

DXC Technology Development and Engineering

G-Cloud 15:
Service Definition Document

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1 Company Overview

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

We deliver the IT services our customers need to modernise operations and drive innovation across their entire IT estate. We provide services across the Enterprise Technology Stack for Business Process Outsourcing, Analytics and Engineering, Applications, Security, Cloud, IT Outsourcing and Modern Workplace.

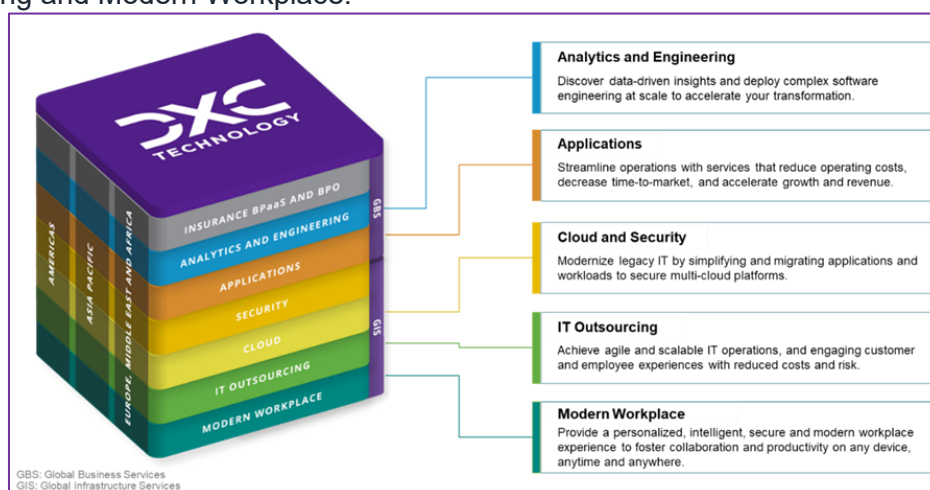


Figure 1. DXC Technology stack

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

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

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



2 DXC Development & Engineering

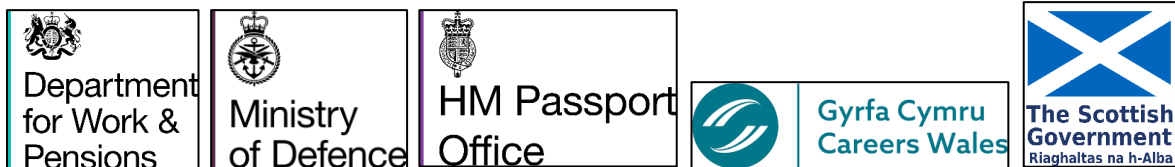
DXC Development & Engineering provides end-to-end cloud-native application development, modernisation, and engineering services that help clients design, build and run scalable, resilient, secure applications across public, private and hybrid cloud environments. The offering supports greenfield build, brownfield transformation, DevOps enablement and application management, aligned to modern architectural patterns (e.g., microservices, API-first, event-driven, serverless) and well-architected principles.

• Key Service conditions

- Delivered by dedicated software development squads, scalable as required to meet programme and business needs
- Options for on-shore security cleared, mixed or off-shore teams are provided.
- Pricing for this service is billed monthly.
- Other engagement options can be discussed and priced via the SFIA rate-card.

• Why DXC?

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



- **Global Trusted Scale** - DXC brings over 50 years of experience, global reach with 17 global and regional delivery centres, 10,000 + testing experts, and a large roster of satisfied customers who trust our work.
- We **collaborate across a cohesive partner ecosystem** to help clients understand the most effective tooling to deliver faster and optimum costed solutions.
- **DXC have been able to achieve** for our clients:
 - Savings of £2.1 Million over 2 years for a UK Insurer.
 - 3X increase in the number of releases per month through DevOps.
 - 50% reduction in testing effort through automation, resulting in > 40% cost saving.
 - 20% e-commerce growth rate maintained despite increase in traffic during holiday sales post performance testing and optimisation engagement.



Development & Engineering Services

Empowering Innovation, Speed & Excellence; Powered by AI

Creating custom solutions, using modern architectures, and driving innovation through strategic partnerships and advanced technologies

We are dedicated to ensuring your success with our expertise

800+ Projects

3000+ Development Engineers

1500+ Cloud Certificates

18% Productivity Gain with AI-augmented processes

Capabilities

 Architecture & Design

 Application Development

 Consultancy Service

Our Differentiators

 AI-Enabled workforce

 Industry Assets & Accelerators

 AI-Augmented Solutions

 Innovation Centers

Assets & Accelerators

- AI-Augmented Development Platform
- Modern Architecture Framework
- Reference Architectures for Cloud Native Applications
- Industry Accelerators

Partnerships

 Microsoft Azure

 AWS

 Google Cloud

 Microsoft .NET

 GitHub

Success Stories

Platform and Product Development

A globally renowned leader in the **insurance and reinsurance marketplace** partnered with DXC to modernize and streamline its operations by consolidating **110 applications into 7 products**. By harnessing the power of **microservices and a modern, cloud-based architecture** featuring pre-configured patterns, DXC achieved a significant reduction in build time, driving faster time-to-market and operational efficiency

Digital Platform Solution

A leading public Visas and Immigration client achieved a remarkable 30% cost reduction by leveraging DXC's cutting-edge digital platform solution. Through Technology Harmonization and Centralized Data Management, the solution provides a lightning-fast response time of under 5 seconds, even with 2,000 concurrent users. This breakthrough in efficiency has significantly boosted customer satisfaction

Improved Customer Experience

A leading airline sought DXC's help to overcome the challenge of their fragmented mobile app and provide a unified experience for their customers. DXC delivered a groundbreaking unified solution, becoming the first app in U.S. history to **feature Live Activity for flight tracking** on iPhone's Locked/Home Screen. The app boasts over **20 million downloads**, **5 million daily user hits**, and an impressive **4.8/5 average rating** on the App Store

Figure 2. DXC Cloud Native Development & Engineering Services

3 Service Overview

DXC Development & Engineering delivers cloud-native solutions across the Advise → Build → Run lifecycle, enabling faster, better, continuous and more cost-effective delivery of digital products. Services are tooling-agnostic, offered in public, private, and hybrid environments, and can leverage client tooling when preferred.

Service Summary

Greenfield Development: Design and build new cloud-native applications using modern decomposition, stateless patterns, containerisation, orchestration and serverless where appropriate.

Application Modernisation: Re-architect/transform monoliths to microservices or other suitable styles (Composable, MACH, API-first, event-driven), migrate to cloud, optimise for resilience, scalability and cost.

API Enablement: Define API-first specifications, implement consistent governance, documentation and accelerate integration.

Event-Driven Design: Implement publish/subscribe, streaming, CDC, mediator topologies for low-latency and scalable inter-service communication.

DevOps Enablement: Establish IaC, configuration management, CI/CD pipelines, progressive delivery (blue/green, canary) and compliance gates.

Quality & Performance: Continuous testing across unit, integration, end-to-end, security, performance/load; chaos engineering; observability (logging, tracing, metrics).

Security by Design: Zero Trust/least privilege, IAM, secret management, container security, service mesh-level policy and compliance-as-code.

These services are offered in public, private and hybrid environments.

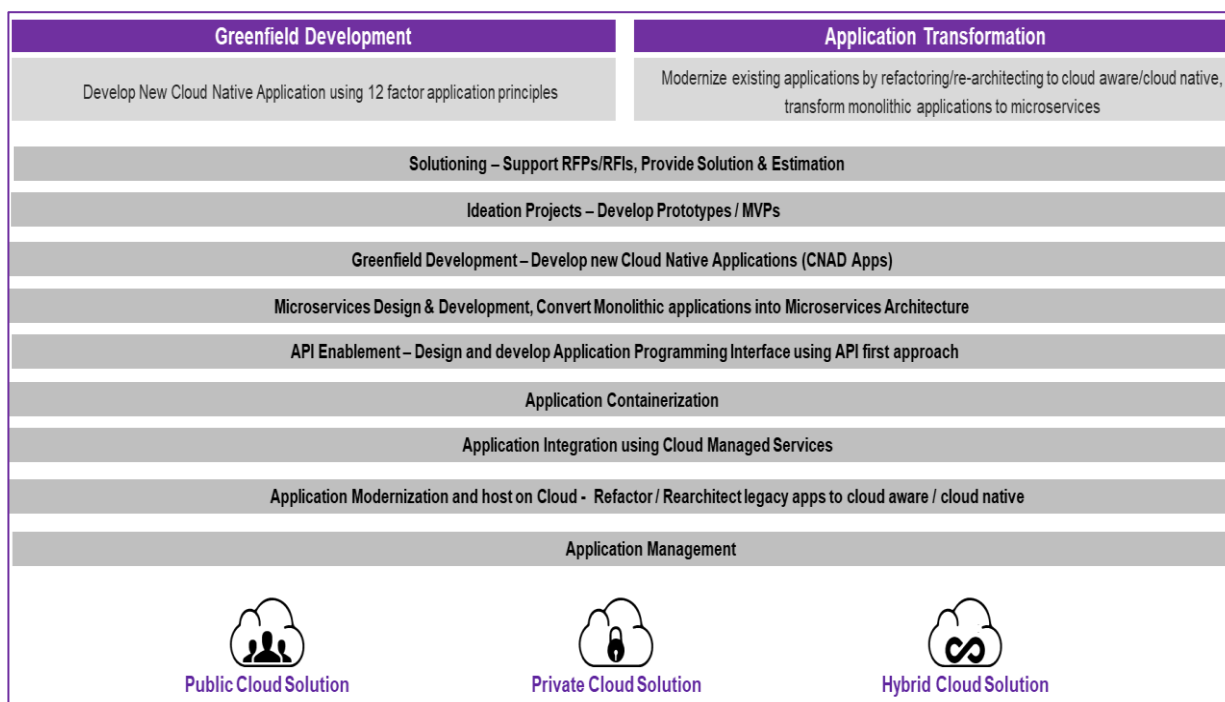


Figure 3. Service Summary

DXC Delivery Approach

Our delivery process begins with **Assessment and Planning**, where we establish the product vision and explore the problem using design thinking principles. This phase includes defining the initial architecture, test strategy, environment setup, and training needs.

Next, we move into **Agile Product Development**, which consists of two key activities:

- **Discovery (What to build):** The virtual discovery team (including Product Owner, UX, and Development Lead) uses rapid methods and feedback loops to refine and qualify the product backlog.
- **Delivery (How to build):** The Scrum Team works in time-boxed iterations called sprints to develop, test, and release increments of the solution.

The **Solution and Delivery teams** can be engaged early in the solution design process to ensure alignment and accelerate implementation.

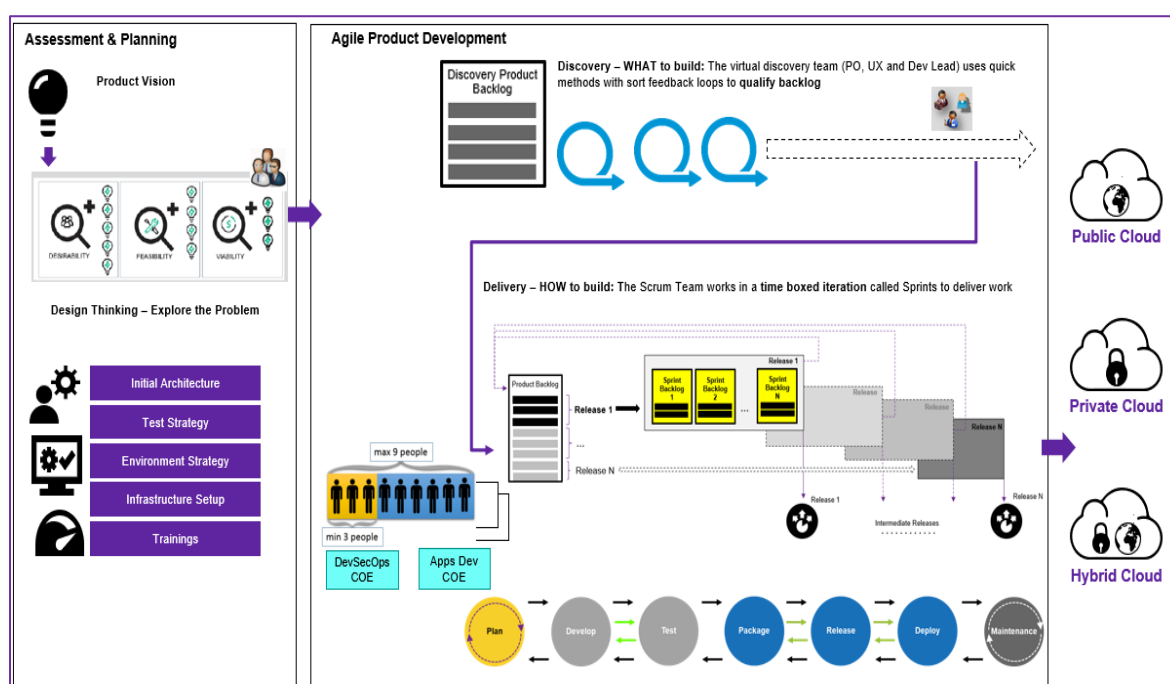


Figure 4. DXC Delivery Approaches

Example Service Partnerships

Cloud platforms and integration/messaging technologies (e.g., AWS, Microsoft Azure, Google Cloud; MuleSoft, Boomi, TIBCO, Azure Integration Services; Kafka, Solace, IBM MQ).

• Cloud-Native Application Development

DXC specialises in designing and building cloud-native applications that leverage modern architectural patterns such as microservices, API-first, event-driven and serverless. Our approach ensures applications are scalable, resilient, and optimised for performance and cost.

We use containerisation and orchestration (e.g. Kubernetes) to enable portability and efficient resource utilisation across public, private and hybrid cloud environments.

Key Features:

- API-first design for interoperability and rapid integration.
- Event-driven patterns for real-time responsiveness.
- Serverless options for cost-effective, scalable workloads.
- Automated CI/CD pipelines for rapid, reliable delivery.
- Microservice Architecture for modular, independently deployable services.

Microservice is an architecture style for building applications that are resilient, highly scalable, independently deployable, and able to evolve quickly.

A microservices architecture consists of a collection of small, autonomous services. Each service is self-contained and should implement a single business capability within a bounded context. A bounded context is a natural division within a business and provides an explicit boundary within which a domain model exists.

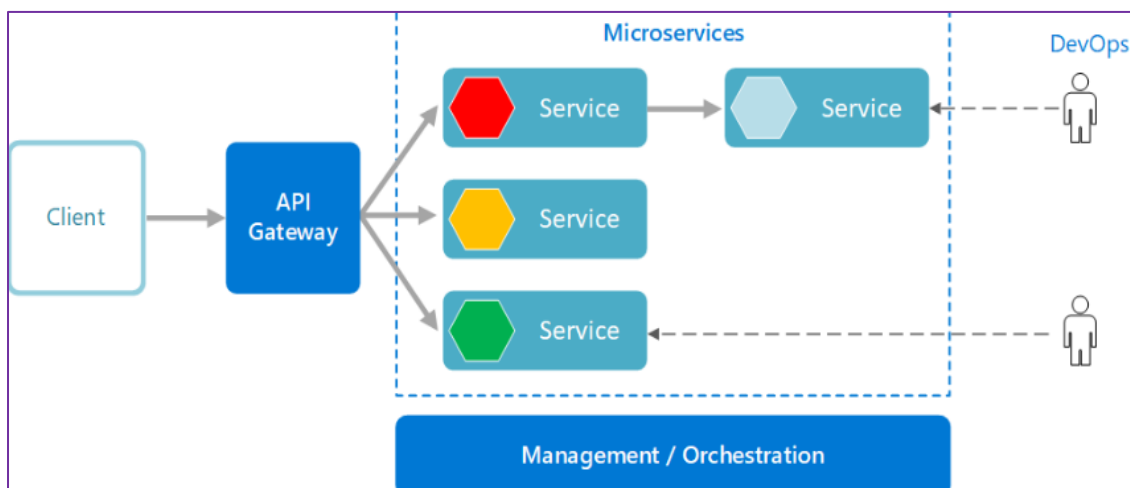


Figure 5. Microservices Architecture

Container orchestration

The figure below shows management tasks that container orchestrators can automate.

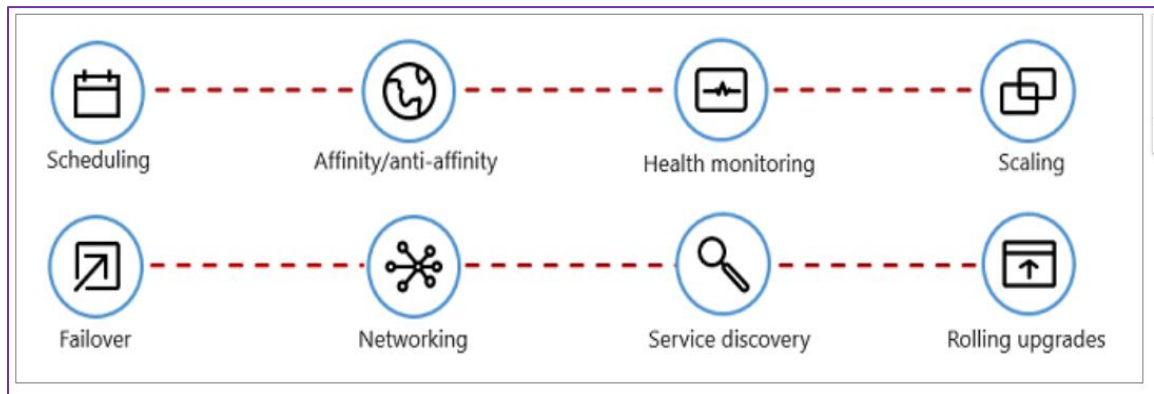


Figure 6. Container Orchestration

While several container orchestrators exist, Kubernetes has become the de facto standard for the cloud-native world. It's a portable, extensible, open-source platform for managing containerised workloads.

- Event-driven patterns for real-time responsiveness.
- Event Driven Architecture overview.

An event driven architecture (EDA) is an architecture pattern that uses the events to communicate between loosely coupled components. An EDA is a software design that reacts to changes of state (events) and transmits these events using a decoupled architecture. An event driven architecture consists of the following.

Event producers – Event producers generate a stream of events. Often it is called the publisher.

Event Ingestion - Process the events created by the producers and distribute it to the consumers based on a subscription.

Event consumers – The consumer is the component that receives the event sent by the producer and distributed by the event ingestion.

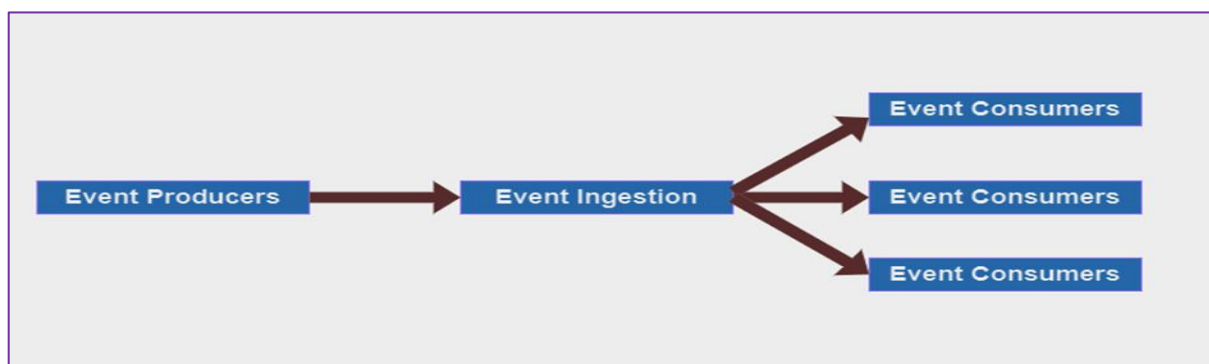


Figure 7. Event Driven Architecture Overview

• **Application Modernisation & Transformation**

DXC helps clients modernise legacy applications by rearchitecting them into cloud-native solutions. This includes decomposing monolithic systems, migrating workloads to the cloud, and adopting modern development practices. Our modernisation services improve agility, reduce technical debt, and enable faster time-to-market.

Key Features:

- Assessment and roadmap for modernisation.
- Strangler Fig and incremental migration strategies.
- Refactoring for microservices and API enablement.
- Integration of DevOps and automation practices.
- Enhanced security and compliance throughout transformation.

• **DevOps Enablement & Automation**

DXC accelerates software delivery and improves quality through DevOps enablement. We implement Infrastructure as Code (IaC), automated configuration management, and CI/CD pipelines to streamline development, testing, and deployment. Our DevOps solutions foster collaboration between development and operations, enabling continuous integration, delivery, and monitoring.

Key Features:

- Infrastructure as Code for consistent, repeatable environments
- Automated build, test, and deployment pipelines.
- Continuous integration and delivery (CI/CD).
- Monitoring, logging, and alerting for operational excellence.
- Security and compliance gates integrated into pipelines.

• **API Engineering & Integration**

DXC provides comprehensive API engineering services, from design and governance to implementation and management. We help clients create robust, secure, and scalable APIs that enable seamless integration across systems and partners. Our API-first approach ensures consistency, reusability, and accelerated development.

Key Features:

- API design using OpenAPI, RAML, or API Blueprint specifications.
- Automated API documentation and testing.
- API management platforms for governance and security.
- Integration with internal and external systems.

- Monitoring and analytics for API usage and performance.

- **Security by Design & Compliance**

Security is embedded throughout DXC's development and engineering lifecycle. We adopt Zero Trust principles, implement robust identity and access management (IAM), and integrate security testing into CI/CD pipelines. Our services ensure applications meet regulatory requirements and maintain a strong security posture.

Key Features:

- Zero Trust architecture and least privilege access.
- Secure containerisation and runtime protection.
- Automated security testing (SAST, DAST, SCA).
- Secrets management and compliance automation.
- Continuous monitoring and incident response.

4 Benefits of DXC's service

DXC offers an independent view for engineering and is tool and vendor agnostic. Our continuous innovation and differentiated solutions maximise the value we provide to organisations. The following are some of the typical business challenges and needs that our clients face, and corresponding DXC solutions that were implemented and benefits achieved.

Benefits of DXC's service

Business Challenges and Needs	DXC Solutions and Benefits
Reduce Costs • Quality at speed with lower costs • -Minimised start-up costs • Engineering for business value, not cost overhead	Solutions • Cloud-native assessment • Modernisation roadmap • DevOps/IaC/CI-CD • Containerisation & orchestration • API-first; event-driven • Performance optimisation Benefits • Faster delivery at lower cost • Reduced infra/licensing overhead • Targeted scaling of hot paths only
Quality • End-to-end reliability and performance • Brand protection and customer satisfaction	Solutions • Layered testing (unit→E2E) • Continuous testing • Security & compliance gates • Observability/alerting • Chaos engineering Benefits • Higher release quality • Fewer incidents • Faster MTTR • Consistent customer experience
Growth/Agility • Digital transformation • Embrace microservices/API-first/serverless • Omnichannel experience • Faster time-to-market	Solutions • Greenfield build • Incremental migration • API catalog & reuse • Event-driven scale • DevOps pipelines Benefits • Rapid feature delivery • Elastic scale • Modular evolution • Improved developer productivity

Business Challenges and Needs	DXC Solutions and Benefits
Risk/Compliance • Security skills shortage • Diversified regulatory requirements • Multi-cloud governance	Solutions • Zero Trust/IAM • Secret management • Service mesh • SAST/DAST/SCA • Compliance-as-code • Audit-ready pipelines • Security testing Benefits • Reduced exposure • Standardised controls • Continuous compliance posture • Audit evidence automation

5 Case Studies

Digital Platform Integration

Major International Airport

- Integrated over sixty operational systems into a secure, scalable digital platform for airport operations.
- Designed and delivered hosting environments and a comprehensive cybersecurity framework.
- Provided architecture and design for the airport's digital ecosystem; led program governance, testing, and platform build.
- Achieved compliance with stringent government and aviation security standards.

Seamless Digital Experience for Passengers and Staff Secure, Scalable Digital Platform

National Data Analytics Platform

Central Government

- Designed and implemented a modern, cloud-based analytics platform ensuring compliance with public sector data governance and security requirements.
- Enabled secure access to economic data, advanced analytics, and improved collaboration across government teams.
- Improved economic forecasting and policy analysis through enhanced data capabilities.
- Supported digital transformation initiatives across departments.

Improved Economic Forecasting Enhanced Data Governance and Compliance

Legacy Application Modernization

Regional Government

- Migrated critical workloads to cloud-native platforms for improved scalability and reliability.
- Introduced Agile and DevOps methodologies to accelerate delivery cycles.
- Provided training and change management support to upskill internal teams.
- Enhanced digital services for citizens and strengthened internal capability for ongoing transformation.

Accelerated Service Delivery Improved Digital Services for Citizens