



Citizen Identity and Access Management Service Description

Trusted digital interactions for people



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1 DXC CIAM for UK Public Sector

1.1 DXC Overview

DXC Technology delivers end-to-end Citizen Identity and Access Management (CIAM) services that enable UK public sector organizations to secure communications, establish trust and streamline compliance with GDPR, NHS Digital standards, and MoD security frameworks.

- Enable access by citizens and customers to public services via digital and physical channels to enable service innovation, cost effective delivery while protecting privacy and ensuring security and compliance.
- Identity Governance and Administration (IGA) for compliant and accountable identity lifecycle management.
- Privileged Access Management (PAM) for safeguarding the privileged accounts that control your critical systems.
- Passwordless adaptive authentication for frictionless user experiences, making secure access easy to use access.
- Decentralise identity to enable use of citizen e-wallets to carry verified attributes and verified credentials to streamline access to public services for everybody while protecting their privacy and reducing the risk of data breaches.
- DXC Key and Certificate Services provide centralized management of encryption keys and certificates on a crypto agile platform to ensure secure communication, establish trust, and streamline regulatory compliance.

1.2 UK Public Sector Challenges

UK Public Sector needs regulatory compliance, cost reduction, improved security stance, quantum readiness, greater flexibility of service delivery, all while accelerating the growth of digital channels and adoption of a Zero Trust security approach.

Government has complex hybrid and multi-cloud environments with geographically dispersed staff and citizens working remotely and from home. A growing number of connected machines from IoT, RPA Bots and AI agents.

Managed Citizen IAM services for the UK public sector face constraints such as tight budgets, complex procurement rules, and legacy IT systems that hinder rapid modernization. Compliance with stringent regulations like GDPR, NHS Digital standards, and MoD security frameworks adds operational complexity.

Multi-cloud and hybrid environments, combined with geographically dispersed users and growing IoT ecosystems, require advanced orchestration and zero-trust security. Integration across fragmented government systems and data silos remains challenging, while balancing cost efficiency, scalability, and user experience. Additionally, skills shortages and risk-averse governance often slow adoption of innovative features like Passwordless authentication and decentralized identity.

1.3 Service Features

Features and capabilities of DXC Access Management:

Citizen Self-Service Registration

Public sector portals must allow citizens to create and manage accounts easily without manual intervention. Self-service registration reduces administrative overhead and improves user experience by enabling secure onboarding through intuitive interfaces.

Multi-Factor Authentication (MFA)

MFA adds an extra layer of security by requiring multiple verification factors, such as passwords, OTPs, or biometrics. This is critical for protecting sensitive citizen data and preventing unauthorized access to government services.

Single Sign-On (SSO)

SSO simplifies access by allowing citizens to log in once and use multiple government services seamlessly. This improves convenience, reduces password fatigue, and enhances overall security through centralized authentication.

Role-Based Access Control (RBAC)

RBAC ensures citizens and service agents only access resources relevant to their roles. It enforces least-privilege principles, reducing risks of data exposure and supporting compliance with public sector regulations and the adoption of a zero trust approach to security.

Consent and Privacy Management (GDPR/eIDAS)

Managing consent is essential for compliance with GDPR, UK Digital Identity Trust Framework and eIDAS across the European Union (EU). IAM solutions must provide tools for capturing, storing, and auditing user consent, ensuring transparency and trust in government digital services.

Identity Proofing and Verification

Public sector services often require strong identity assurance. Identity proofing uses official documents, biometrics, or trusted third-party checks to verify citizen identities before granting access to sensitive applications.

Adaptive Risk-Based Authentication

This feature dynamically adjusts authentication requirements based on risk signals like location, device, or behaviour. It balances security and usability, ensuring high-risk scenarios trigger stronger verification.

Identity Federation (SAML/OIDC)

Federation enables citizens to use trusted identity providers for authentication, reducing friction and improving interoperability across government agencies. Standards like SAML and OIDC ensure secure and scalable integration.

Audit Logging and Compliance Reporting

Comprehensive logging of user activities supports regulatory compliance and security investigations. Public sector IAM must provide detailed reports for audits, ensuring accountability and transparency in digital interactions.

Accessibility and WCAG Compliance

Government services must be inclusive. IAM solutions should meet Web Content Accessibility Guidelines (WCAG) standards to ensure citizens with disabilities can access authentication and account management features without barriers. Typically, DXC will have WCAG 2.2 level AA and be seeking to develop AAA for specific components with a service where relevant.

1.4 Service Benefits

Extend collaboration by securely connecting anybody and anything to data and services, securely and accountably. Transform to operate from anywhere, regardless of device or channel without compromising your security or regulatory compliance.

1. Faster Citizen Onboarding

Automated self-service registration accelerates account creation, reducing manual intervention and improving service delivery speed. Citizens can quickly access your essential public services without delay, enhancing user satisfaction and service delivery efficiency.

2. Enhanced Security Posture

Multi-factor authentication (MFA) and risk-based controls safeguard sensitive citizen data. These measures significantly reduce the likelihood of breaches, ensuring government systems remain secure and resilient.

3. Improved User Experience

Single Sign-On (SSO) eliminates the need for multiple credentials, allowing citizens to access various government services seamlessly. Convenience fosters positive engagement and reduces password fatigue and helps with the shift from passwords to MFA and Passwordless access with Pass keys and Fido tokens.

4. Regulatory Compliance

Built-in consent management and audit capabilities help meet GDPR, UK Digital Identity Trust Framework, eIDAS, and other public sector best practices. Compliance reduces legal risks and strengthens your credibility which builds trust in your systems and services for citizens.

5. Greater Citizen Trust

Transparent consent and privacy controls demonstrate accountability, building confidence in digital services. Citizens feel assured their data is being handled responsibly and ethically.

6. Reduced Fraud Risk

Identity proofing and verification prevent impersonation and deters unauthorized access. Strong identity assurance protects critical systems and minimizes fraudulent activities across government platforms.

7. Dynamic Risk Mitigation

Adaptive authentication adjusts security requirements based on real-time risk signals. This approach balances usability with protection, ensuring high-risk scenarios trigger stronger additional checks and verifications before access is granted to the user.

8. Interoperability Across Agencies

Federated identity enables secure collaboration between government departments and commercial suppliers for services and technology. Citizens benefit from streamlined access while organizations reduce duplication and complexity.

9. Audit-Ready Operations

Comprehensive logging and reporting support compliance audits and investigations. These capabilities ensure accountability, transparency, and readiness for regulatory reviews at any time. External auditors demand more information at every audit cycle and are increasingly expensive without automation of all pervasive logging and reporting.

10. Inclusive Digital Access

Inclusive design promotes equal participation in digital government services. WCAG-compliant interfaces guarantee accessibility for all citizens, including those with disabilities.

1.5 Cryptographic agility

Cryptographic agility, or crypto agility, enables your organization to quickly and seamlessly adapt your cryptographic mechanisms in response to new threats, vulnerabilities or changes in standards. You can change cryptographic algorithms, update key lengths, modify protocols, switch cryptographic libraries and rotate keys efficiently.

Visibility of cryptographic assets with automated management of keys and certificates allows you to address the following challenges:

- **Quantum readiness.** Quantum computers will revolutionize drug discovery, material science, forecasting and optimization. They will also break the public key cryptography that protects your data and communications, allowing criminals, competitors and governments to intercept and read your confidential data or impersonate anybody or anything. Being quantum ready requires cryptographic modernization to keep your data security ahead of the advancing capabilities of quantum computers.
- **Certificate expiration.** Today's TLS certificates that secure your web servers expire after 398 days. This will be reduced to 200 days in 2026, 100 days in 2027 and 47 in 2029. Shorter certificate validity improves your security but raises operational challenges that require automating certificate management.
- **Cloud-first strategy.** Control your own encryption keys (BYOK/HYOK) to retain data sovereignty for data residency laws. Protect the integrity and confidentiality of your data while maintaining the resilient and elastic computing capabilities of public cloud.
- **Identity and access management.** Certificates allow people and machines to authenticate and authorize as they connect to each other in our increasingly distributed and interconnected world.
- **Zero trust security.** Stop trusting and start verifying everyone and everything, everywhere, with key and certificate services that operate across all endpoints that hold and interact with your data.

1.6 End-to-End CIAM Services

DXC provides end to end services from expert identity security policy advisory, design, and implementation through to managed citizen identity and access management services. DXC offers centralized management of digital identities, encryption keys, and certificates to ensure secure communication, establish trust, and streamline regulatory compliance. DXC's CIAM is powered by industry-leading technology providers such as: Microsoft, Ping Identity, ServiceNow, RedHat, Salesforce, Oracle, Thales, and DigiCert.

Secure and manage digital interactions that rely on trusted identity while enhancing privacy, digital trust, regulatory compliance, and operational efficiency.

Advisory Services

- **Identity Risk Assessment:** Identify exposure points in identity and access flows.
- **Strategy and Roadmap:** Define an access management strategy aligned with regulatory compliance and business goals.
- **Tool Selection:** Recommend access management tools and identity security platforms.

- Regulatory Compliance: Alignment with DORA, UK Digital Trust Framework, eIDAS 2.0, GDPR, and NIS2.

Managed Services

- 24/7 Monitoring: Continuous oversight of identity usage and system access.
- Audit and Activity Logs: Maintain immutable logs of access and interactions.
- Expert Support: Provide skilled teams to manage decentralized identity infrastructure.

Delivery Services

- Access Session Management: Enforce access policies and record credential usage.
- Workflow Integration: Integrate with ITSM tools for change management and credential reset.
- Automated Onboarding: Use identity proofing and credential issuance for seamless onboarding.

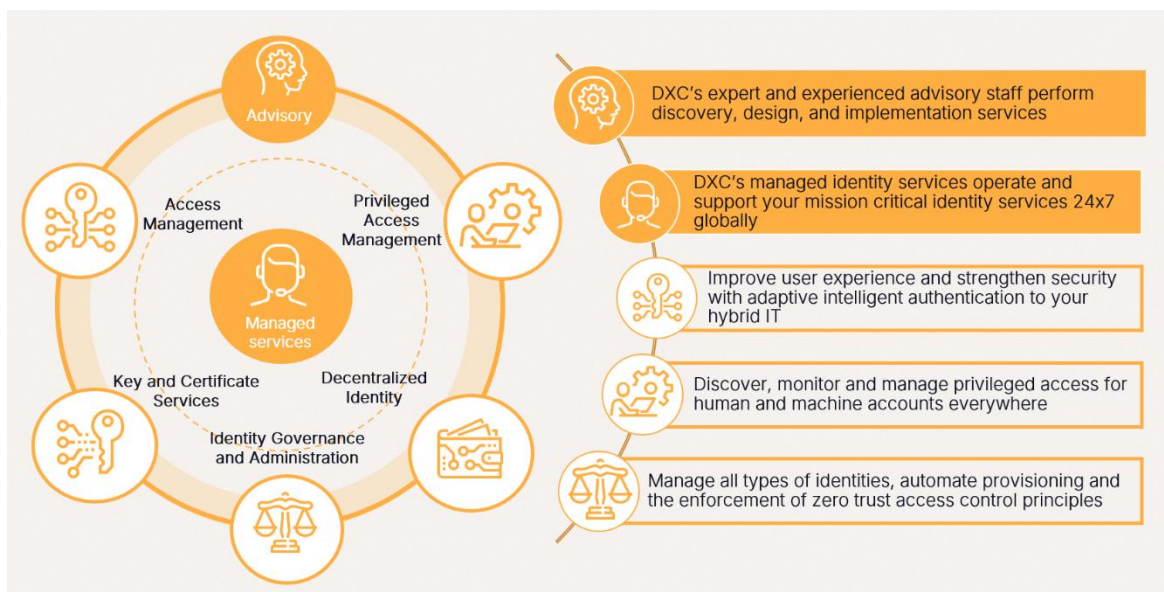


Figure 1. DXC Identity Services

1.7 User support and ticketing support

Users can manage the status and priority of their support tickets. When Incidents are either detected by DXC or reported by authorized Customer personnel, DXC will classify them according to the priorities listed in the table below.

Table 1. Incident Priorities and Impacts.

Priority	Operational Impact	Business Impact
Critical (P1)	Failure on multiple Devices, systems, or user accounts.	Major impact on Customer's business
High (P2)	Failure of single system or Device.	High impact on Customer's business
Medium (P3)	Specific feature of system or Device unavailable or	Limited impact on Customer's business

Priority	Operational Impact	Business Impact
	malfunctioning, or single user failure.	
Low (P4)	No operational impact.	No business impact

1.8 End-to-End CIAM Services

DXC provides end to end services from expert identity policy advisory, design, and implementation through to managed CIAM services. Manage citizen identities and credentials through their entire lifecycle. DXC offers centralized management of digital identities, encryption keys, and certificates to ensure secure communication, establish trust, and streamline regulatory compliance. DXC's CIAM Services is powered by industry-leading technologies including Microsoft, Ping Identity, CyberArk, SailPoint, Thales, AWS, GCP, ServiceNow, Salesforce, and Oracle.

DXC delivers **CIAM** service onsite, remotely via Teams, or from secure delivery centres, fully aligned with government compliance standards (such as CERT-IN, NIST, and ISO 27001). Our model covers workforce, citizen, and non-human identities, starting with rapid assessment of current infrastructure and defining a future-state architecture with a clear transformation roadmap. Using standardized design blueprints, we accelerate delivery to enhance cyber resilience, reduce compliance costs, and enable agile adaptation to evolving public service models. DXC ensures secure, scalable, and compliant customer facing **identity and access management** solutions that empower government organizations to meet modern digital challenges efficiently.

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2 Case studies

2.1 DXC an Experienced Partner

DXC provides end to end services from expert certificate policy advisory, design, and implementation through to managed key and certificate services. DXC offers centralized management of digital identities, encryption keys, and certificates to ensure secure communication, establish trust, and streamline regulatory compliance. DXC's Key & Certificate Services is powered by industry-leading technologies from Microsoft, Thales, and DigiCert.

DXC is helping our clients shift workloads to hybrid and multi-cloud environments while keeping data secure and compliant, using suitable encryption and private key services that lets workloads and data reside on the cloud without being accessible to the cloud service provider. DXC is experienced in deploying large mission critical systems that span hybrid cloud environments and existing data centres.

DXC has over 30 years of experience with modernizing cryptography solutions, as well as established relationships with strategic suppliers of quantum-ready technology, including AWS, CyberArk, DigiCert, Google, Microsoft and Thales.

- **Trusted relationships.** We're committed to delivering mission critical cryptographic services for customers in banking, government, healthcare, energy and manufacturing.
- **Administrative expertise.** We help you consolidate management of your cryptographic keys and certificates, ensuring crypto agility for quantum safe encryption and addressing the challenges of reduced certificate validity periods in the coming years.

2.2 Secure UK Government Delivery

DXC Technology provides secure, accredited delivery capabilities across three UK locations (Newcastle, Farnborough and Erskine) ensuring compliance with government security standards and supporting mission-critical programmes. Our Erskine Delivery Centre is a flagship facility designed for high-assurance services to UK Public Sector clients.

Comprehensive Service Portfolio:

- Networks and Testing – Secure network design, validation, and performance assurance.
- Service Management – ITIL-aligned operations for consistent, reliable service delivery.
- Cybersecurity Services – Advanced threat protection, monitoring, and incident response.
- Identity Services – End-to-end IAM solutions for citizen and workforce security.
- Operational Account Delivery – Dedicated teams for account governance and continuity.
- Peripheral Packaging – Secure configuration and deployment of end-user devices.
- Project and Programme Management – Agile and waterfall methodologies for complex initiatives.

- Architecture and Engineering Design – Scalable, secure solutions tailored to government requirements.



Figure 2. Erskine – Flagship UK Delivery Centre

Identity Services Expertise at Erskine includes:

- Microsoft Entra – Cloud identity and access management for secure digital services.
- CyberArk – Privileged Access Management to protect critical accounts and credentials.
- SailPoint – Identity governance for compliance and lifecycle management.
- Thales – Encryption and key management for data protection and trust assurance.

Physical and Operational Capabilities at Erskine:

- Build Labs – Secure environments for solution development and integration.
- Visitors Centre – Controlled access for client engagement and demonstrations.
- 544,000 ft² Campus – Large-scale facility supporting complex government programmes.
- Data Centre (170 racks) – High-capacity infrastructure for hosting secure workloads.

- Accreditations: ISO 27001 & ISO 9001 – Certified for information security and quality management.
- Modern Workplace Build Centre – End-to-end deployment of secure digital workplace solutions.
- 24/7 Network Operations Centre (NOC) & Shared Service Desk – Continuous monitoring and support for critical services.

2.3 CIAM for a Transport Ministry

Citizen identity and access management for 2.5 million citizens and 20k civil servants for access to 20 transport ministry applications. DXC designed and delivered a CIAM solution which integrated with the citizen electronic identity scheme and supported SAML and OpenID standards for application integration.

Business Challenge:

- Lacked authentication methods that integrated with the citizen e-ID scheme.
- Poor user experience and complex registration and authentication journeys.
- Need for enhanced security to meet external cyber threats.

How DXC helped:

- Provided an experienced security architect to design and lead the delivery.
- Enabled national e-ID scheme (SPID) as primary access mechanism.
- Strong authentication with smart card and mobile authenticator integration.
- Onboarded 2.5 million citizens, 20 K civil service identities and 20 Applications.

Business Outcomes:

- Consistent user experience across four IT environments and 20 applications.
- National e-ID supported for citizens, companies and professionals.
- SSO to multiple citizen transport services.
- Improved security posture with strong Passwordless and multi-factor authentication.

2.4 National digital identity for 4 million citizens

Protecting the privileged access for the high security critical infrastructure which provides the signing keys and digital identity certificates for 4 million people.

- Achieved GDPR, ETSI, and eIDAS compliance, ensuring secure and trusted digital identity services for 6,500+ government and commercial services.
- Improved operational efficiency with automated privileged account lifecycle, credential rotation, and streamlined workflows.
- Enhanced security posture by eliminating privileged threats and providing full visibility of risks to management.

2.5 City police digital transformation

DXC secured a 9-year contract to modernize the UK's largest police force:

- Implemented cloud-based ERP and AI-driven workforce planning.
- Delivered real-time resource allocation, reducing administrative overhead and improving frontline policing.

- Expected multi-million-pound savings through streamlined operations.

2.6 UK Defence – Zero Trust and secure communications

DXC deployed Zero Trust architecture and quantum-safe encryption for UK defence clients:

- Introduced Hermes private 5G platform for secure battlefield communications.
- Enabled continuous identity verification in contested environments.
- Supported coalition interoperability and mission readiness at scale.
- Did you know?
- DXC applied machine learning to vastly improve a cumbersome manual process of transformer station installations for an electricity supplier.
- DXC deployed an innovative security strategy and solution for a national institute for insurance against accidents at work to strengthen resiliency to malware attacks.
- DXC simplified IT infrastructure and increased automation to help a railway engine and carriage maker achieve a 62% reduction in critical IT incidents.
- DXC implemented a vision for smart factories using a next-generation digital manufacturing execution system and the digital thread framework for an international aeronautics company.

2.7 Did you know?

- DXC applied machine learning to vastly improve a cumbersome manual process of transformer station installations for an electricity supplier.
- DXC deployed an innovative security strategy and solution for a national institute for insurance against accidents at work to strengthen resiliency to malware attacks.
- DXC simplified IT infrastructure and increased automation to help a railway engine and carriage maker achieve a 62% reduction in critical IT incidents.
- DXC implemented a vision for smart factories using a next-generation digital manufacturing execution system and the digital thread framework for an international aeronautics company.

3 DXC Delivery Approach

3.1 DXC IAM Capability Model

DXC's Identity and Access Management (IAM) capability model delivers a robust framework designed to secure digital identities and uphold zero-trust principles across hybrid and multi-cloud environments for UK public sector organizations. Our approach ensures secure and accountable connectivity between people, devices, applications, and critical data systems, granting access only to authorized entities.

By integrating advanced Identity Governance and Administration (IGA), Access Management (PAM), and Adaptive Authentication, DXC enables public sector bodies to minimize risk, achieve stringent regulatory compliance, and provide seamless user experiences. This model supports:

- Centralized policy enforcement for consistent security controls.
- Federated identity management to enable secure collaboration across agencies.
- Scalable solutions capable of managing millions of identities across on-premises and cloud environments.

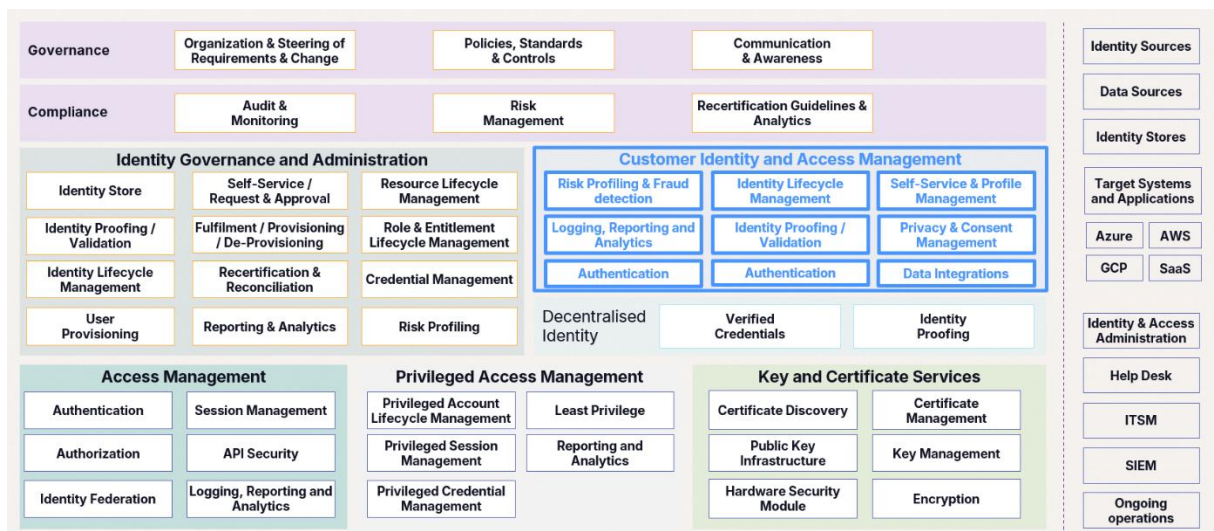


Figure 3. DXC IAM Capability Model

Beyond technology, DXC's IAM services deliver strategic value through a maturity-assessed roadmap that aligns identity capabilities with your technology and service objectives. We assess current-state identity processes, define a future-state architecture, and implement best practices using our extensive library of security blueprints. Our zero-trust adoption accelerators and identity fabric approach ensure resilience against evolving threats while enabling digital transformation. With deep expertise in Microsoft Entra, SailPoint, CyberArk, Ping Identity, BeyondTrust, Azure, AWS, GCP, Oracle, ServiceNow, and leading IAM platforms, DXC provides end-to-end advisory, implementation, and managed services to help clients modernize identity management and maintain compliance in complex, dynamic environments.

3.2 DXC IAM Delivery Methodology

DXC has defined a comprehensive approach for the definition and execution of IAM programmes based on decades of experience operating identity services for our customers.

This best-practice approach allows DXC to support customers at any maturity level during the whole IAM program from defining the IAM vision and strategy through design and implementation of the selected solution right up to fully managed IAM operational services.

DXC has defined blueprints and reusables from other projects which include:

- Framework for IAM governance,
- Framework for application onboarding,
- Automated build
- Deployment framework
- and others.

Identity is complex and a multi-year programme of work. DXC's experience of designing, implementing and then supporting, sometimes for decades, IAM solutions, directly informs our practical and pragmatic approach to successful service delivery. Our advisory is directly informed by our practical long-term delivery experience. DXC has been there with our customers running many generations of IT technology in our 50-year history while also deploying the latest technology and modernizing while squeezing value from the legacy assets.

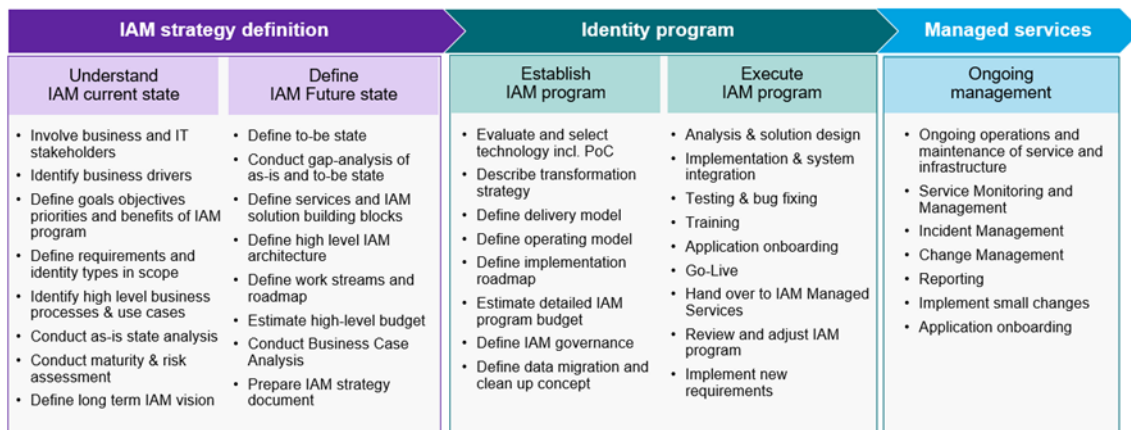


Figure 4. DXC End-to-end IAM Methodology

3.2.1 IAM strategy definition

Understand Identity and Access Management (IAM) current state:

1. Involve business and IT stakeholders
2. Identify business drivers
3. Define goals objectives priorities and benefits of IAM program
4. Define requirements and identity types in scope
5. Identify high level business processes & use cases
6. Conduct as-is state analysis
7. Conduct maturity & risk assessment
8. Define long term IAM vision

Define IAM Future state:

9. Define to-be state.
10. Conduct gap-analysis of as-is and to-be state.

11. Define services and IAM solution building blocks.
12. Define high level IAM architecture.
13. Define work streams and roadmap.
14. Estimate high-level budget.
15. Conduct Business Case Analysis.
16. Prepare IAM strategy document.

3.2.2 Identity programme

Establish IAM programme.

17. Evaluate and select technology incl. PoC
18. Describe transformation strategy
19. Define delivery model
20. Define operating model
21. Define implementation roadmap
22. Estimate detailed IAM program budget
23. Define IAM governance
24. Define data migration and clean up concept

Execute IAM programme.

25. Analysis & solution design
26. Implementation & system integration
27. Testing & bug fixing
28. Training
29. Application onboarding
30. Go-Live
31. Hand over to IAM Managed Services
32. Review and adjust IAM program
33. Implement new requirements

3.2.3 Managed operational services.

Ongoing management:

34. Ongoing operations and maintenance of service and infrastructure
35. Service Monitoring and Management
36. Incident Management
37. Change Management
38. Reporting
39. Implement small changes
40. Application onboarding

4 About DXC Technology

DXC Technology (NYSE: DXC) is a leading global provider of information technology services. We're a trusted operating partner to many of the world's most innovative organizations, building solutions that move industries and companies forward. Our engineering, consulting and technology experts help clients 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. Learn more on dxc.com.

Every day we deliver excellence for our customers and colleagues. We use the power of technology to deliver mission-critical IT services that move the world. Our customers entrust us to deliver what matters most. We are DXC.

An Employer of Choice

We inspire and take care of our people. We work to create a culture of learning, diversity and inclusion for all our people to grow and reach their full potential.

A Trusted Technology Partner

We understand technology and are committed to delivering excellence for our customers.

A Company that Cares.

We are committed to improving the communities in which we live and work. We are good stewards of our company, our customers and the world.

Deliver Mission Critical

We deliver the mission-critical IT services that move the world.

Entrusted to Deliver

Every day, we earn our customers' trust by delivering transformative technologies to ensure the success, safety and well-being of businesses and people worldwide.

Delivery Excellence

Our delivery excellence gives planes flight, helps patients heal, and increases the scale and speed of commerce.

Deliver What Matters Most

We are proud of the work we do and the trust and confidence our customers place in us to deliver what matters most.

Start planning now for crypto-agility and a post-quantum future.

Learn more at

dxc.com/digital-identity

dxc.com/key-and-certificate-services



Figure 5. DXC CIAM services enable public service providers and users.



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About DXC Technology

DXC Technology (NYSE: DXC) is a leading enterprise technology and innovation partner delivering software, services, and solutions to global enterprises and public sector organizations — helping them harness AI to drive outcomes at a time of exponential change with speed. With deep expertise in Managed Infrastructure Services, Application Modernization, and Industry-Specific Software Solutions, DXC modernizes, secures, and operates some of the world's most complex technology estates. Learn more on [dxc.com](https://www.dxc.com).

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