with accelerators including a curated RPA store with 500+ templates, to jumpstart and accelerate.

- **Framework:**

DXC Platform X is a data-driven, service delivery platform that proactively helps detect, prevent, and resolve issues to achieve resilient, self-healing IT. Offers integrated apps and infra operations at scale with maximum reliability and resiliency.

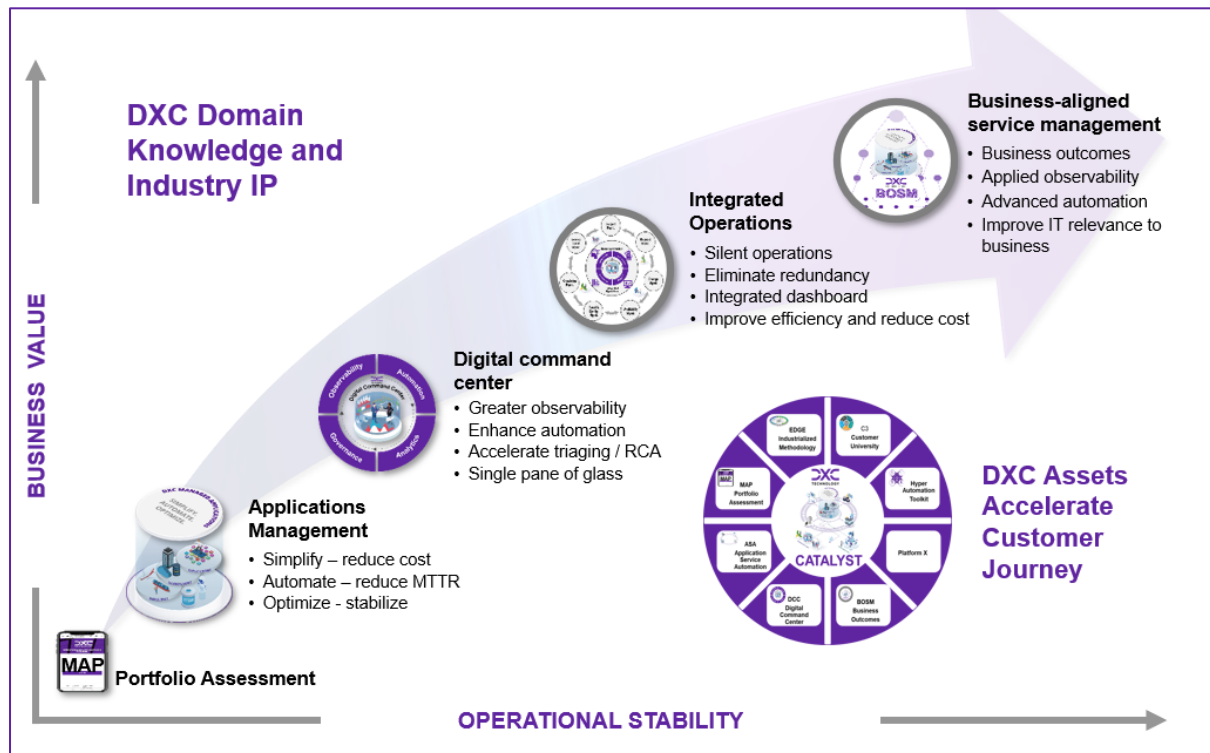


Figure 2. DXC's progressive approach to next-gen managed applications accelerates digital transformation

5 Service Overview

DXC Managed Applications Services deliver comprehensive management for customer applications, focusing on rapid change and optimized stability. The offering includes modular and scalable services such as Application Management, Digital Command Center, Application Service Automation, and Business-Aligned Service Management. These services are available as standalone or bundled solutions, designed to align business and IT priorities, integrate operations, and maximize operational observability through intelligent automation. The approach emphasizes simplification, automation, and optimization to help organizations achieve operational resiliency and measurable business outcomes.

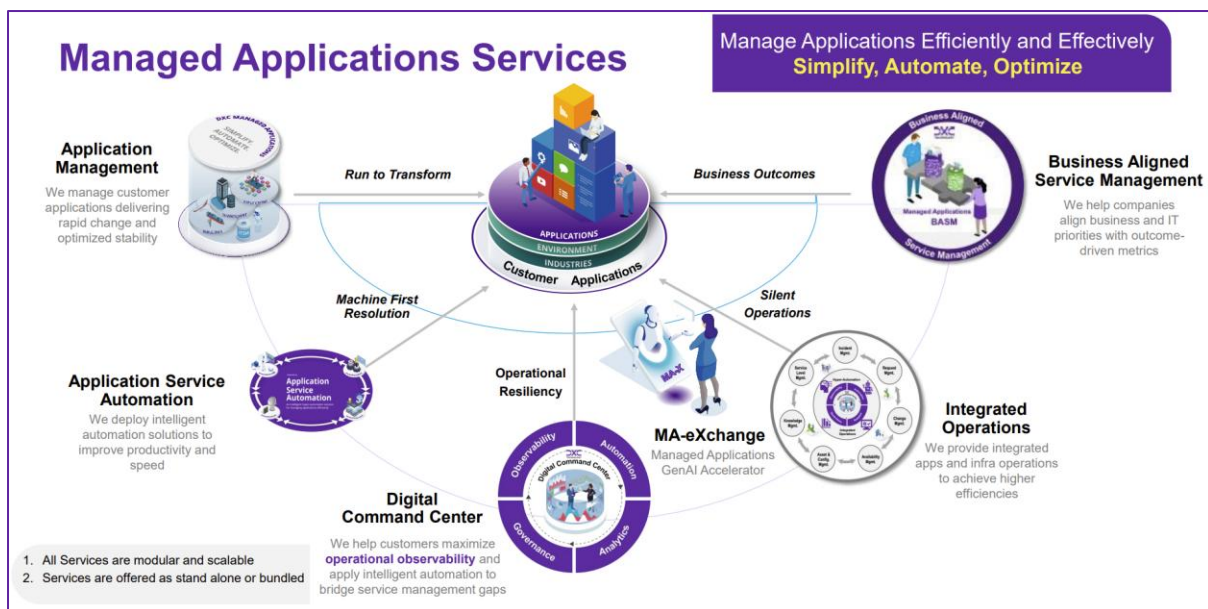


Figure 3. Core Service Areas and Delivery Approach

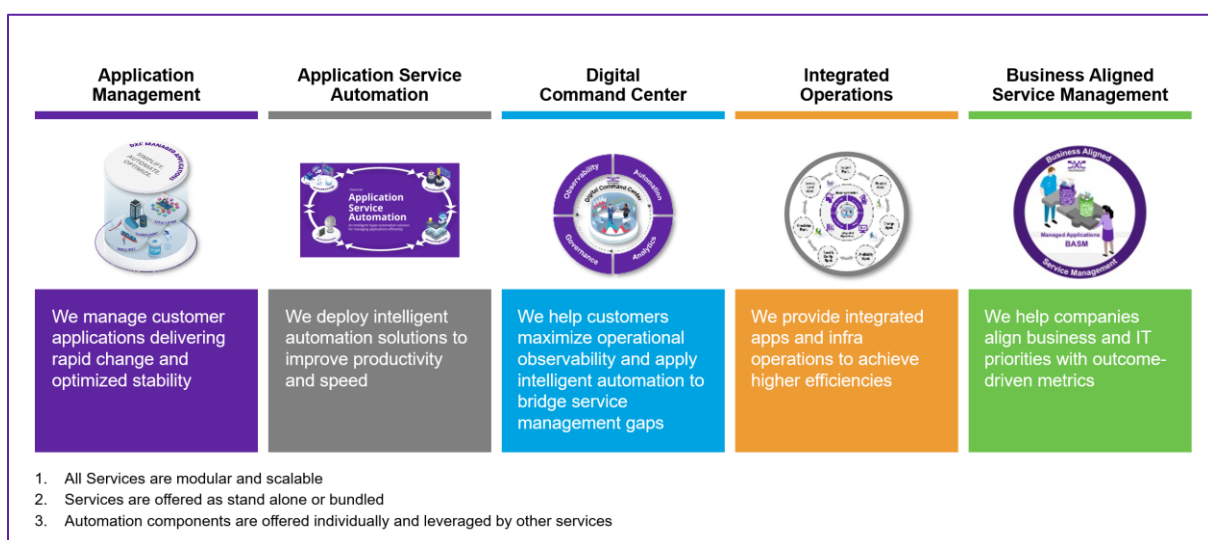


Figure 4. Managed Applications: Services

Application Management

- End-to-end management of complex portfolios
- Incident and problem management, request fulfillment, and requirements-to-deploy
- Automated “RUN” and accelerated “ENHANCE” services
- Supplemental services and automation solutions

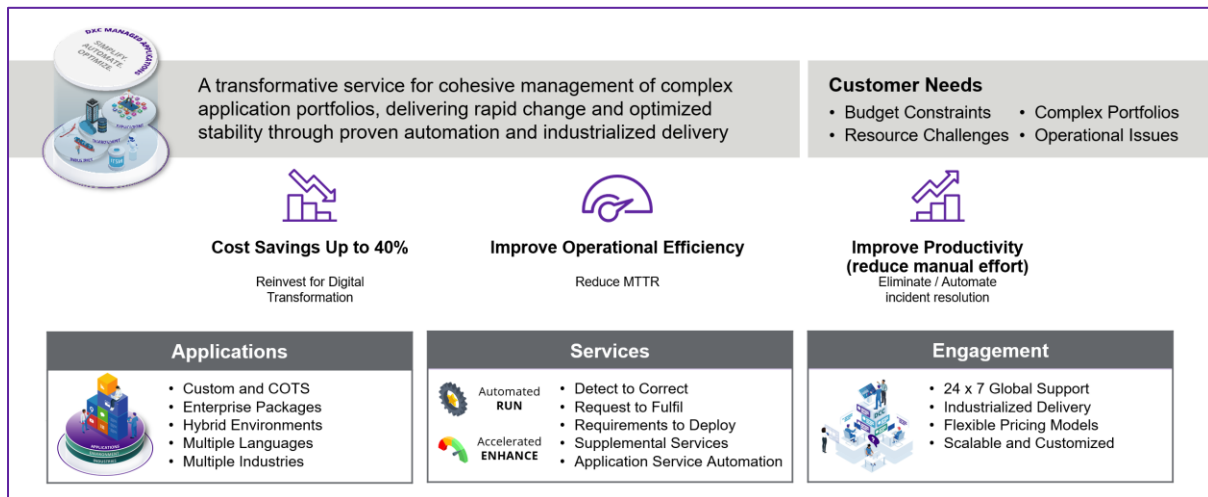


Figure 5. Application Management

Application Service Automation

- Intelligent automation framework for operational cost reduction and improved customer satisfaction
- Real-time monitoring, auto-detection, and auto-resolution of incidents
- Continuous improvement of application code and deployment
- Modular design, hybrid environment support, and integration with customer tools

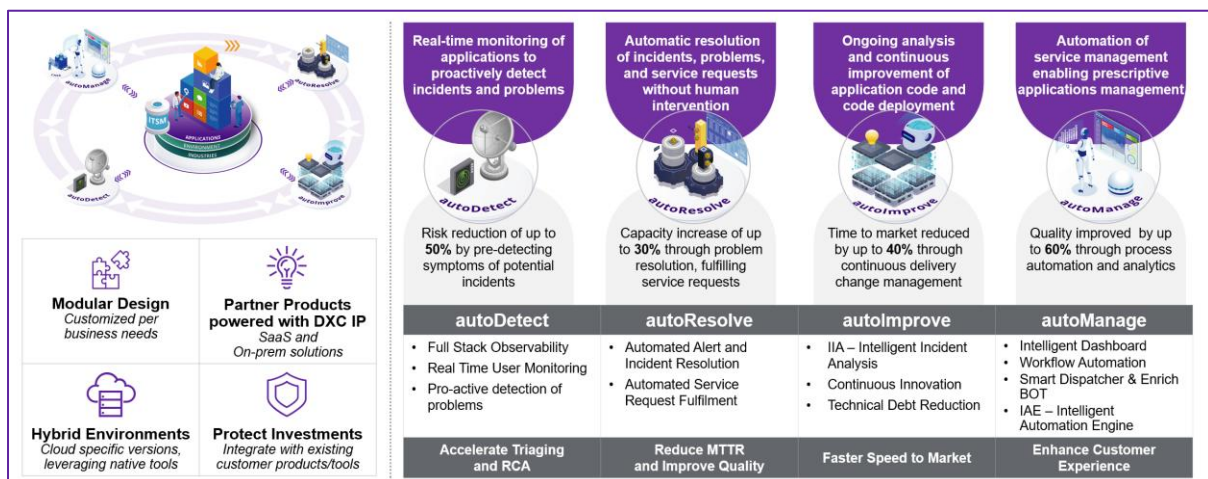


Figure 6. Application Service Automation

Digital Command Center (DCC)

- Centralized observability and automation platform
- Single pane of glass for monitoring, analytics, and governance
- Accelerated triaging, root cause analysis, and operational efficiency improvements

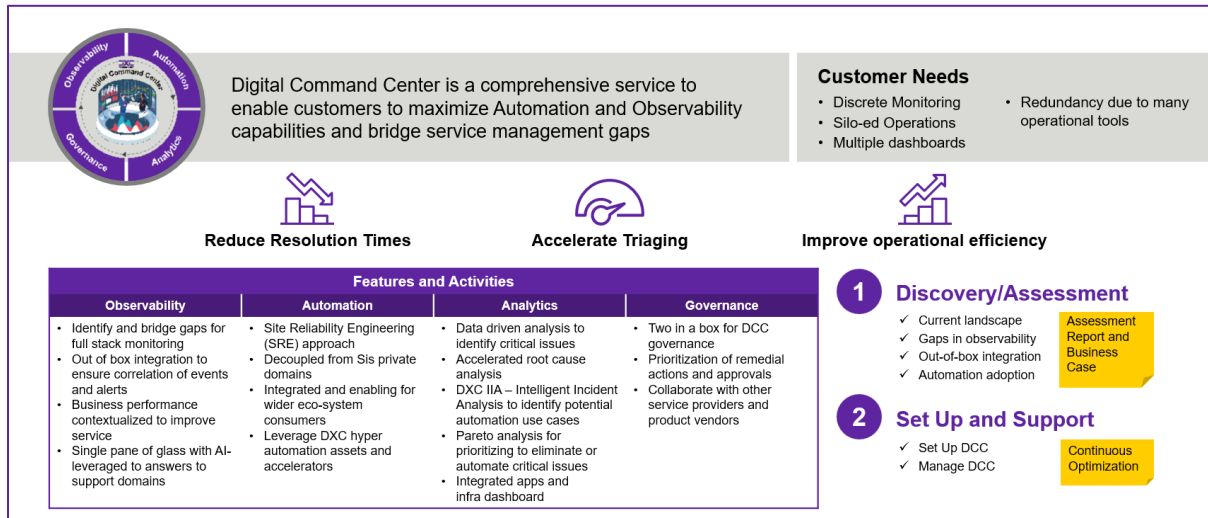


Figure 7. Digital Command Center

Integrated Operations

- Full-stack integration of applications and infrastructure
- Lean processes, analytics, and automation to eliminate silos and redundancies
- Enhanced business agility and operational efficiencies

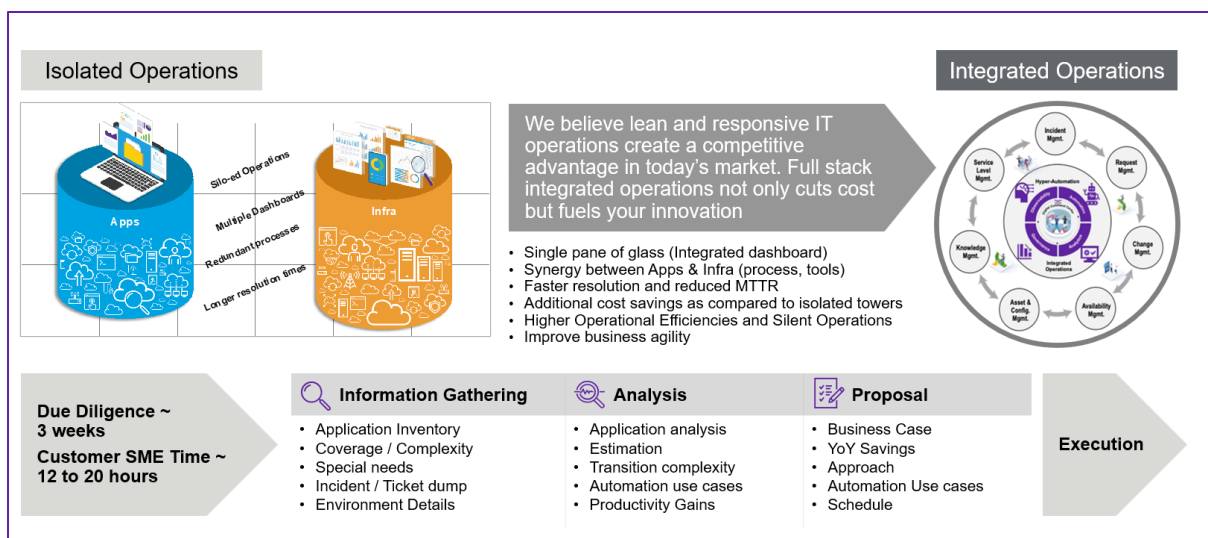


Figure 8. Integrated Operations

Business-Aligned Service Management (BASM)

- Links business and IT priorities with outcome-driven metrics
- Focus on business agility, IT relevance, and continuous refinement
- Integrated governance and automation triggers at failure points

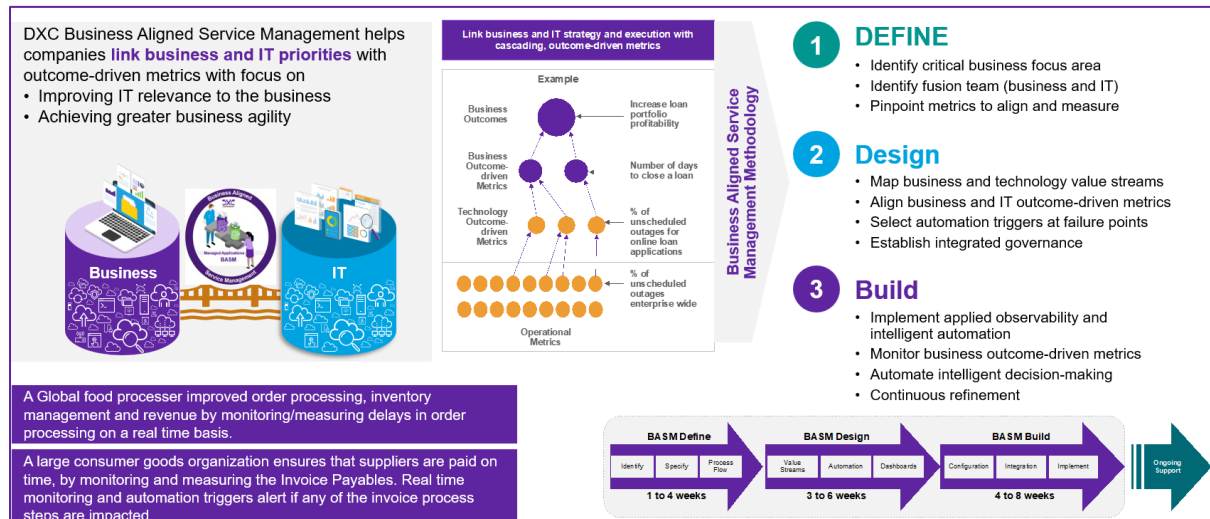


Figure 9. Business -Aligned Service Management (BASM)

MA-X

- MA-X (MA-eXchange) is a Gen AI application to help accelerate triaging, root cause analysis, training, knowledge sharing, resulting in faster resolution and reduced mean time to resolve

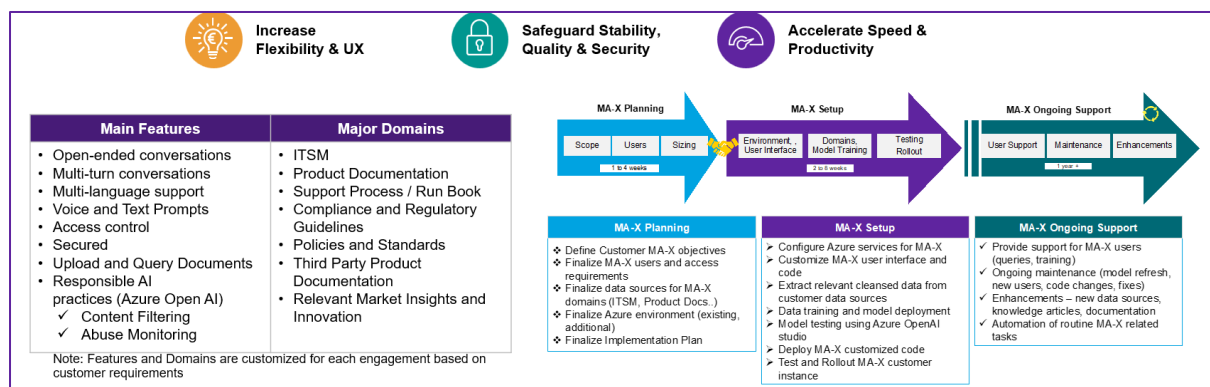


Figure 10. MA-X

Generic Workflow Orchestration Overview

The diagram illustrates the end-to-end workflow orchestration for DXC Application Management Services, highlighting how customer applications—such as custom apps, shop floor apps, COTS, and databases—are managed through a series of integrated steps.

The process begins with observability and monitoring, followed by automated ticket creation and resolution, and culminates in machine-first resolution for incidents and service requests. The ITSM (IT Service Management) platform acts as the central hub, coordinating service requests and problem management. Supporting elements include L2/L3 support teams, vendor integration, reporting, and a Digital Command Center powered by Gen AI accelerators (MA-X) for advanced triaging and knowledge sharing.

The right side of the diagram shows how orchestration provides visibility and control at multiple levels: enterprise, business unit, business function, and application, with dashboards for monitoring and performance management. This visual demonstrates DXC's holistic approach to automation, integration, and intelligent service delivery across the entire application landscape.

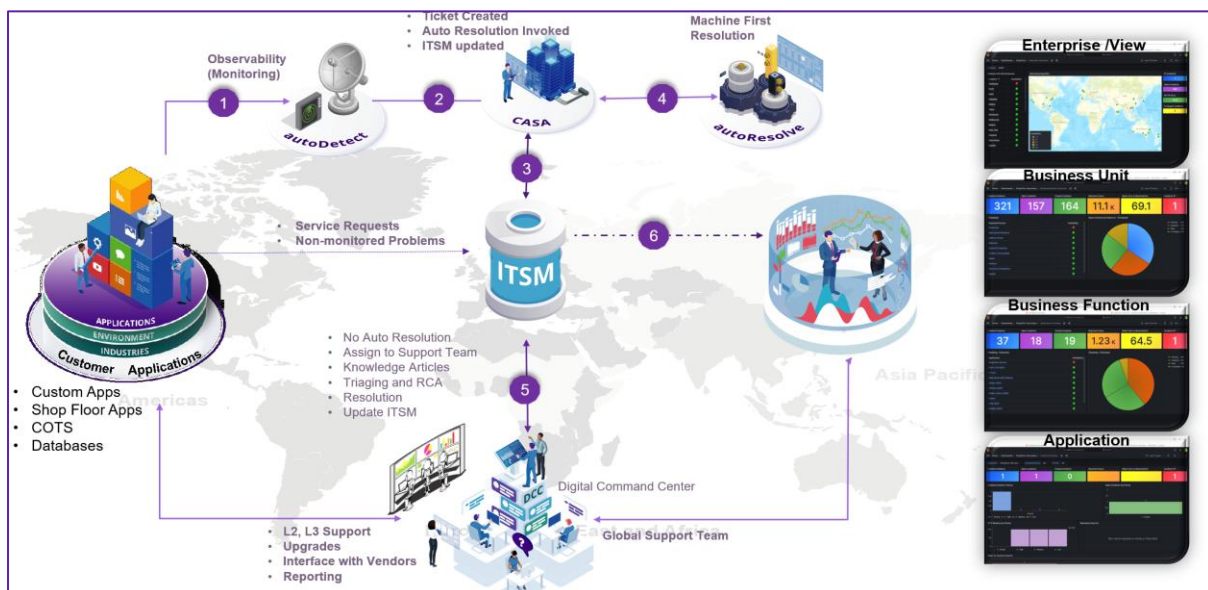


Figure 11. DXC Application Management Services Workflow Orchestration - Generic

6 Service Components

A comprehensive end-to-end service for the maintenance, enhancement, and management of applications running in hybrid environments, using globally consistent delivery models, processes, tools, and metrics

Automated Run

Automated application run services for service requests & managing incidents

Accelerated Enhance

Deliver application change, security & patching in an Agile delivery fashion

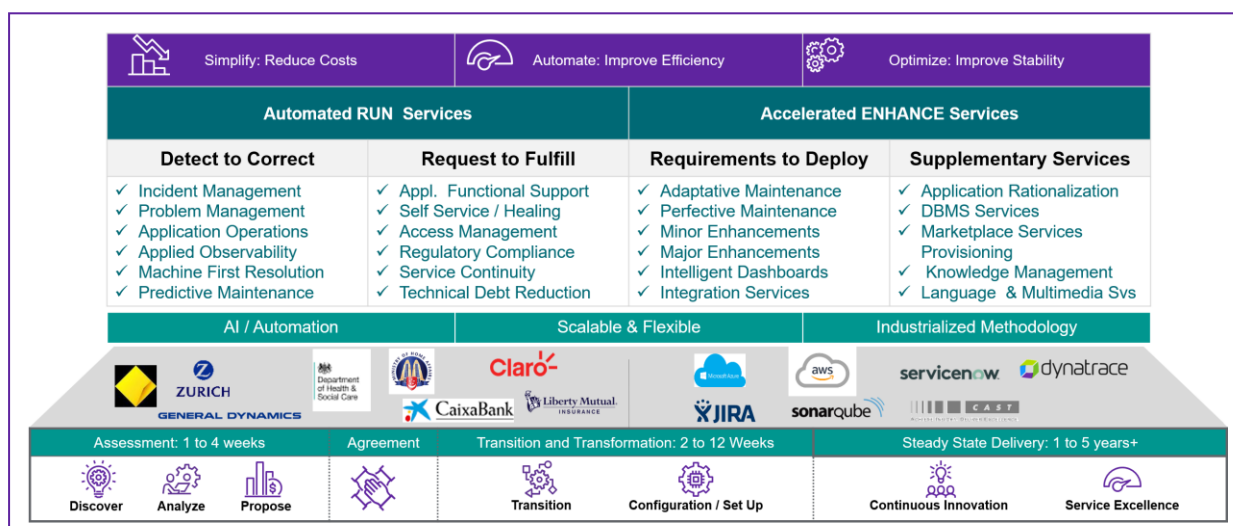


Figure 12. Service Components

7 Service Scope and Engagement Model

DXC Managed Applications provides comprehensive management for both custom and COTS applications across hybrid environments and industries. The service is modular, scalable, and can be delivered as standalone or bundled offerings. Engagements typically follow these phases:

- Assessment (1–4 weeks): Discover, analyze, and propose solutions.
- Transition & Transformation (2–12 weeks): Knowledge transfer, configuration, and setup.
- Steady State Delivery (1–5+ years): Continuous innovation and service excellence.

Key features include 24x7 global support, flexible pricing, and strategic partnerships. The methodology emphasizes automation, simplification, and optimization to reduce costs, improve efficiency, and enhance stability.

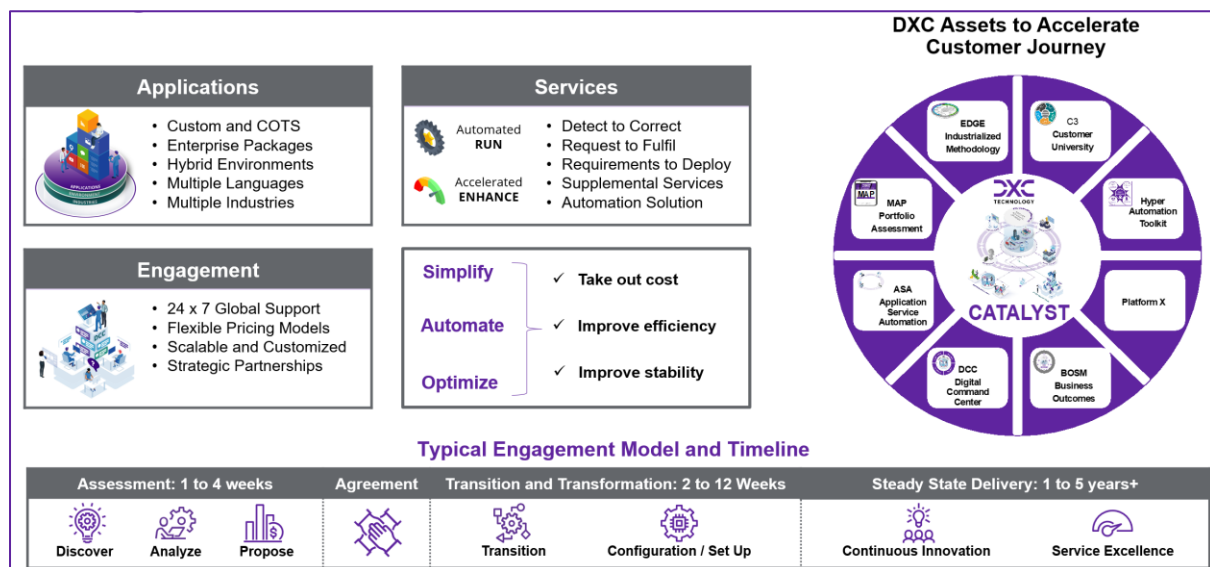


Figure 13. Infographic of Service Goals and Capabilities

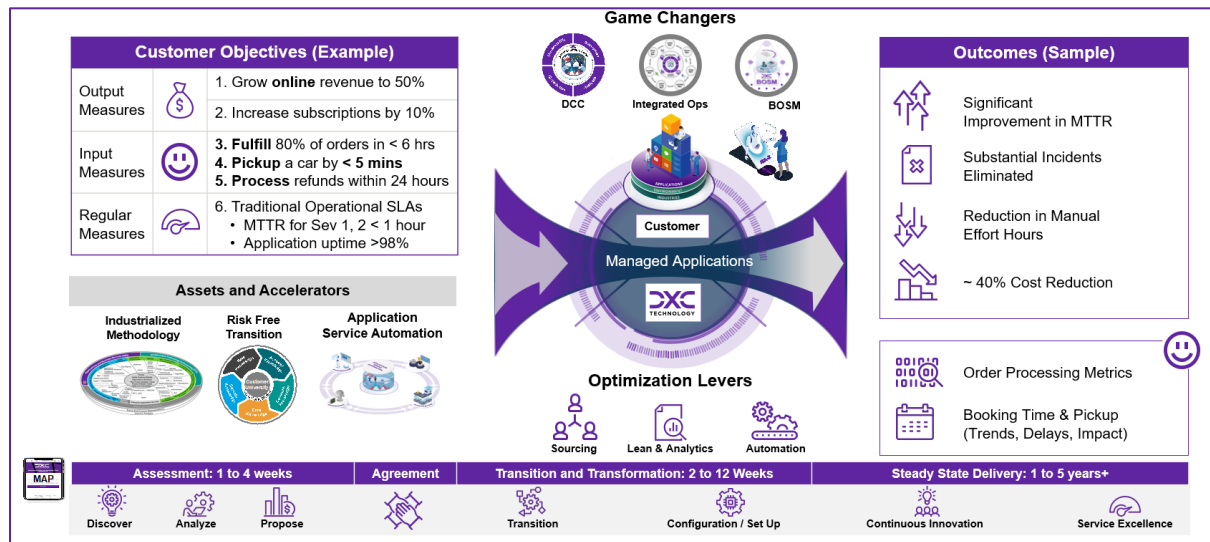


Figure 14. Customer Transformation Journey

8 Service Packages & Dev/Ops Workflows

Service Packages

- **Basic & Standard:** Portfolio-based, focused on operations, with optional SLAs and a development pool for enhancements.
- **Agile:** Pod-based, with dedicated product owners, optimized Dev/Ops ratios, and a focus on rapid feature delivery.

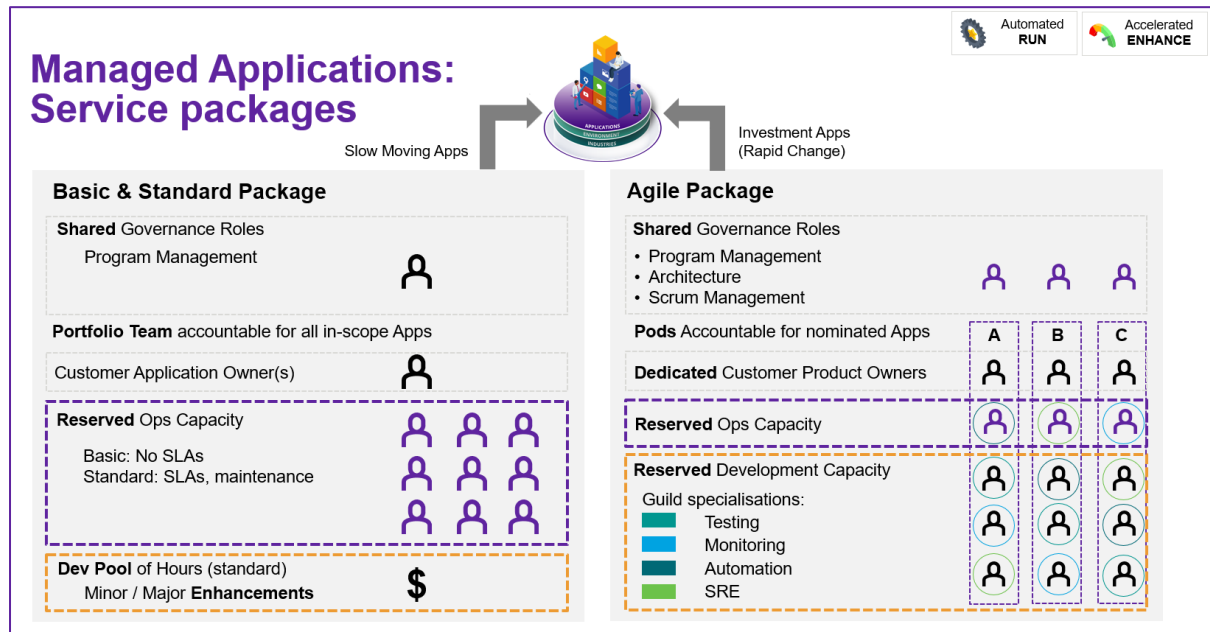


Figure 15. Service Packages

Dev/Ops Workflows

- Combined teams for nominated apps, regular sprints, and incremental automation
- Maintenance and automation backlogs managed collaboratively with the customer

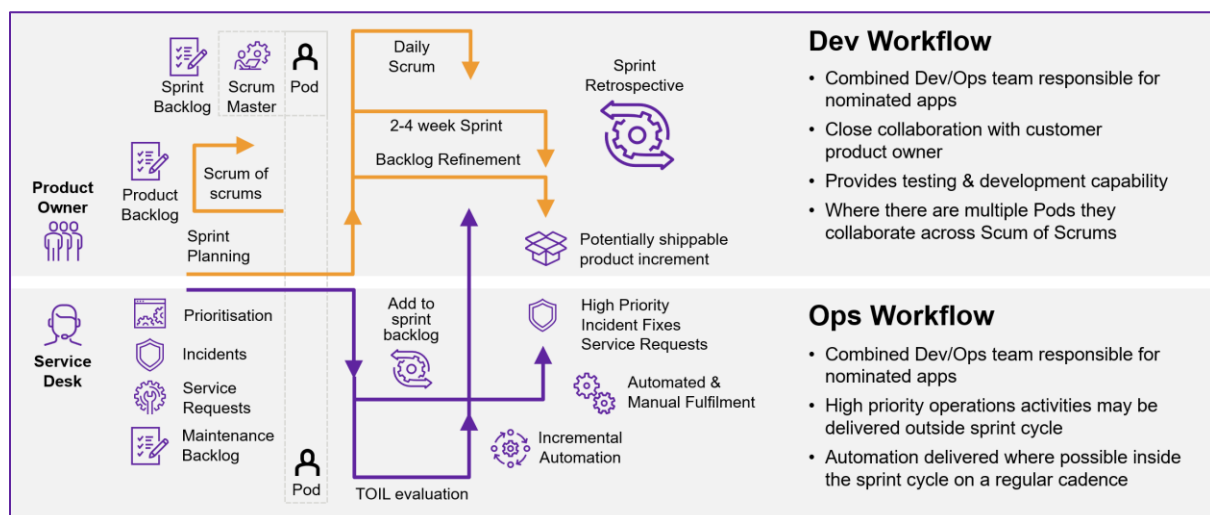


Figure 16. Agile package Dev/Ops workflow

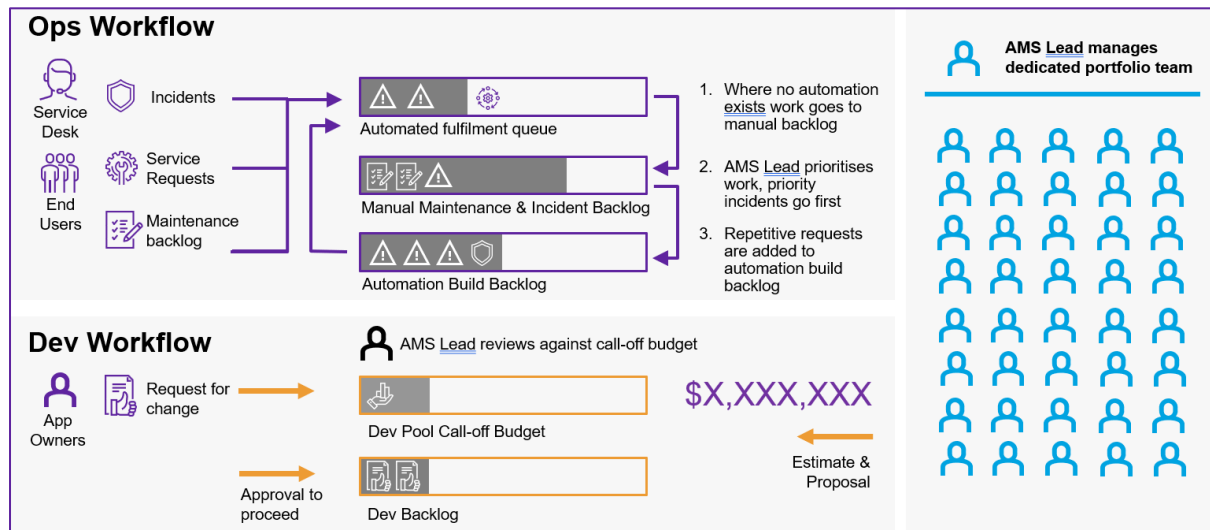


Figure 17. Basic & Standard Package Dev/Ops workflow

9 Service Levels (Metal Tiers)

- Multiple tiers (Bronze, Silver, Gold, Platinum) with defined SLAs for incident response, resolution, availability, and coverage windows

Select service level metal tier for each application						
Service level	Definition	Lead	Bronze	Silver	Gold	Platinum
Incident response	Measures responsiveness to incidents in hours or minutes	No SLAs	P1: 2 hrs. P2: 2 hrs. P3: 4 hrs. P4: 6 hrs.	P1: 15 mins. P2: 30 mins. P3: 2 hrs. P4: 4 hrs.	P1: 15 mins. P2: 30 mins. P3: 90 mins. P4: 3 hrs.	P1: 15 mins. P2: 15 mins. P3: 75 mins. P4: 2 hrs.
Incident resolution	Measures resolution of incidents in hours or days	No SLAs	P1: 8 hrs. P2: 8 hrs. P3: 16 hrs. P4: 5 days	P1: 4 hrs. P2: 6 hrs. P3: 12 hrs. P4: 18 hrs.	P1: 2 hrs. P2: 4 hrs. P3: 10 hrs. P4: 15 hrs.	P1: 2 hrs. P2: 2 hrs. P3: 8 hrs. P4: 12 hrs.
Availability	Percentage of scheduled time an application is available for use	No SLAs	98%	99%	99.8%	99.8%
Coverage window	Support coverage time window	Best effort	8x5	24x5, 12x5	24x7 (on-call)	24x7 (resources at desk)
Matching business priorities with service commitments						

Figure 18. Service Levels drive our commitments

10 Transition & Transformation Approach

- **Knowledge Transfer:** Structured methodology with planning, acquisition, shadowing, and closure phases. Uses tools like CLIENT University, System Operations Manual, and collaboration portals.
- **Guiding Principles:** Minimize service disruption and risk, collaborative governance, and rapid transition assessment.
- **Tools & Accelerators:** Remote knowledge transfer, cultural navigator, transition visibility portal, and automation tools for efficient onboarding.

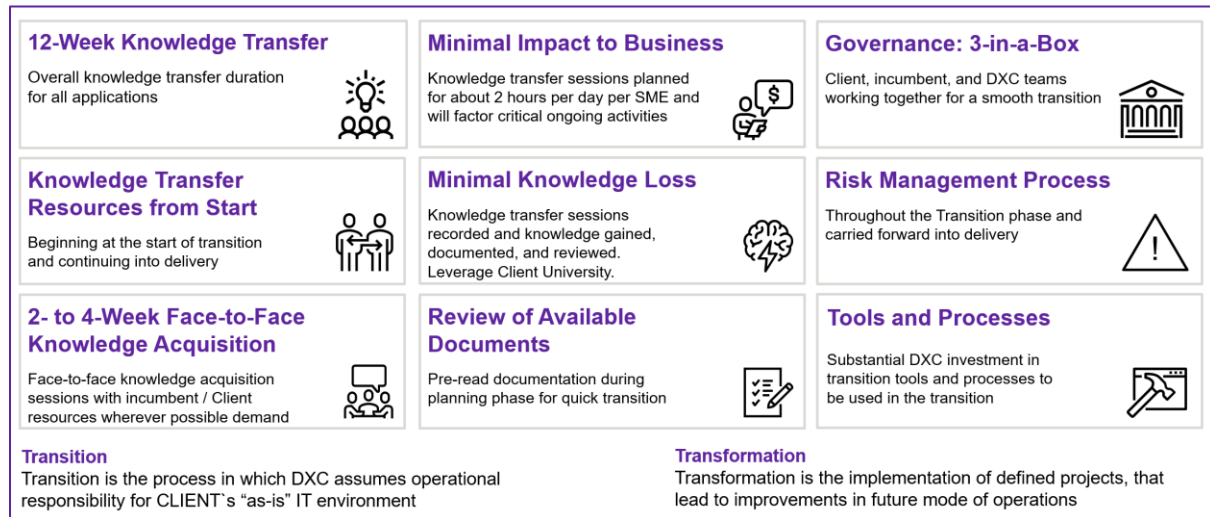
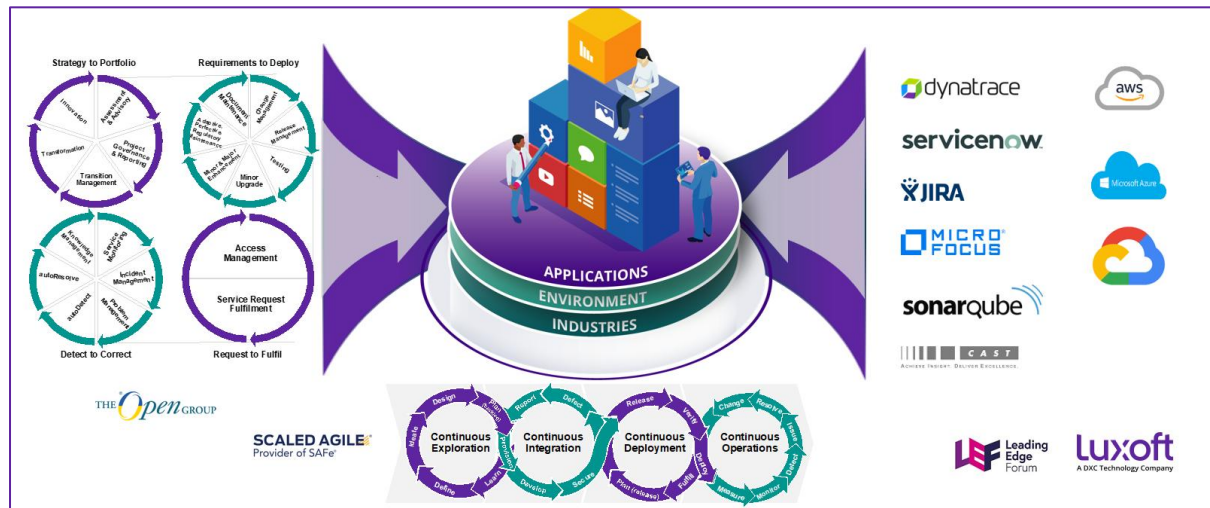


Figure 19. Transition and Transformation Approach

11 Industry Standards and Partners



12 Benefits of DXC's service

DXC Managed Applications services deliver significant benefits by simplifying and optimizing complex application environments through intelligent automation, integrated operations, and business-aligned service management. Clients experience up to 40% reduction in operational costs, faster incident resolution, and improved speed to market—enabling reinvestment in strategic initiatives and innovation. The services enhance operational stability, boost productivity, and provide seamless user experiences by aligning IT and business priorities, leveraging global expertise, and deploying advanced AI-driven solutions. Ultimately, DXC empowers organizations to shift focus from day-to-day operations to driving business growth and digital transformation.

Table 1. Benefits of DXC's service

Business Challenges and Needs	DXC Solutions and Benefits
Complexity & Siloed Operations - Large and complex application portfolios across hybrid environments - Multiple discrete tools and processes causing operational silos - Siloed operations lead to inefficiency and redundancy - Reactive service management and long resolution times	Solutions - Deploy intelligent automation and full stack observability - Integrate operations across applications and infrastructure - Modular, scalable managed services Benefits - Up to 40% reduction in operational costs - Eliminate redundancy and silos - Faster incident resolution and improved operational stability
Budget Constraints & Cost Pressures - Flat or declining year-over-year budgets - Economic pressures and unpredictable market conditions - High cost of managing legacy and proprietary technologies - Need to fund strategic digital initiatives	Solutions - Optimize application maintenance and rationalize portfolios - Flexible pricing models and consumption-based services - Automation to reduce manual effort and operational costs Benefits - Committed year-over-year savings (up to 40%) - Funds freed for strategic initiatives and innovation - Improved cost predictability and financial control
Demand for Agility & Innovation - Rapid demand to release new features and services - Need for seamless user experience across business units - Business KPIs often misaligned with IT metrics - Pressure to accelerate digital transformation	Solutions - Business-aligned service management with outcome-driven metrics - Accelerated release cycles through automation - Integrated digital command center for real-time monitoring Benefits - Up to 50% faster speed to market - Enhanced ability to innovate and adapt

Business Challenges and Needs	DXC Solutions and Benefits
	Improved business KPIs and user experience
Resource & Skills Constraints - Diversified skills required to manage complex environments - Limited capacity to meet rapid demand for change - Mandate for AI/GenAI adoption, compliance, and security - Need for continuous improvement and skill augmentation	Solutions - Diversified skills required to manage complex environments - Limited capacity to meet rapid demand for change - Mandate for AI/GenAI adoption, compliance, and security - Need for continuous improvement and skill augmentation Benefits - Capacity to meet rapid demand for change - Improved productivity and reduced manual effort - Access to specialized skills and advanced automation

13 Case Studies

Service Standardization and Automation

Large Global Insurance Provider

- High volume of customer incidents and delays in resolving issue
- Inconsistent service delivery across business units
- Limited insight into customer experience
- Budget constraints for modernization
- Standardized services with transparent, flexible pricing
- Implemented automation at scale, including RPA bots for business process automation and health alerts
- Delivered automatic detection and resolution of recurring issues/incidents
- Automated manual tasks such as health checks, batch job monitoring, and reporting

50% Reduction in Recurring Issues (26,500+ incidents)
~145,000 Manual Hours Saved

Digital Transformation Acceleration

Leading Financial Group in Retail Banking (Spain)

- Need to launch new banking products and services quickly
- Accelerate digital transformation and boost efficiency
- Integrate applications and features from mergers, increasing operational complexity by 50–70%
- Deployed domain and technical SMEs to manage core banking and omnichannel applications
- Optimized operations to handle increased scope while maintaining SLAs and response times
- Leveraged automation, RPA, and lean process improvements
- Developed a central dashboard for managing and reporting innovation initiatives

8 Major Bank Integrations Completed
NPS Score of 100 for Four Consecutive Years

Agile and Scalable Services

Large Manufacturing Company in EMEA

- Need for agile, scalable, and stable services to meet dynamic business needs
- Support for nine primary application streams and both common/local applications
- Requirement to harmonize and improve transparency across business processes
- Managed standards for consolidated data and performance visibility
- Supported harmonization and transparency via end-to-end performance monitoring
- Implemented automation and adopted Agile/DevOps practices to improve time to market and stability
- Monitored process quality, compliance, and effectiveness

1,475+ Incidents Handled Monthly

Up to 40% More Efficient Than Traditional Solutions

Global Application Management Transformation

American Multinational Consumer Goods Corporation

- Transform to business outcome-oriented application management; integrate multiple vendors; support critical business processes globally
- Provided 24x7 global support, oriented operations to critical business processes, and integrated multiple vendors

24% Year-over-Year Reduction in Incident Volumes

>99.9% Critical Business Process Health

Hyper-Automation for Agility

Large Global Insurance Provider

- Support 500+ critical applications in a complex hybrid environment; improve agility and customer experience; reduce recurring issues
- Delivered digital and hyper-automation solutions, implemented 495+ service automation use cases

>50% Reduction in Recurring Issues/Tickets

~145,000 Manual Hours Saved

Integrated Global Operations

Leading Bearing Manufacturer (Sweden)

- Full-scale integrated operations across 43 countries and 330 critical applications; focus on automation and innovation
- Supported 1,475+ incidents monthly, implemented automation and agile practices

60% of Applications Supported in Agile Way
11,000+ Robot Hours of Automation