



DXC Technology

Referral and Triage Management

G-Cloud 15

Service Definition Document

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1 Company Overview

DXC Technology helps global companies run their mission critical systems and operations while modernising IT, optimising data architectures, and ensuring security and scalability across public, private and hybrid clouds.

The world's largest companies as well as mid-sized clients and public sector organisations trust DXC to deploy services across the Enterprise Technology Stack to drive new levels of performance, competitiveness, and customer experience. We have a long heritage in data centre services and management, operating over 320 global data centres and supporting 1,300+ customers. DXC provides innovative solutions to customers by leveraging strong domain capabilities and by applying leading technologies as represented in the DXC Technology stack below.

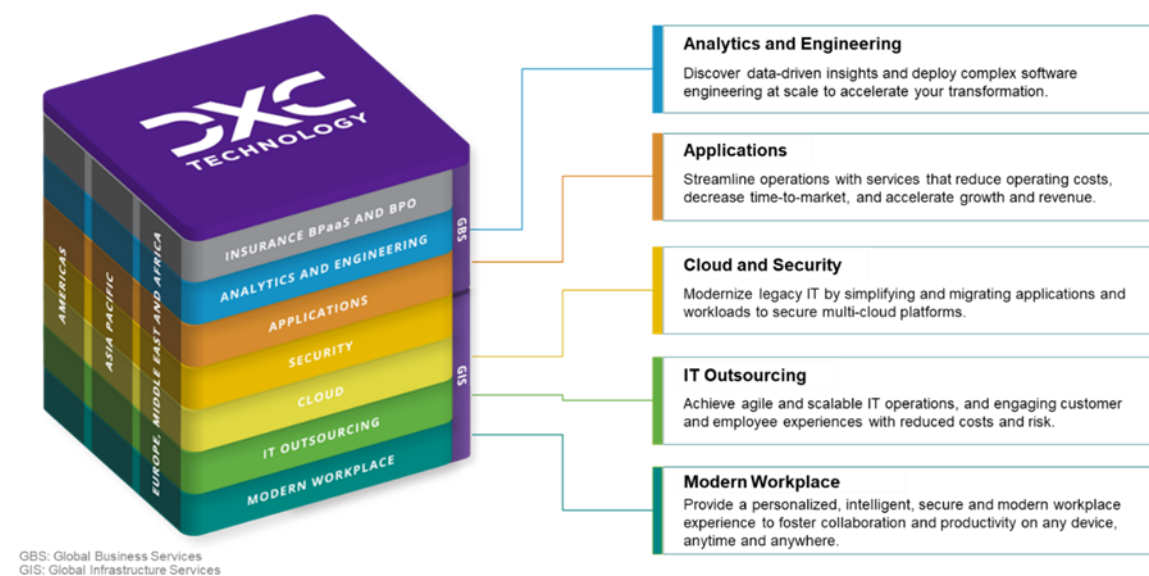


Figure 1. DXC Technology stack

DXC is one of the few IT services providers that can orchestrate mainframes, servers, private and public clouds as an effective whole. We manage the complexities of your cloud migration strategy and apply modern operating models, practices and capabilities to build and optimise cloud for the unique needs of your enterprise. We leverage deep cloud expertise and intelligent automation to run and maintain your infrastructure, and enable business agility, resilience, and continuous improvement.

1.1 Why DXC?

DXC Technology helps companies across multiple industries better manage their internal operations and engage with customers.

1. **Comprehensive:** DXC offers an end-to-end holistic approach to help clients drive their procurement transformation journeys, covering strategy, operations, transformation and technology.
2. **Partnership:** DXC Microsoft Business Applications practice is the third largest independent Microsoft Dynamics partner in the world, and a Microsoft Inner Circle winner continuously since 2000.
3. **Speed to value:** The DXC approach is iterative, allowing for incremental value to be delivered before moving on to the next step in the engagement.

4. **Experience:** DXC's expertise allows us to focus on the highest priority business and cost drivers facing our clients. DXC has experience managing mission critical applications in all major industries.
5. **Technology:** DXC is an independent, global IT services and solutions leader helping clients harness the power of innovation to thrive on change. Our solutions are scalable, performance-driven and deliver value.

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

DXC Technology is a market leader

- Microsoft Business Applications (formally known as Microsoft Dynamics) are business management tools to enable organisations to use integrated applications to manage and integrate a company's financials, supply chain, operations, reporting, manufacturing, and human resource activities, into a single cloud.
- When combined with the Power Apps suite of apps, services, and connectors, as well as a data platform, you can quickly build custom business apps that connect to your data stored either in the underlying data platform (Microsoft Dataverse) or in various online and on-premises data sources (such as SharePoint, Microsoft 365, Dynamics 365, SQL Server, and so on).
- DXC has grown its MBA business significantly over the years and has building on strong partner ties with Microsoft and have been an Inner Circle member for more than 20 years.
- We have a strong presence in the midmarket space; with a current offering that is deep on accelerators and business focused-IP, including a broad portfolio of industry solutions in banking, retail & CPG, healthcare, manufacturing, and public sector.
- There is an on-going focus on developing a global delivery capability with greater offshore investments, training in our Microsoft Cloud Academy, while evolving consistent processes for solutioning and delivery.

The diagram illustrates the Dynamics 365 and Power Platform ecosystem. At the top, a circular hub labeled 'Dynamics 365 and Power Platform' is connected to eight business functions: Sales, Talent, Finance, Operations, Commerce, Service, Marketing, and Sales. Below this, a horizontal bar represents the 'Power Platform' suite, including Dynamics 365, Office 365, Azure, and Your Business Apps & Data. Underneath, four main components are shown: Power BI (Business analytics), Power Apps (Application development), Power Automate (Process automation), and Power Virtual Agents (Intelligent Virtual Agents). These components are supported by a foundation of Data connectors, AI Builder, and Common Data Service, all running on the Azure cloud platform.

2 Offering Overview Information

2.1 Headline

The DXC Referral and Triage Management solution will provide a **single waiting list** through an **optimised referrals process** – including **internal referrals** – with **minimal manual interventions**, ensuring referrals are directed to the **correct clinicians in the quickest time**.

2.1.1 Improved Patient Safety

- A consolidated view of all referrals (eRS, Internal referrals, Outlook, paper) by specialty, with **no lost referrals**
- **Reduced waiting time** to see a Clinician, with **outcomes written back to eRS**, including for Advice & Guidance

2.1.2 Streamlined Referrals

- Data validation to automatically identify:
 - **Valid** referrals
 - **Incomplete** referrals
 - **Duplicate** referrals
- Automatic **Patient Identity verification**
- **Removal of paper-based** approvals
- Standardised form for creating new referrals, aligned to eRS fields

2.1.3 Decision Support

- Individual referral view provides **complete patient information and referral information in one place**, including referral documents and test results

2.1.4 Reporting & Oversight

- Visibility of **referrals across specialties**
- Metrics (e.g., # of referrals triaged by Clinician, average # of days referrals await triage)

2.1.5 Governance

- Complete **audit trail** of referral sources, referral processing, and outcomes
- **Role-based security** for Admins & Clinicians

2.1.6 Scalable

- Cloud-native architecture
- Customisable to a Trust's processes

2.1.7 Demo Video

[Referral Management Demo Video](#)

2.2 Technical Solution

Microsoft Power Platform

The DXC Referral and Triage Management solution is built on Microsoft Power Platform.

Power Platform enables organisations to rapidly build, automate, and extend business applications using low-code capabilities that connect data, processes, and people across the enterprise. DXC Power Platform solutions combine Power Apps, Power Automate, Power BI, and AI-driven services to accelerate innovation, improve operational efficiency, and support scalable, secure digital transformation.

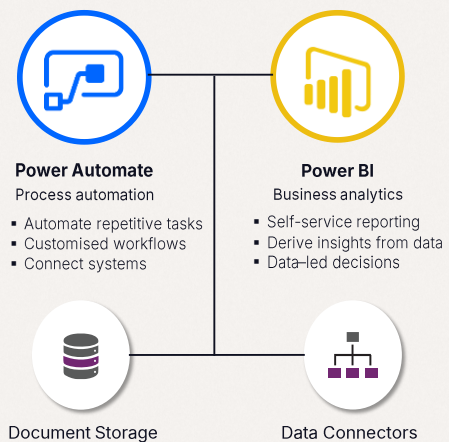


REFERRAL AND TRIAGE MANAGEMENT

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WHY MICROSOFT POWER PLATFORM

- Low code/no code solution – customisable, modular, reusable
- Create, manage and share streamlined process
- Platform as a Service (PaaS) – scalable, resilient
- Single sign-on (SSO)
- Integration with Microsoft 365 (Outlook, SharePoint, especially PowerBI for data insights and reporting)
- Aligned to NHS strategy:
 - Microsoft licencing model – large NHS discounts
 - Reduced technical debt
 - Automation and standardisation
- Embedded AI functionality



2.3 How We Deliver

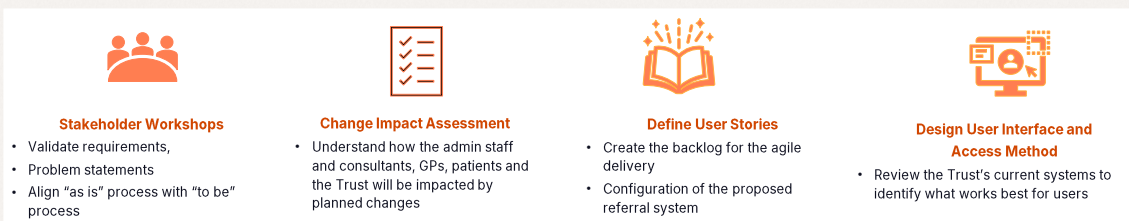


REFERRAL AND TRIAGE MANAGEMENT

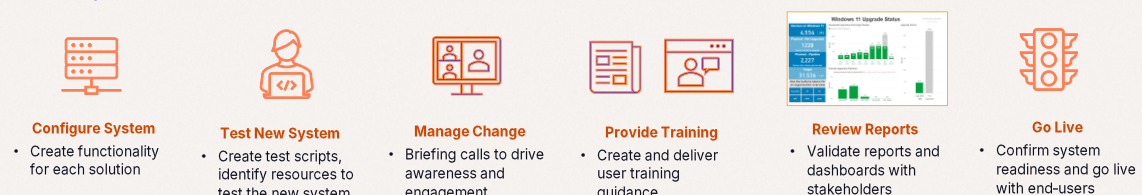
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ASSURED TWO PHASE APPROACH

Phase 1 Validation of Requirements and Project Scope



Phase 2 Implementation



3 Benefits of DXC's Services

3.1 Microsoft Partnership

DXC & Microsoft: A synergistic partnership

Delivery agility and excellence

- First cloud implementations
- Modern D365 leading practice methodology and toolset
- Inherent adoption of Microsoft 'Success by Design'
- Template acceleration, transparency and continuous improvement with Microsoft DevOps

Deep R&D Partnership

- DXC has sold our IP to Microsoft, and it is now added into the core D365 Enterprise solution
- DXC team works directly with R&D so we understand the tools and direction

Results: over-achieving on a global scale

- Regularly achieve >100% of Microsoft Dynamics global revenue target
- 22 years' Microsoft Dynamics Inner Circle



Deep expertise in vertical industries including 40+ years in CPG & retail, healthcare, banking and capital markets, manufacturing, and automotive



Deep expertise in technology

Microsoft works collaboratively with DXC because the depth of our industry knowledge allows enterprises to obtain maximum value from Microsoft-based managed services.

DXC and Microsoft work together as a trusted, long-standing partnership to deliver secure, scalable, and proven enterprise solutions.

Key benefits

- Faster and more predictable Dynamics 365 and cloud delivery
- Proven methodologies aligned to Microsoft best practices
- Direct access to Microsoft engineering and product direction
- Reduced delivery risk and faster time to value

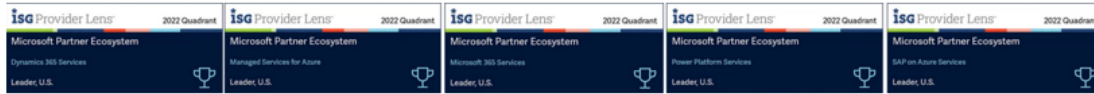
3.2 DXC Microsoft Leadership

Microsoft Business Applications Inner Circle Partner	Azure: Datacenter Migration – Finalist	Modern Workplace: Modern Endpoint Management – Finalist	
Business Applications: Proactive Customer Service Finalist	DXC emerged as Leader in Everest Group's SI Capabilities on Microsoft Azure Services PEAK Matrix Assessment 2021	Microsoft Connected Vehicle Platform Global Partner	
Microsoft US Business Applications Partner Award – PowerApps and Power Automate – Winner	Azure: Retail – Finalist	Microsoft Italy Digital Transformation Champ Awards 2020 – Cloud Shift – Silver Award – Winner	
Microsoft Ireland Business Applications Partner Award: Modernize Finance and Operations – Winner	Microsoft Norway Business Applications Partner Award – Winner	<i>*All Microsoft awards can found be here.</i>	
Top 5 Global Azure GSI with more than 17,000+ Azure Professional Certifications	#1 Partner for Microsoft Teams based on monthly active usage	#3 Partner for Microsoft Dynamics 365	20,000+ Microsoft Trained Services Professionals

DXC Microsoft Analyst Awards



ISG 2022 Leader Quadrant across Microsoft Cloud, Workplace and Applications



Nelson Hall named DXC a Leader in Cloud



- Overall
- Microsoft Azure Capabilities
- Cloud Orchestration Services
- Cloud Management Services

Everest Group named DXC a Leader in Everest Group's Cloud Services PEAK Matrix Assessment 2022



DXC Microsoft competencies

2022: Microsoft Gold Partner (earned 18 of 18 designations)

- ▶ Gold Application Development
- ▶ Gold Application Integration
- ▶ Gold Cloud Business Applications
- ▶ Gold Cloud Platform
- ▶ Gold Cloud Productivity
- ▶ Gold Collaboration and Content
- ▶ Gold Communications
- ▶ Gold Data Analytics
- ▶ Gold Data Center
- ▶ Gold Data Platform
- ▶ Gold DevOps
- ▶ Gold Enterprise Mobility Management
- ▶ Gold Enterprise Resource Planning
- ▶ Gold Messaging
- ▶ Gold Project & Portfolio Management
- ▶ Gold Security
- ▶ Gold Small & Midmarket Cloud Solutions
- ▶ Gold Windows and Devices

Microsoft Cloud Solutions Provider (CSP)	Microsoft Azure Expert Managed Service Partner (MSP)	Windows Server and SQL Server Migration to Microsoft Azure Advanced Specialization	SAP on Azure Advanced Specialization	VDI Advanced Specialization
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DXC is a recognized global leader in Microsoft services, with deep expertise across Azure, Dynamics 365, and Modern Workplace.

Key highlights

- Microsoft Business Applications Inner Circle Partner
- Top global Microsoft partner for Azure and Dynamics 365
- Trusted delivery partner with 20,000+ Microsoft-trained professionals
- Consistent leadership recognition from ISG, Everest Group, and NelsonHall
- Broad Microsoft certifications and advanced specializations

Customer value

- Proven scale and delivery confidence
- Access to leading practices and innovation
- Reduced risk for complex enterprise programs