DXC Technology

Low Code Platforms

G-Cloud 15:

Service Definition Document

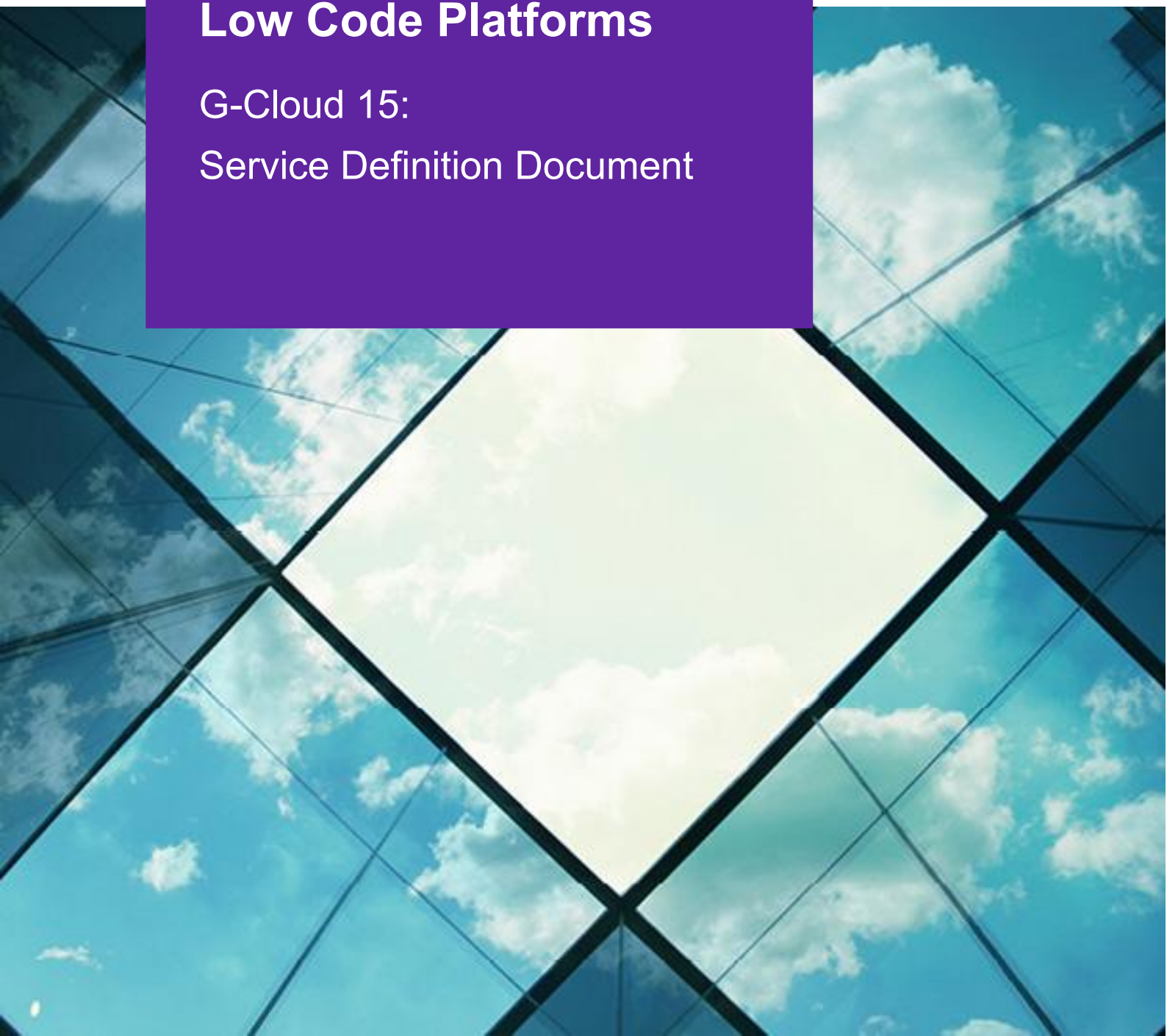

Table of Contents

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.

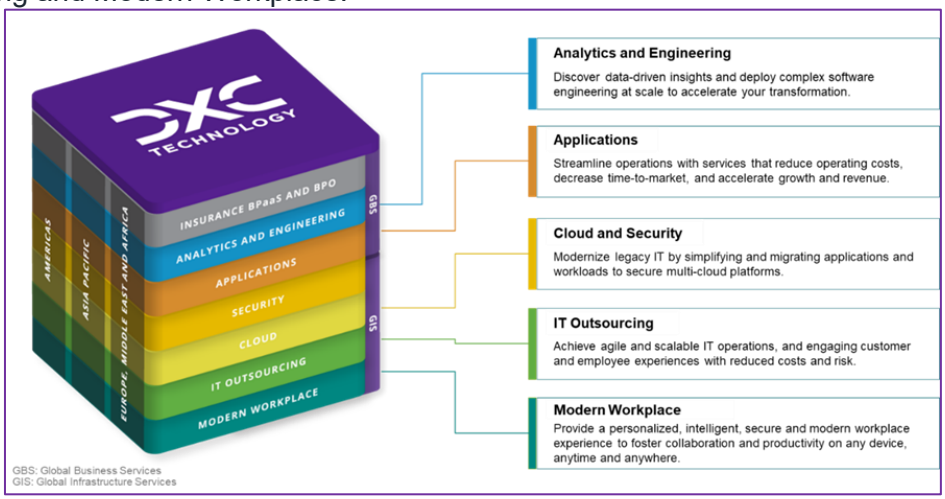

Figure 1. DXC Technology stack

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 Low-Code Application Platforms

Accelerated application development using visual programming and model-driven platforms to reduce time-to-market and extend agility across business and IT teams.

- Rapid prototyping and deployment for business-critical applications.
- Platform expertise across Outsystems, PEGA, Appian, Power Platform, and more.
- Governance frameworks and enterprise integration best practices.
- Empowerment of citizen developers while maintaining IT oversight.

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.

Why DXC?

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

Department for Work & Pensions | Ministry of Defence | HM Passport Office | Gyrfa Cymru Careers Wales | The Scottish Government Riaghaltas na h-Alba

We Solve 'Business Problems'

- We acutely focus on building solutions 'Rapidly' to what 'Business Needs' using the 'Right Industry Leading Low Code Automation tool' from vendors like Pega, Appian, Outsystems, etc.
- Equally we are also conscious of the problems we cannot solve and are able to provide potential options in such scenarios for example we will recommend an existing ERP solution if a client wants a simple invoicing solution rather than trying to build something from scratch.

We Deploy 'Best Teams'

- Our success is driven by our teams.
- We deploy 100% certified and agile experienced teams to ensure flawless delivery.
- We structure our teams in a Diamond shaped structure which is typically used in management consulting rather than typical pyramid of IT outsourcing to ensure successful engagement with senior business stakeholders.
- Our teams integrate 'Domain experts' to ensure we understand and communicate 'Business Problems' to technology teams in best possible manner.

We Bring ‘End to End’ Focus

- We look at the business process with an end-to-end perspective, for example an automated claims processing system will need core process automation; but will also need integration with document processing, core policy systems like guidewire, with GL systems from Oracle, etc.
- End to end focus also ensures we consider the performance of the automated solution across various systems and integration points.
- Our team has a technology agnostic mindset and hence are able to recommend the best solution for customers business need.

3 Service Overview

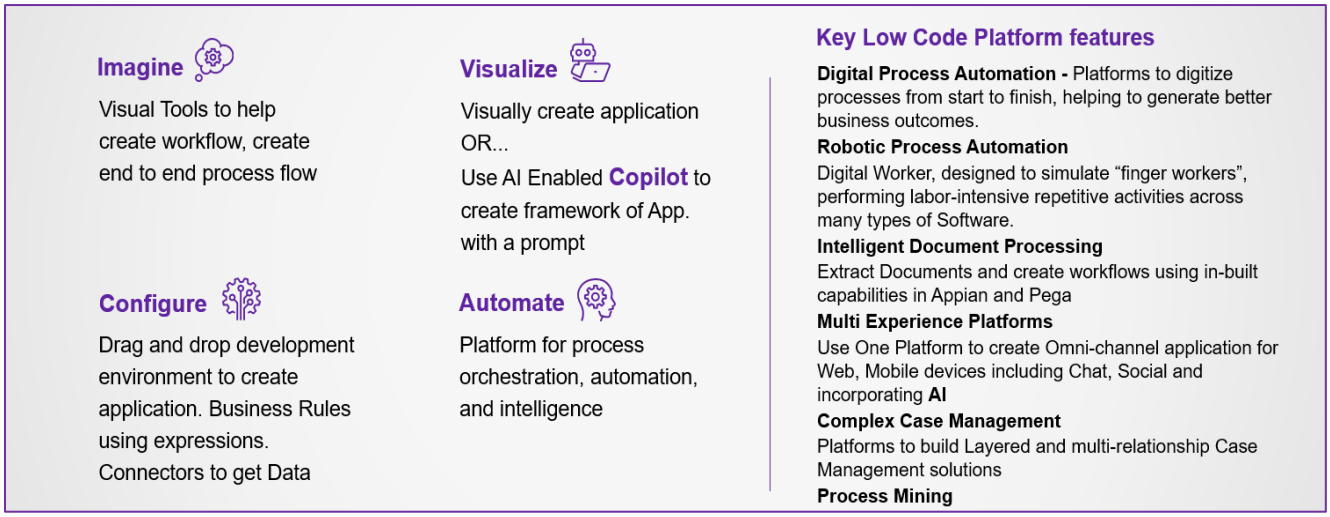

Figure 2. Low Code Platforms

DXC Low Code Platforms empower enterprises to rapidly develop, modernise, and manage applications with minimal coding, accelerating digital transformation and streamlining operations. The offering is structured to support the entire application lifecycle, from advisory and build services to ongoing management and optimisation.

Key Service Areas:

- **Enterprise Application Development:** Rapidly develop, deploy, and scale applications using low-code tools and frameworks, ensuring agility and responsiveness to business needs.
- **Modernise Legacy Applications:** Update and migrate legacy systems to low-code platforms, extending their lifecycle and integrating with modern technologies.
- **Application Integration:** Seamlessly connect SaaS and legacy systems (e.g., Salesforce, ServiceNow, SAP) for cohesive, end-to-end business solutions.
- **End-to-End Automation:** Automate routine tasks and complex workflows, reducing manual effort and increasing productivity.

Service Lifecycle

Advisory Services

- Strategic guidance on selecting and implementing the right low-code solutions.
- Platform discovery, stakeholder interviews, and roadmap development.
- Proof-of-value engagements to validate assumptions and demonstrate early business value.

Build Services

- Design, build, and deploy low-code platforms and solutions tailored to enterprise needs.
- Focus on consistent architecture, business-centric design, rapid prototyping, and reusable components.
- Integration with identity management, development of workflow templates, and sample applications.

Management Services

- Establishment and operation of a Low-Code Center of Excellence (CoE) for governance, ongoing support, and optimisation.
- Platform enhancement, migration of existing applications, and advanced platform services.

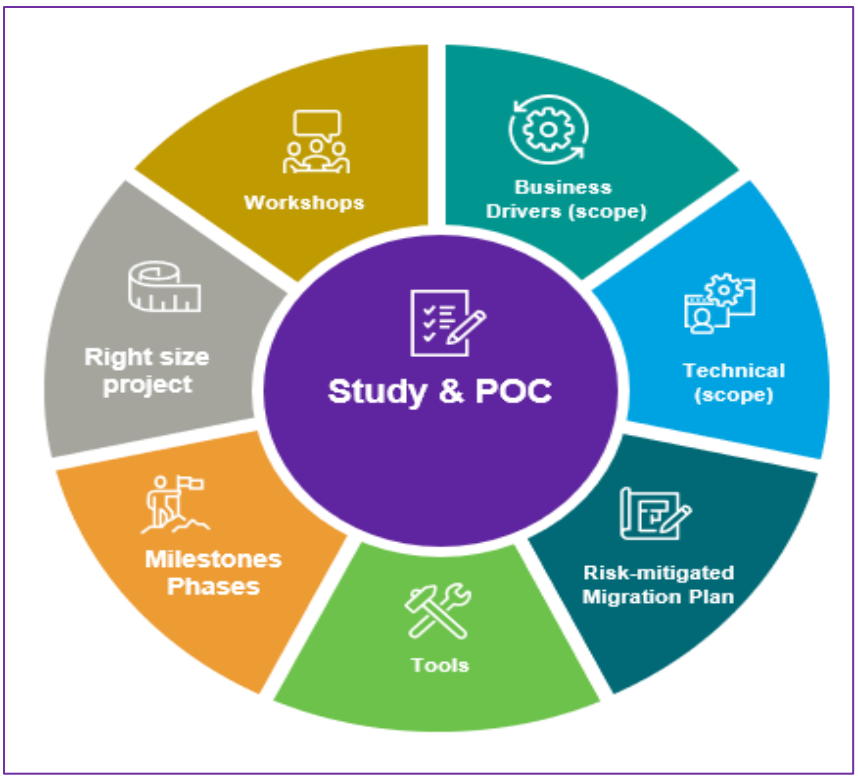

Figure 3. Offering Features

Platform Vision

- **Democratise software development:** Enable a wider range of users to create applications.
- **Accelerate development:** Reduce time and effort to build and deploy solutions.
- **Increase business agility:** Rapidly adapt to changing needs and innovate faster.
- **Bridge the gap:** Foster collaboration between business users and IT professionals.

Supported Platforms & Partners

Partners are organised as Tier 1 and Tier 2 technology vendors. Most vendors are stronger in one aspect of integration than others, which is why ratings may differ per segment. For all opportunities, it is important to involve the partner, or partners, of choice at an early stage of the process.

The Tier 1 partner products will be the primary focus for the offering. These are the product sets for which DXC will invest in collateral, methods, tool development, sales and delivery training, and go-to-market programs.

The Tier 2 partner products will be offered opportunistically—for instance, due to customer preference, inability to use Tier 1 products, or specific requirements.

For community open-source products, DXC will also maintain a level of knowledge. These will be treated as per Tier 2 partners and will be used opportunistically.

	Tier 1	Tier 2
Process Automation	1. Pega	1. Creatio
	2. Appian	2. Camunda
Application Development	1. Appian	1. Redsling
	2. Outystem	2. Retool
	3. Pega	
	4. PowerApps	
Citizen Developer	1. PowerApps	1. Creatio
	2. Pega	
	3. Appian	

Typical Use Cases

- Loan origination, fraud detection, customer onboarding, CRM, citizen portals, case management, and more.
- Industry coverage includes banking, insurance, healthcare, energy, government, and more.

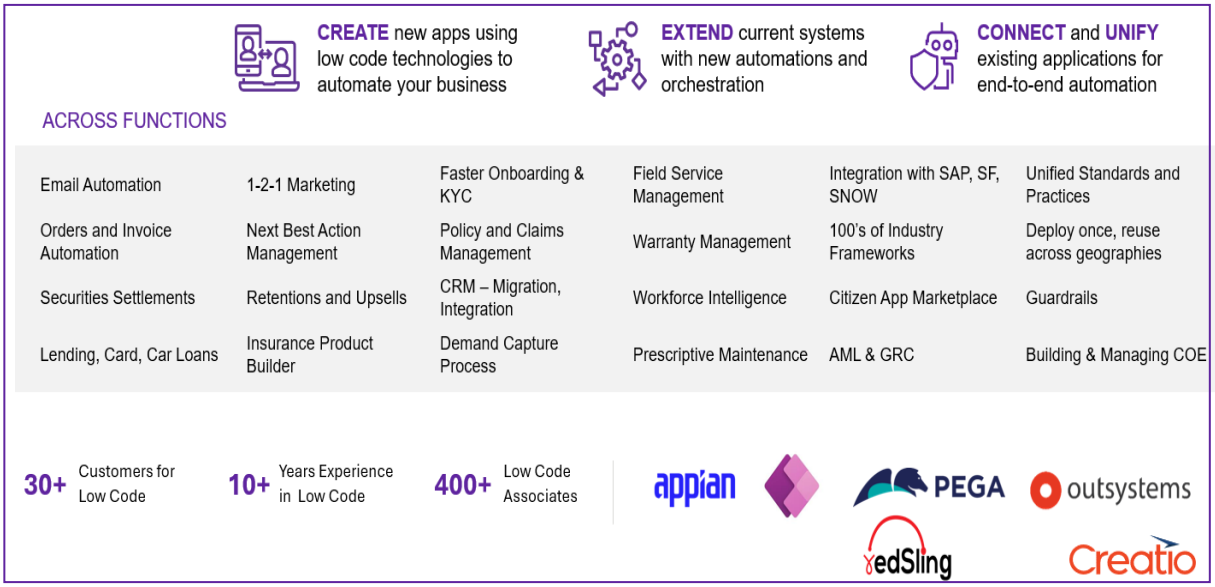

Figure 4. How DXC uses Low Code Platforms

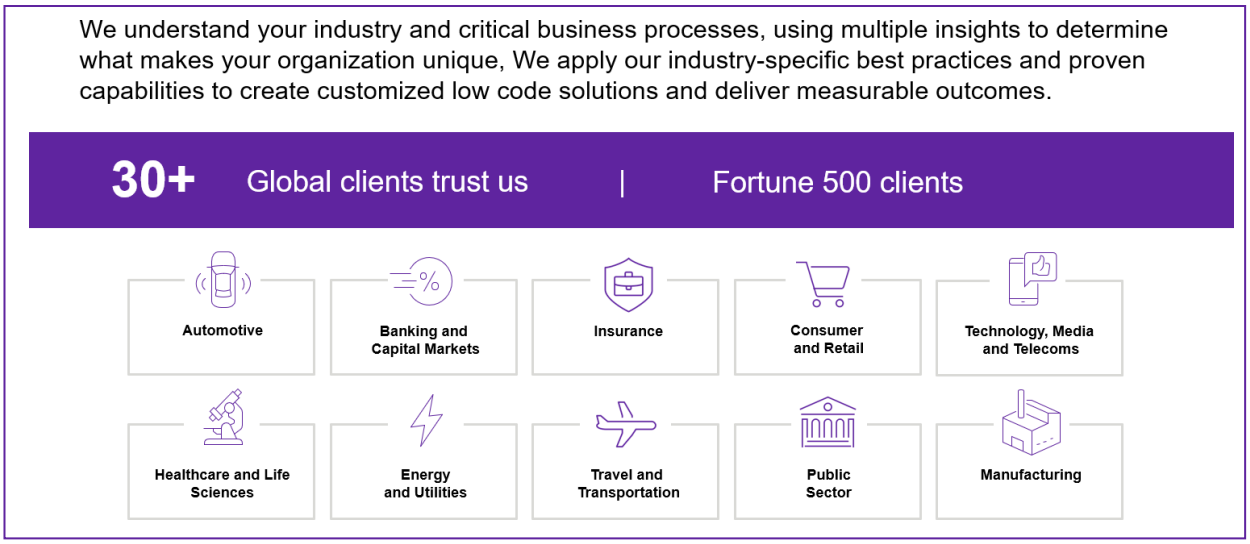

Figure 5. Industry Coverage

Deployment Options

- Cloud, on-premises, and hybrid deployments are supported, with containerisation and DevOps integration for scalability and agility.

AI in Low Code Platforms

Low-code platforms are democratising AI, making it easier for businesses to leverage its power to improve efficiency, enhance customer experiences, and drive innovation. It's accurate that AI is becoming deeply integrated into low-code and no-code platforms like Pega, OutSystems, Appian, and Power Apps. Here's a breakdown of how AI is being leveraged in these platforms:

Key Trends:

- **Generative AI:** The integration of generative AI is a major trend, allowing for faster application development and more intelligent automation.
- **Responsible AI:** There's a growing emphasis on ethical and responsible AI practices, ensuring that AI is used in a fair and transparent manner.
- **Accessibility:** Platforms are working to make AI more accessible to citizen developers, allowing those with limited coding experience to build AI-powered applications.

Pega:

- **AI-Powered Decisioning:**
    - Pega is heavily focused on AI-driven decisioning, enabling businesses to personalise customer interactions and automate workflows.
    - Pega Customer Decision Hub uses AI to analyse customer data and deliver "next-best-action" recommendations.
- **Generative AI (Pega GenAI Blueprint):**
    - Pega is incorporating generative AI Blueprint to accelerate application development. This includes features that can automatically generate parts of applications and workflows.
    - They emphasise "responsible AI," focusing on ethical and transparent AI practices.
- **Process AI:**
    - Pega Process AI uses machine learning to optimise business processes, predict potential issues, and improve efficiency.
    - AI chatbots, for customer service.

OutSystems:

- **AI Integration:**
  - OutSystems is focusing on making it easier to integrate AI capabilities into applications. This allows developers to add features like image recognition, natural language processing, and predictive analytics.
  - They are working on ways to make AI more accessible to developers who may not have deep expertise in machine learning.
- **AI-Assisted Development:**
  - They are implementing AI to help with the development process itself, providing suggestions and automating repetitive tasks.

Appian:

- **Intelligent Automation:**
  - Appian emphasises "intelligent automation," which combines low-code development, AI, robotic process automation (RPA), and process mining.
  - They use AI to enhance process automation, making it more adaptable and intelligent.
- **AI Skills:**
  - Appian allows for the integration of AI skills, enabling applications to understand and respond to natural language, analyse documents, and make predictions.
  - Appian's platform uses AI to help with data extraction from documents.

Power Apps (Microsoft Power Platform):

- **AI Builder:**
  - Microsoft's AI Builder provides pre-built AI models that can be easily integrated into Power Apps and Power Automate.
  - These models include capabilities for form processing, object detection, text recognition, and prediction.
- **Copilot Integration:**
  - Microsoft is heavily integrating its Copilot AI assistant into the Power Platform, allowing users to build apps and automate workflows using natural language

4 Benefits of DXC's service

DXC's Software Development services deliver measurable business benefits by combining AI-powered engineering, cloud-native platforms, and agile methodologies.

Clients experience significant cost reductions through automation and legacy system consolidation, while advanced DevSecOps and integrated testing frameworks to ensure secure, high-quality applications.

DXC's modular architectures and global agile teams accelerate time-to-market and boost productivity, enabling organisations to adapt quickly to changing business needs.

Human-centric design and AI-driven personalisation enhance user experiences, driving higher customer satisfaction and engagement.

Additionally, DXC's solutions support, regulatory compliance and risk management, providing resilient, future-ready applications that empower clients to innovate and grow with confidence.

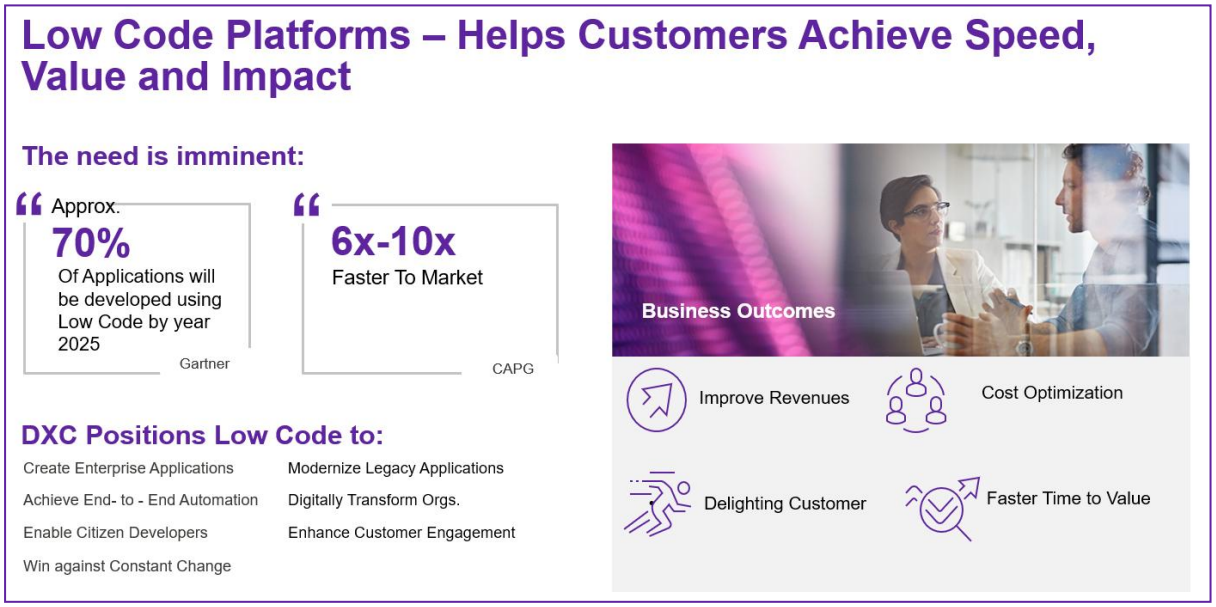

Figure 6. Business Outcomes

Benefits of DXC's service

Business Challenges and Needs	DXC Solutions and Benefits
Slow Application Development & High Costs • Traditional coding is slow and costly. • IT backlogs delay responses. • Legacy systems block modernisation.	**Solutions** • Use low-code platforms for fast, visual app building. • Modernise legacy apps with low-code. • Automate processes and case management. **Benefits** • Build apps 6x–10x faster. • Lower costs, better ROI. • More efficient, automated workflows.
Limited Agility & Innovation • Hard to adapt to new demands. • Siloed apps hinder automation and customer focus.	**Solutions** • Empower IT and business users to build apps. • Integrate with cloud and legacy systems. • Create a Low-Code Center of Excellence. **Benefits** • Rapid prototyping and deployment. • More innovation, broader ecosystem. • Better digital services and engagement.
Skill Shortages & Technical Debt • Few skilled developers; high technical debt. • Business users lack development tools.	**Solutions** • Enable anyone to build apps with low-code. • Provide advisory and management support. • Offer training for low-code skills. **Benefits** • More solution creators, faster launches. • Improved user experiences. • Greater agility and innovation.
Integration & Automation Complexity • Siloed systems and manual work reduce efficiency.	**Solutions** • Integrate low-code with cloud, legacy, and third-party systems. • Use RPA and process mining for automation. **Benefits** • Unified data, automated workflows. • Scalable, future-ready solutions. • Supports business growth.

Business Challenges and Needs	DXC Solutions and Benefits
Governance, Standardisation & Change Management • Lack of standards risks inconsistency and security. • Need to shift responsibilities from IT to business.	**Solutions** • Set up a Low-Code Center of Excellence. • Implement governance and best practices. • Provide change management and coaching. **Benefits** • Consistent, secure, scalable solutions. • Better ROI through reuse. • Stronger IT-business collaboration.

5 Case Studies

A bank in Singapore

Fastest Car Loan Approval in Singapore

To capture lucrative car lending market in Singapore, open for public, connected to National Data Repository, My Info, Bank KYC. Responsive UI in Angular and Orchestration engine in Pega accessible to users across the country.

60 sec loan approval
12 Weeks deployment cycle
100% Agile

Global Oilfield Services Company

Modernising Legacy Application

Low code application integrated across different systems to manage entire well lifecycle. Single Appian portal accessed by multiple Vendors/employees. Complete tracking of jobs/projects life cycle reporting on continuous improvement initiatives/performance Metrics.

8 Weeks deployment cycle
80 Countries user base
55,000 Users

Pega COE for 2nd Largest Singapore Bank

Collaborating to Transform Business Growth

Working with 2nd Largest Singapore Bank to create **26 applications** across CRM, Corporate and Consumer banking operations area. Established a Pega CoE to enable Enterprise Reuse, help choose right projects, launch products faster.

26 Pega Applications
98 Vendors Technologist
20 CoE – Bank Technologists

One of the Largest Consumer Goods

Transforming SAP User Experience in Financial Purchase

A 2+ year continuing effort to Upgrade SAP forms using Pega UI, Pega Chatbots and Pega Email listeners.

200+ Finance Forms
100% Automated Approvals
30,000 Global users

North American Insurance Giant

Simplification and Modernisation of the Claims Process

Streamlining the process using Pega layer on top of legacy systems (Guidewire) and lean principles. Key challenge addressed was creating a parent case and keeping subcases like litigation, medical management under one cover for ease of tracking.

1.2M cases processed per year
12 Systems integrated to use only through Pega layer

Singapore Government Agency

End to End Automation of Talent Management process

A year long Agile initiative to digitise and automate the Talent Management process using OutSystems in a key Management initiative for Singapore Government Organisation. It includes subprocesses individual learning plans, performance management, career development plans, and confirmation of new hires.

10+ Legacy core Applications integrated
90% Process automated