



DXC Technology Asset Management

G-Cloud 15
Service Description Document



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1 Company Overview

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

For decades, DXC's mission-critical services and solutions have kept dozens of ministries, departments, agencies, and armed services organisations operating smoothly, efficiently, and cost-effectively.

We strategically incorporate cloud, automation, data analytics, artificial intelligence, machine learning, security and more into government operations while helping you to continue drawing value from legacy systems.

Our services and systems help manage healthcare, education, transportation, tourism, business and agriculture, defence, street crime and cyber threats. You can confidently handle public safety and emergencies, lower costs and personalise interactions with staff and constituents.

We build, manage, and protect the technology foundations that power organisations across every technology domain.



Figure 1. DXC Overview

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.



Figure 2. DXC Values

1.1 Why DXC?

DXC's Modern Workplace helps businesses adapt to rapidly evolving needs, securely and with speed and agility. We empower our customers' employees with a personalised experience to drive collaboration and productivity, allowing employees to work seamlessly and securely anytime, anywhere and on any device. Additionally, leveraging millions of data insights, we help organisations to harness rich analytics to further improve service levels and expand features across all workplace services.

The following diagrams illustrates the depth and breadth of DXC's capabilities in Modern Workplace.



Figure 3. DXC has a unique, leading position in Workplace

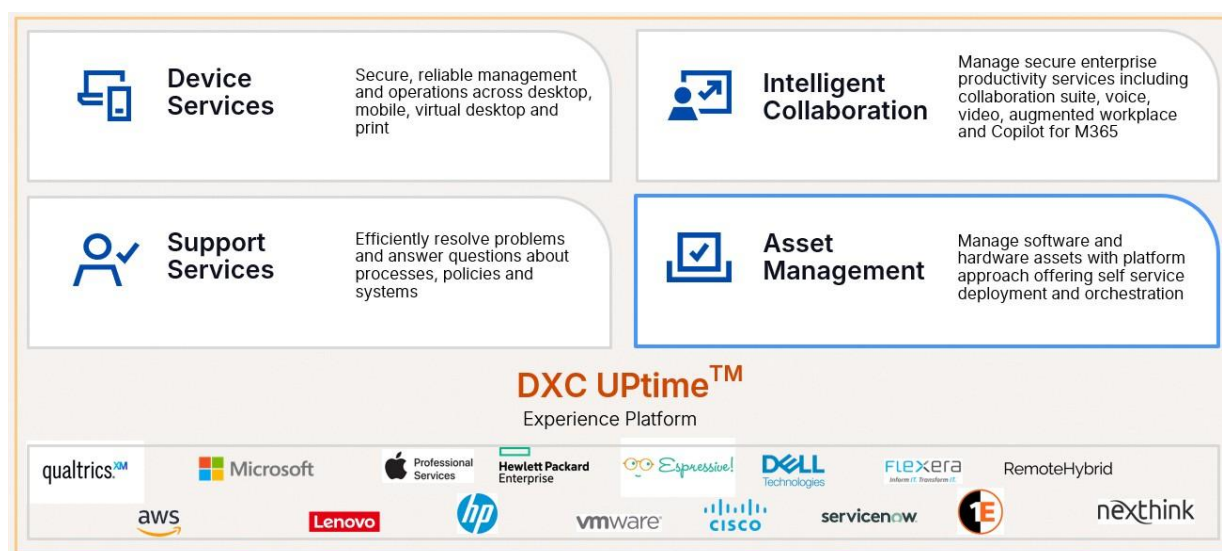


Figure 4. Modern Workplace key Offerings

2 Service Overview

2.1 What the Service is

While DXC's Asset Management Offering is anchored within the Modern Workplace portfolio, supporting end-user computing and digital productivity, it extends far beyond. It provides comprehensive management and optimisation of both software and IT hardware assets across the entire IT estate, including enterprise applications, infrastructure software and cloud services. This platform-based approach ensures consistent visibility, control and compliance across all environments.

The Offering comprises Software Asset Management (SAM) and Hardware Asset Management (HAM), with integrated licence management, procurement and renewal capabilities delivered as part of SAM.

The DXC Intelligence Hub is a secure, data-driven platform that underpins DXC's Asset Management services, providing 24/7 consolidated visibility across software, cloud, SaaS and IT hardware estates. It brings together entitlement, usage, procurement, contract and IT asset lifecycle data to deliver actionable insights, dashboards and reporting tailored to organisational needs.

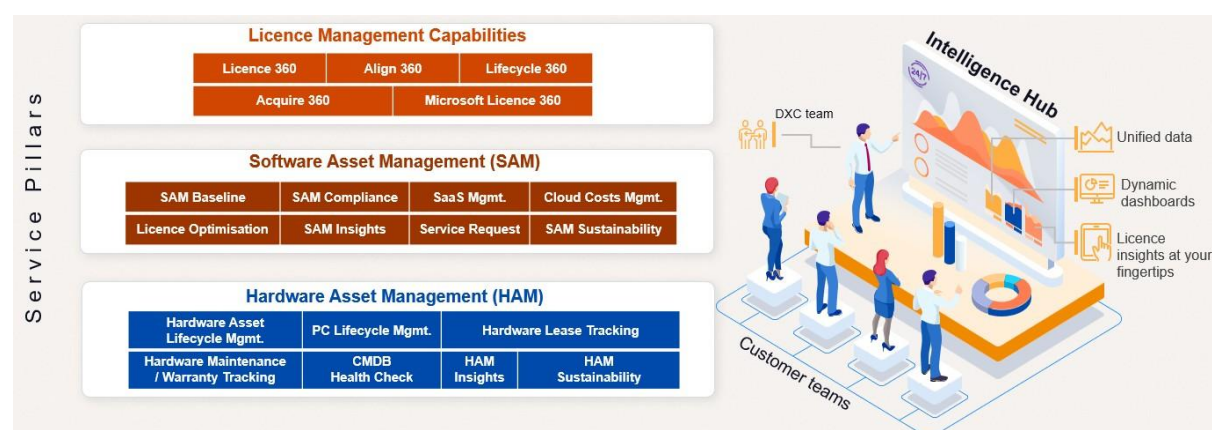


Figure 5. DXC Asset Management services enabled by a centralised intelligence platform

2.2 Services

DXC Asset Management services offer a range of solutions to address the challenges of managing your broad and complex software / IT hardware environment. The following sections outline our portfolio of services.

2.2.1 Licence Management Capabilities (embedded within SAM)

The following section outlines how we manage your licensing environment as part of our Software Asset Management (SAM) services.



Figure 6. Our Licence Management Overview

Licence 360

DXC's Licence 360 service enables you to save time, access key data, understand usage, identify alternatives, flag software security issues and empower decision-making through custom insights and expertise.

Key elements:

- Centralised knowledge and secure connectivity to a custom Licence Intelligence Hub.
- Custom dashboards for easy access to all relevant licensing information in one place, reducing time spent searching for details.
- Entitlements clarity through a full understanding of all licensing use rights to drive compliance and full value realisation.
- Data-driven insights on usage analytics and trends, facilitating informed decisions about future software investments.
- Facilitating improved budget allocation for software licences based on actual usage patterns, thereby optimising resources.
- Vulnerability management data into software vendor products.
- Commercial software alternatives to address areas of duplication and potential consolidation opportunities.

Align 360

DXC's Align 360 service ensures visibility and control over software purchases, compliance with IT purchasing policies, insights to help you manage impactful product changes and ad-hoc requests for software.

Key elements:

- Dashboard displaying approved software aligned with the organisation's IT policy for compliant software purchasing.
- Accountability through appointment of a dedicated admin to control the organisation's user access to a custom software catalogue.
- Cost optimisation owing to greater visibility and control over purchases and usage of vendor product types, editions and versions, as well as the management of ad-hoc requests.
- Asset lifecycle planning through timely awareness of any upcoming software vendor product changes, timeline, potential impact and available options.
- Simplified employee onboarding through greater clarity on software usage for new employees, thereby reducing onboarding time and potential overspend.

Lifecycle 360

DXC's Lifecycle 360 service helps you achieve savings, operational efficiencies and uninterrupted service throughout the lifecycle of your software agreements.

Key elements:

- Proactive management due to early notifications for upcoming renewals, contextual insights and evaluation of changes since original purchase.
- Efficient decision-making enabled by informed choices regarding software procurement, upgrades and renewals; based on comparative analysis of software purchased versus actual usage.
- Mitigation of compliance risks through a clear understanding of vendor licensing terms and usage rights.
- Improved vendor relationships with support for negotiations, potentially leading to improved terms and cost savings.
- Reduced administrative burden due to DXC's handling of the intricacies of pricing analysis

and contract management.

Acquire 360

DXC's Acquire 360 service supports improved efficiency and streamlined processes, enables selection of best-fit purchasing options and provides expert guidance throughout procurement.

Key elements:

- Optimal procurement channels, whether that is DXC working directly with software vendor(s) or your authorised reseller(s).
- Streamlined purchasing transactions from quote to order fulfilment and reporting.
- Enhanced budget control with options for decentralised billing and local currency payments for effective financial management.
- Options to transact one-time software resale orders or integrate with DXC's Software Marketplace to manage your software catalogue (for one or many vendors).
- Transparent tracking and detailed order history reports for every software purchase.

Microsoft Licence 360

DXC's Microsoft 365 (M365) Licence 360 service provides expert advice, cost savings, enhanced governance and the ability to automate future licence assignments.

Key elements:

- Centralised visibility into M365 tenants & ability to report on M365/Copilot licence status.
- Expert guidance to navigate M365/Copilot suite and licensing options.
- Reduced wasted spend via identification of unused, unassigned & over-assigned licences.
- Improved governance through 360° visibility of licensing across multiple tenants.
- Licence pools to automate future licence assignments.
- M365 Copilot usage and adoption reports.

2.2.2 SAM Services

The following section outlines our Software Asset Management Service (SAM) services.

SAM Baseline	SAM Compliance	SaaS Mgmt.	Cloud Costs Mgmt.
Licence Optimisation	SAM Insights	Service Request	SAM Sustainability

Figure 7. Our Software Asset Management Services

SAM Baseline

DXC's SAM Baseline service utilises tracking tools and discovery processes to provide a basic level of normalised data and view of software inventory across the environment.

Key elements:

- Comprehensive tracking and discovery of software assets and devices.
- Consolidated inventory report across the IT environment.
- Basic normalisation of the data into an organised inventory dataset.
- Management of data quality for ongoing maintenance of inventory.

- Reports offering insights into software quantities, installs and usage.

SAM Compliance

DXC's SAM Compliance service combines SAM Baseline (normalised inventory) with the organisation's entitlement data to attain compliance and build an Effective Licence Position (ELP).

Key elements:

- Tracking and discovery of software assets and devices.
- Consolidated inventory report across the IT estate.
- Normalisation of data into a standardised dataset.
- Data quality management for accuracy and reliability.
- Usage reports providing software usage insights.
- Clear compliance visibility and IT estate reporting.
- Recognition, reconciliation & licence remediations to achieve an ELP.
- Effective contract management for compliance.
- Assistance with audits and regulatory requirements.

SaaS Management

DXC's SaaS Management service optimises SaaS usage, minimises risk and provides actionable recommendations for improved spend control and data security.

Key elements:

- Uncovering and monitoring utilised SaaS applications.
- Analysing spending by department, active and inactive users, user and app costs.
- Reports on unauthorised SaaS expenses (shadow IT).
- Minimised risk of unauthorised access to company data.
- Tracking and management of auto-renewals.
- Providing actionable recommendations based on usage, inactivity, unauthorised activity and business needs.

Cloud Costs Management

DXC's Cloud Costs Management service maximises cloud cost optimisation and savings by providing improved transparency, personalised analysis and identification of anomalies and savings opportunities.

Key elements:

- Enhanced visibility into cloud billing data for accounts and applications.
- Personalised dashboards for comprehensive cloud cost analysis (across providers, accounts, or regions).
- Detection and reporting of anomalies in cloud spend.
- Understanding of cloud provider discount allocations.
- Identification of potential cost-saving opportunities in cloud usage and actionable recommendations for effective management and control of cloud spend.

Licence Optimisation

DXC's Licence Optimisation service maximises ROI by consolidating licences, analysing usage, mitigating risks and reducing costs through strategic management of key software vendors' assets.

Key elements:

Licence Optimisation:*

- Identifies opportunities to consolidate vendor licences, pool unused licences and promote reuse.
- Analyses software usage and entitlements to rationalise licences and eliminate redundancies.
- Conducts risk assessments and modelling to evaluate the impact of different licensing scenarios for the best fit.
- Eliminates underutilised licences and aligns licences with business needs.
- Develops strategies to actively manage and reduce vendor licence spend through negotiation, effective renewals, volume discounts / programmes.

**Adobe, IBM, Microsoft, Oracle, SAP, VMware*

SAM Insights

DXC's SAM Insights service provides comprehensive insights to equip you to manage asset end-of-life scenarios, security vulnerabilities, obsolescence risks and apps rationalisation to help drive down tech debt.

Key elements:

- Dashboard for lifecycle management, including end-of-life, end-of-service and outdated versions.
- Security vulnerability reports for deployed software and patch versions.
- Application dependency maps to visualise all assets associated with each app.
- Business service maps to identify apps driving critical business services.
- Support to drive rationalisation decisions based on clear visibility of the IT environment.

Service Request

DXC's Service Request service offers streamlined self-service software procurement, rapid delivery, automated licence management and efficient asset lifecycle tracking.

Key elements:

- Streamlined self-service software request process.
- Swift delivery of licensed software to meet user needs and minimise wait times.
- Automated software licence allocation to ensure proper licensing and optimise resource utilisation.
- Automated software reclamation to reclaim unused licences and reallocate them to other users.
- Software licence reassignment capability for seamless transfer of licences between users or devices.
- Asset lifecycle management to track software assets from acquisition to retirement.

SAM Sustainability

DXC's SAM Sustainability service helps organisations to track and report software carbon emissions, promote efficient utilisation, reduce waste and automate software reuse.

Key elements:

- Guidance on the tracking and reporting of software assets' carbon emissions.
- Implementation of software metering to monitor and promote efficient utilisation and reduce unnecessary installations.
- Optimisation of software licences and deployments to reduce resource consumption, for example, server hardware, energy, storage.
- Automation of software reuse / retirement into lifecycle workflows for proper recycling / disposal of unused or outdated software.

2.2.3 HAM Services

The following section outlines our Hardware Asset Management Service (HAM) services, focused on the physical lifecycle, financial and operational management of IT hardware assets.

Hardware Asset Lifecycle Mgmt.	PC Lifecycle Mgmt.	Hardware Lease Tracking	
Hardware Maintenance / Warranty Tracking	CMDB Health Check	HAM Insights	HAM Sustainability

Figure 8. Our Hardware Asset Management Services

Hardware Asset Lifecycle Management

DXC's Hardware Asset Lifecycle Management service facilitates alignment across financial, contractual, procurement, device and inventory functions to ensure assets are effectively managed and utilised.

Key elements:

- Supporting strategic decision-making for asset budget, forecast, refresh and disposal.
- Tracking of device purchases, receipts and movements.
- Efficient stock management and maintenance of asset database.
- Improved visibility and control of asset inventory.
- Reduced Capex and Opex costs.
- Minimised risks through support of audit activities.
- Process adherence and governance.
- Supporting ITSM processes through the lifecycle.
- Supporting IT asset disposal process.
- Regular service improvement reviews with the organisation.

PC Lifecycle Management

DXC's PC Lifecycle Management service fosters proactive, efficient, and sustainable PC management, ensuring maximum value and utilisation in accordance with business needs.

Key elements:

- Forecast for new-hire, break-fix and refresh of IT hardware assets.
- Support for budget planning, PC ordering and procurement.
- Management of PC model, persona and grading.
- Monitoring of virtual depot and rapid device provisioning.
- Effective stock management of new and reusable PCs.
- Scheduling of physical audits.
- Management of warranties and the PC return process.
- Engaging OEMs for break-fix and support.
- Data wiping and disposal of PCs.
- Support across all scheduled and performance-based PC refresh program activities.

Hardware Lease Tracking

DXC's Hardware Lease Tracking service enables seamless management, compliance, and cost optimisation of leased IT hardware assets throughout their lifecycle.

Key elements:

- Tracking of general lease contract terms, including data provided by procurement and leasing company sources.
- Ensuring accuracy and completeness of lease information provided.
- Regular monitoring of lease expiration and renewal dates.
- Provision of monthly lease expiration and renewal reports.
- Management of lease returns with agreement owner.
- Provision of insights to support financial management and device refresh planning processes.

Hardware Maintenance / Warranty Tracking

DXC's Hardware Maintenance / Warranty Tracking service provides streamlined management of maintenance schedules, efficient tracking of warranties and proactive cost optimisation for your IT hardware assets.

Key elements:

- Tracking of general contract terms, including the terms provided by warranty or maintenance contracts.
- Regular monitoring of maintenance schedules and expirations and provision of monthly reports.
- Management of maintenance or warranty renewal with agreement owner.
- Enabling consolidated renewal dates and avoidance of late renewal penalties and lapses in support coverage.
- Provision of insights to support financial management and device refresh planning processes.

CMDB Health Check

DXC's CMDB Health Check service delivers a complete view of the IT environment, addresses data quality, automates identification of gaps in coverage, improves billing accuracy and service level agreement (SLA) compliance and maintains the health of the CMDB.

Key elements:

- Continuous CMDB data quality remediation.
- Automated identification of gaps in configuration management.
- Validation of billing data accuracy and SLA adherence.
- Support accurate resolution of incidents and problems.
- Dashboard and reports of overall health of the CMDB available to key stakeholders.

HAM Insights

DXC's HAM Insights service enables full visibility into IT hardware lifecycles, proactive vulnerability management, informed decision-making and strategic planning for end-of-life / end-of-support risk mitigation.

Key elements:

- Discovery of key vulnerability data across IT hardware assets' lifecycle.
- Advice on actions to address critical vulnerability issues.
- Forecasting and planning for upcoming IT hardware assets' reaching end-of-life, end-of-support etc.
- Visibility into the relationship between IT hardware assets and critical business services.
- Identifying dependencies to ensure that IT hardware upgrades or replacements do not disrupt key business functions.
- Provision of stakeholder reports across all levels of the business.

HAM Sustainability

DXC's HAM Sustainability service enables you to extend the life of your PCs and reduce their carbon footprint while embracing the circular economy.

Key elements:

- Reduces the carbon footprint associated with the PC by extending life, renewing and repurposing PCs where possible and recycling assets at end-of-life.
- Optimises PC cost, performance, and sustainability, while simplifying everything for the business.
- Enables the automation and orchestration of the PC refresh process, so that it's triggered by performance; not by a specific date.
- Ensures top performance throughout the PC lifecycle.

3 Solution Approach

Our approach provides structured visibility, governance and control across software, cloud, SaaS and IT hardware assets. We deliver Software Asset Management (SAM) and Hardware Asset Management (HAM), with SAM underpinned by integrated licence management, renewal and procurement capabilities.

By combining expert advisory services, multivendor software resale and renewal management, intelligent tooling and robust delivery capabilities, we support asset and licence management across the full lifecycle. Centralised insights into usage, entitlements, procurement activity and asset status enable informed decision-making, policy-aligned purchasing and proactive risk management.

3.1 Solutions for Better Business Outcomes

Our solutions address the key challenges of managing software and IT hardware in complex on-premises, cloud and SaaS environments; limited visibility, inefficient spend, compliance risk and insufficient data to support investment decisions.

Working with you to map a vision of where you want to be in 12-, 24-, and 36-months' time, together we can craft a solution that combines people, processes and technology to deliver the outcomes that enable your goals and objectives.

We deliver tangible business outcomes by:

- Improving transparency across software, cloud SaaS and IT hardware estates
- Optimising licence and asset utilisation to reduce waste and control costs
- Strengthening compliance through validated Effective License Positions (ELPs) and ongoing governance
- Reducing audit, financial and operational risk through proactive analysis and expert oversight
- Enabling better planning and investment decisions through accurate, reliable asset and spend data

Supported by deep vendor relationships, proven delivery capabilities and experienced practitioners, our approach helps organisations to establish a mature, optimised IT asset management capability and align technology investments with measurable business outcomes.

3.2 Comprehensive Delivery Model

We understand that cultivating a successful, long-term relationship with you requires a knowledgeable team that consistently meets your expectations. Our approach provides you with an accountable partner that facilitates seamless delivery for your Asset Management solution.

We use a synchronised delivery model that merges more than 30 years of software licensing management and IT asset management experience with market-leading technologies and leading services to deliver tailored solutions. The following figure illustrates this model.

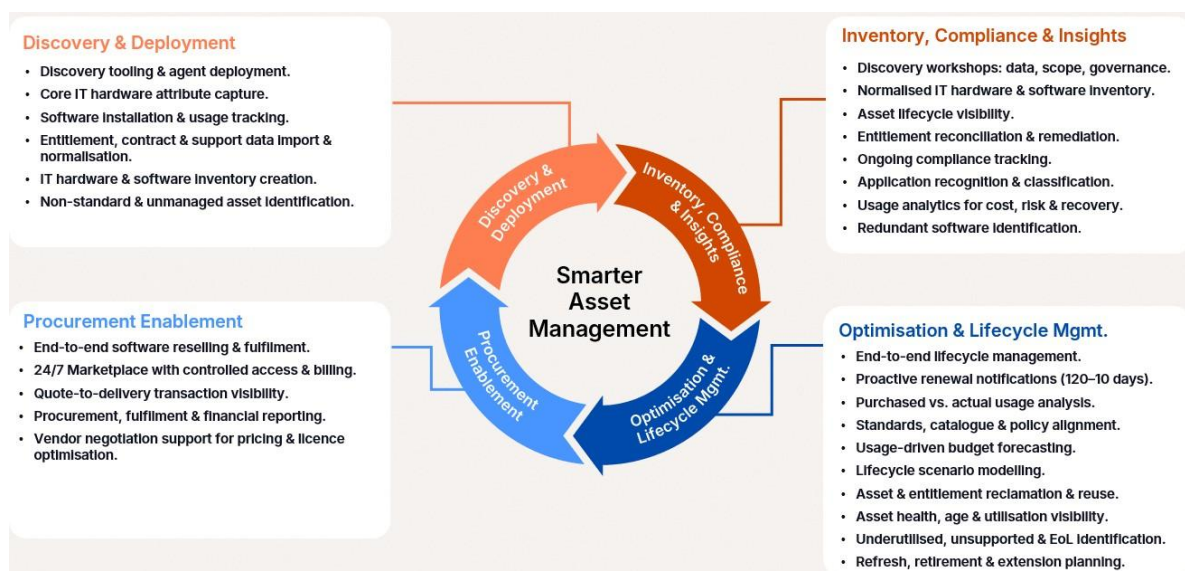


Figure 9. Our Delivery Model

Your DXC Customer Success Manager is responsible for managing the overall business relationship with you and for making certain that we have engaged the appropriate resources to support our services. These resources may include experienced operational specialists, licensing specialists, SAM / HAM specialists, and subject-matter experts (SMEs).

Our robust programmatic structure enables us to deliver the right solution and the right team to address complex, critical business challenges. We work with partners such as Flexera, ServiceNow, Microsoft, and others to offer you a wide range of software licensing and IT asset management optimisation solutions at scale. This enables us to accelerate innovation and serve you more efficiently and effectively in your digital transformation journey.

3.2.1 Delivery Strategies

Your DXC Customer Success Manager will establish an appropriate Delivery team to meet your business requirements. You gain from DXC's core commitment to strong governance which determines the company culture and approach to solution delivery. Our service delivery programme for you includes local and regional support as well as DXC operational specialists, licensing specialists and SAM / HAM specialists as appropriate.

3.2.2 Support When You Need It

As part of transition planning, DXC evaluates your specific support requirements, with subject matter experts (SMEs) engaging with nominated stakeholders to deliver agreed advisory engagements and projects.

DXC establishes delivery arrangements aligned to the agreed service scope, supported by appropriate governance, resourcing and escalation structures to ensure continuity and service quality throughout the engagement. SMEs provide support for queries, agreements and renewals, including expertise in local licensing practices and licensing consultancy, as appropriate.

4 DXC Differentiators

Our Asset Management services have several unique differentiators from other services in the market:

Resilient, adaptive delivery: Our delivery framework is built for resilience and adaptability, ensuring secure and compliant management across diverse IT environments; from desktops to virtual workspaces and multi-cloud ecosystems. By embedding operational change management, automation, analytics and standardised processes, we deliver consistent service quality and proactive optimisation, enabling your asset and licence management to evolve seamlessly with emerging technologies.

Strategic partnerships: Deep partnerships with leading vendors and OEMs, such as Microsoft, AWS and ServiceNow, enable accelerated innovation and seamless integration with your existing ecosystem. Our accredited relationships ensure early access to emerging technologies and best practices, giving you a competitive edge.

Proven track record: With over 30 years of proven experience, DXC has solidified its reputation as a trusted Software Asset Management (SAM) and Hardware Asset Management (HAM) partner, with deep expertise in licence governance, renewals and software commercial management. Our comprehensive portfolio addresses the evolving demands of software, IT hardware, cloud and SaaS management, compliance and cost optimisation, and our track record demonstrates consistent achievement of compliance, cost savings and operational excellence.

Ability to scale: Tailored for Government agencies and departments spanning all sizes and sectors, our integrated systems ensure consistent solution rollout and deployment through a single partner.

Personalised approach: We meet you where you are and build a solution tailored to your requirements with options to combine components from across our services portfolio.

Focus on optimisation: Continuous optimisation through analytics and automation; covering licence harvesting, SaaS rationalisation, cloud cost control and audit risk mitigation, delivering measurable savings and compliance assurance.

Dynamic platforms: Unified, secure platforms delivering real-time insights, dashboards and actionable reporting, accessible anywhere, on any device, powered by market-leading technology.

AI and Automation: Leverage opportunities for AI-enabled apps rationalisation and automation of process workflows.

5 Case Studies

Microsoft Enterprise Agreement Renewal Optimisation

Context

A large, multi-national, asset-intensive organisation operating in a highly governed environment required support to renew a complex, indirect Microsoft Enterprise Agreement (EA) covering a substantial EMEA user base.

Challenge

The organisation faced increasing renewal costs, limited visibility into licence usage across regions, and complexity arising from multiple EA enrolments. There was a need to understand evolving Microsoft licensing options, pricing structures, and product changes, while improving governance and reducing cost and compliance risk ahead of renewal.

DXC Approach

DXC provided Software Asset Management (SAM) services, incorporating licence management and renewal governance, to support structured renewal planning. This included analysis of licence usage and entitlements, consolidation of EA enrolments, and alignment of licence profiles to actual operational requirements. DXC also supported renewal governance and transactions management across multiple regions and vendors.

Outcomes

- Successful renewal of a five-year Microsoft EA supporting approximately 120,000 users.
- Improved transparency and control across Microsoft E3 and E5 licence usage.
- Achieved **savings of \$443,000 USD** through licence rightsizing and reallocation across regions.
- Delivered additional **savings of \$886,000 USD** through optimisation of SQL Server licensing.
- Established improved governance and a repeatable approach for future Microsoft renewals.

Autodesk Licence Renewal Optimisation

Context

A large, asset-intensive organisation with complex engineering and design requirements relied on Autodesk applications to support infrastructure delivery, capital projects and ongoing asset maintenance across multiple regions.

Challenge

The organisation faced a forthcoming multi-year Autodesk renewal with limited visibility into actual licence utilisation, historical over-licensing, and unused capacity. There was a requirement to reduce cost and risk while ensuring continuity of critical engineering and design workflows.

DXC Approach

DXC applied Software Asset Management (SAM) expertise to analyse Autodesk licence usage and entitlements across business units. Using structured renewal planning and

usage analysis, DXC supported rightsizing and optimisation aligned to operational demand, providing clear, evidence-based insights to inform renewal decisions.

Outcomes

- Achieved **savings of \$513,000 USD** directly attributable to licence optimisation activities.
- Renewal aligned to verified operational requirements, eliminating unnecessary spend.
- Improved transparency and control over Autodesk licensing across the organisation.
- Strengthened governance and established a clearer framework for managing future Autodesk renewals.

PC Stock Optimisation and Asset Reuse

Context

A large global organisation experienced disruption to PC supply chains due to global semiconductor shortages, resulting in increased OEM lead times and growing inventories of unused and boxed devices across multiple regions.

Challenge

The organisation held over 10,000 unutilised PC assets, faced rising storage costs and risked unnecessary capital expenditure despite existing stock availability. Improved visibility, governance and reuse of IT hardware assets were required.

DXC Approach

DXC delivered Hardware Asset Management (HAM) services focused on asset visibility, governance and lifecycle optimisation. This included analysis of existing stock, suspension of automated refresh requests and activation of a hybrid refresh and reuse model. The approach was piloted in four countries before global rollout.

Outcomes

- Prevented 9,211 unnecessary PC refresh requests.
- Reused approximately 2,500 existing assets, achieving **cost avoidance of \$673,000 USD**.
- Improved visibility and utilisation of IT hardware assets across multiple countries.
- Established a disciplined, repeatable stock management approach supporting sustainability and future cost avoidance, with additional savings projected.

6 Service Governance

6.1.1 Onboarding

Initially, DXC will assign an experienced subject matter expert (SME) to work with your key stakeholders through a series of structured discovery discussions and workshops. The objective of this phase is to establish the current state and confirm the required service scope, priorities and success criteria. During onboarding, potential delivery risks or dependencies are identified and mitigation actions agreed. DXC will also provide appropriate training to organisation personnel requiring access to DXC tools, platforms and dashboards provided as part of the service.

6.1.2 Offboarding

DXC supports a structured and controlled offboarding process to ensure an orderly transition at the end of the contract term or following termination. Beginning no later than ninety (90) days prior to contract expiry, or upon receipt of a termination notice, DXC will work with the organisation to plan and coordinate offboarding activities, including confirmation of responsibilities, timelines and dependencies. Offboarding activities focus on the orderly cessation of services, removal of system access and coordination of required actions between DXC and the organisation to minimise operational disruption.

6.2 After Sales Support

Your DXC Account team is responsible for managing the overall business relationship with you and for making certain that we have engaged the appropriate resources to support our specific services. These resources may include experienced operational specialists, service support specialists, licensing specialists, SAM / HAM specialists, and subject-matter experts (SMEs).

6.3 Technical Requirements

Technical requirements are determined by the specific services delivered. Where applicable, DXC may require the deployment of discovery agents or connectors within organisation environments to collect asset, usage, or configuration data necessary to support the service. DXC will define and agree technical prerequisites, access requirements and integration points with the organisation to enable secure and effective service delivery.

6.4 Hosting Options and Locations

DXC provides secure hosting environments located in the UK to support organisations with UK data residency and sovereignty requirements. Where services do not require UK-only data hosting, DXC can also support hosting in alternative geographic locations, subject to organisational requirements and contractual agreement.

6.5 Access to Data (Upon Exit)

Organisation data remains the property of the organisation at all times. Upon contract expiry or termination, the organisation retains the right to access and retrieve its data in accordance with the agreement. Following confirmation that organisation data and software have been removed, DXC will securely erase remaining data in line with contractual obligations and applicable data protection requirements and will confirm completion of data erasure and termination of access to DXC systems.