

DXC Technology

**Microsoft Power
Platform**

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 center services and management, operating over 320 global data centers 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.

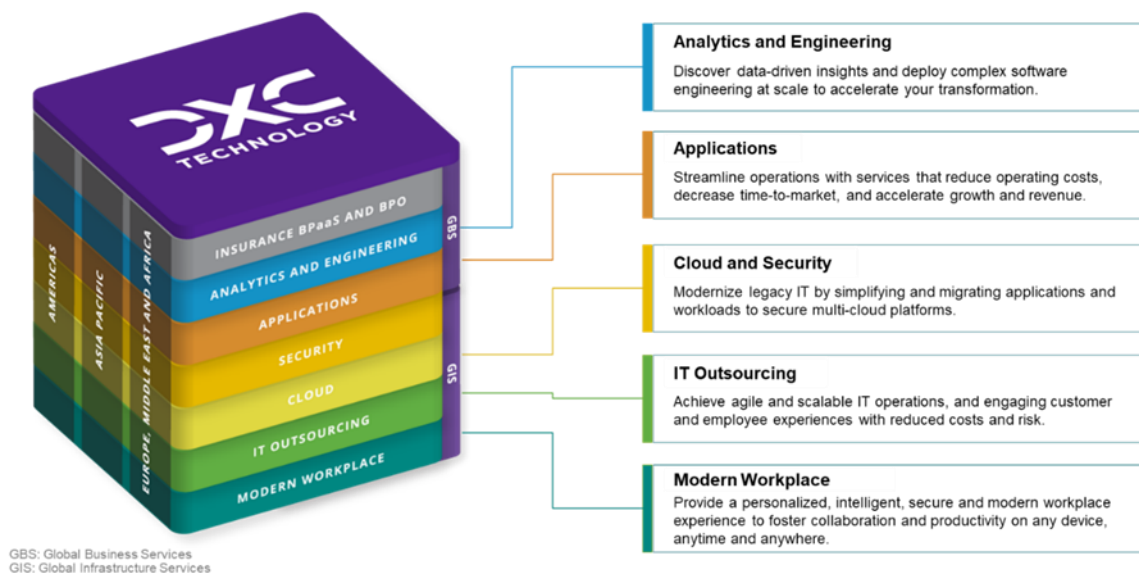


Figure 1. DXC Technology stack

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.

Dynamics 365 and Power Platform

The diagram illustrates the Dynamics 365 and Power Platform ecosystem. At the top, a circular flow represents various business processes: Sales, Talent, Finance, Operations, Commerce, Service, Marketing, and Sales. Below this, the architecture is shown with four main components: Dynamics 365, Office 365, Azure, and Your Business Apps & Data. These are connected to a central layer of Power BI (Business analytics), Power Apps (Application development), Power Automate (Process automation), and Power Virtual Agents (Intelligent Virtual Agents). This central layer is supported by the Azure layer, which includes Data connectors, AI Builder, and Common Data Service.

2 Offering Overview Information

2.1 Headline

Power Platform enables organizations 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.

Microsoft Power Platform - is a suite of low-code/no-code tools that enables organizations to build and deploy custom applications, automate workflows, and analyze data to solve business challenges. With Power Apps, Power Automate, Power BI and Power Virtual Agents, you can quickly build custom solutions without writing code.

DXC Solutions for Microsoft Power Platform brings together custom applications, enterprise resource planning (ERP) extended and cloud offering into one cloud service with specific, purpose-built application for key business processes across industries.

DXC helps clients better manage their internal operations and engage with their customers. Our deep industry knowledge coupled with our preconfigured vertical industry solutions and accelerators enable us to assist clients with their digital transformation. The following is the DXC's business application modernization journey of Power Platform and with MS Dynamics ERP Extended.

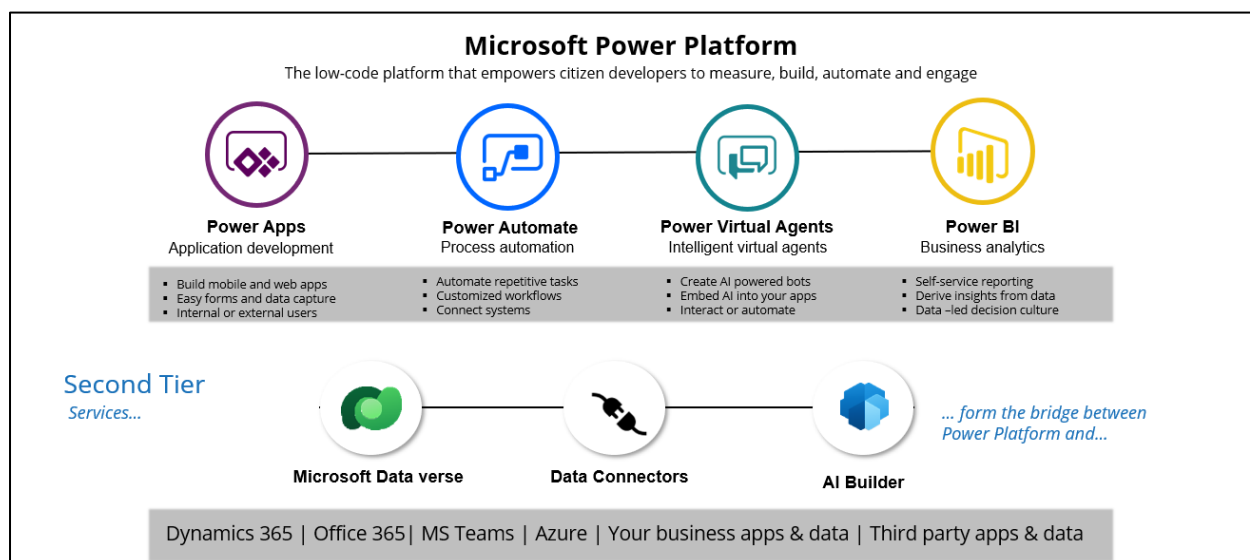


Figure 1: Microsoft Power Platform and it's components.

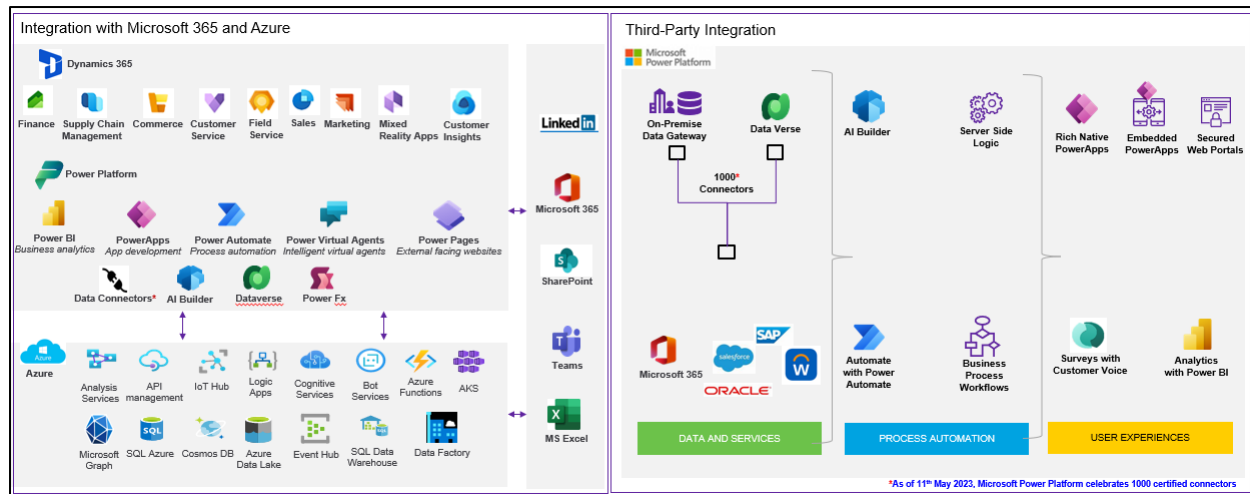


Figure 2: Microsoft Power Platform and its integrations.

Business Benefits

- DXC solutions for Microsoft Power Platform implementation services unlocks maximum value from investment in Microsoft's Power Platform technology. The service has grown out of our unrivalled experience in helping customers maximize the huge potential of the Power Platform to drive innovation and unlock business value.
- DXC help organizations Innovate at Speed by embracing low-code technologies to allow citizen developers to produce high-efficiency apps and virtual agents that accelerate innovation and bridge the gap between what the business needs and what IT can deliver.

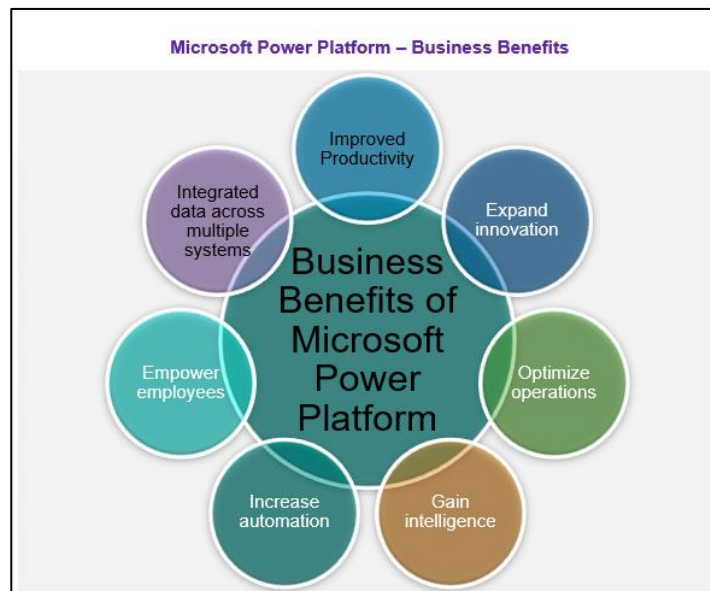


Figure 3: Power Platform Business Benefits

The following table summarizes the business benefits of Microsoft Power Platform.

Table 2. Power Platform Business Benefits

Business Benefits	Description
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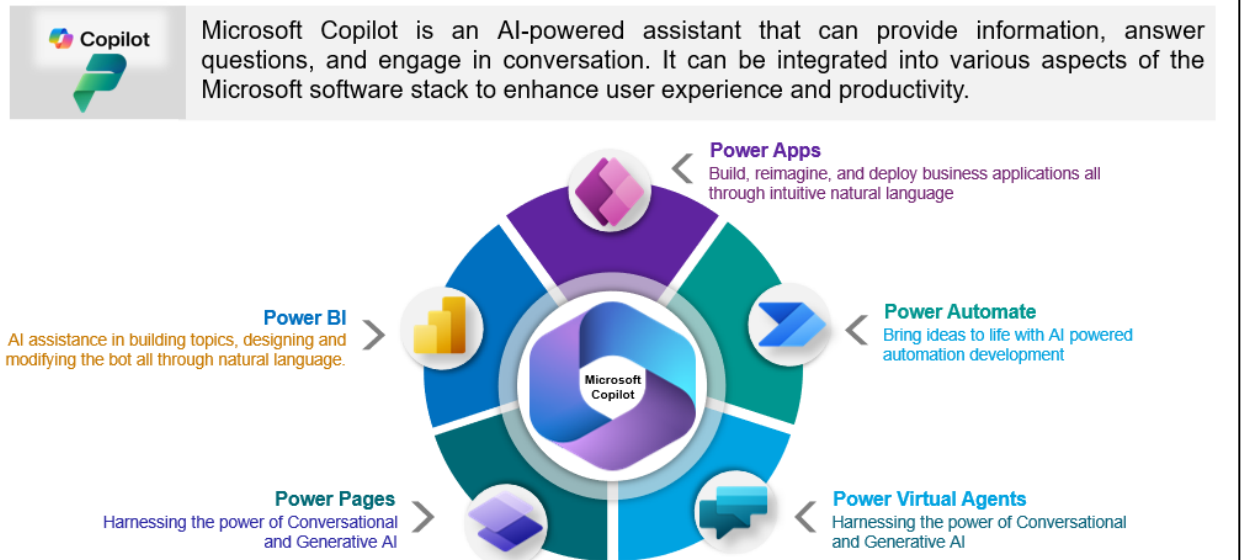
Table 2. Power Platform Business Benefits

Improved Productivity	Support the development of user interfaces, business logic and data services, that improve productivity, as compared with conventional application platforms.
Expand Innovation	Empower the business by introducing self-service innovation through low-code technology thus allowing employees to offload the burden of manual tasks to technology.
Optimize Operations	Automate workflows, flexibly adjust business processes and gain a complete view of the business from manufacturing to sales to service to accelerate the speed of doing business.
Gain intelligence	Harness your data estate by uncovering data and insights that will bring value to the organization and may not have been used turn data into business agility democratize your data estate.
Increase automation	Automate processes that are currently manual to provide efficiencies and free up time for more innovative work and provide additional insights.
Empower employees	Employees are well positioned to uncover relevant data and insights that will bring additional value to the organization.
Integrated data across multiple systems	Seamlessly integrate data across multiple systems, improve data visibility, streamline processes, and make data-driven decisions more effectively.

Microsoft Copilot and Microsoft Power Platform

- Bring business application intelligence to new heights with AI.
- Microsoft Copilot is an AI-powered assistant that can provide information, answer questions, and engage in conversation. It can be integrated into various aspects of the Microsoft software stack to enhance user experience and productivity.
- With Microsoft Copilot, core (ERP/CRM – D365, SAP, Oracle, others) system capabilities are extended further, building new application functionalities faster and in a safer environment,
- Bringing business and technical value closer to the users who imagine solutions and innovations.
- Empowering a new culture of insight-driven action and innovation to make impactful decisions right at their fingertips.

Copilot in Power Platform - Introduction



Copilot in Power Platform	
Power Apps Application development	Build, reimagine, and deploy business applications all through intuitive natural language <i>Build apps faster and more easily than ever just by describing in natural language what you need</i>
Power Automate Workflow automation	Bring ideas to life with AI powered automation development <i>Describe what you want to automate in a sentence, translate natural language to code</i>
Power Virtual Agents Intelligent virtual agents	Harnessing the power of Conversational and Generative AI <i>Pro code bots took months to author PVA bots took days to weeks to author</i>
Power Pages Website development	AI assistance in building topics, designing and modifying the bot all through natural language. <i>Specify the form type and Copilot will auto-generate tables in Dataverse, creating the corresponding forms.</i>
Power BI Business analytics	AI assistance in building topics, designing and modifying the bot all through natural language. <i>Simply describe the visuals and insights you're looking for, and Copilot will do the rest.</i>

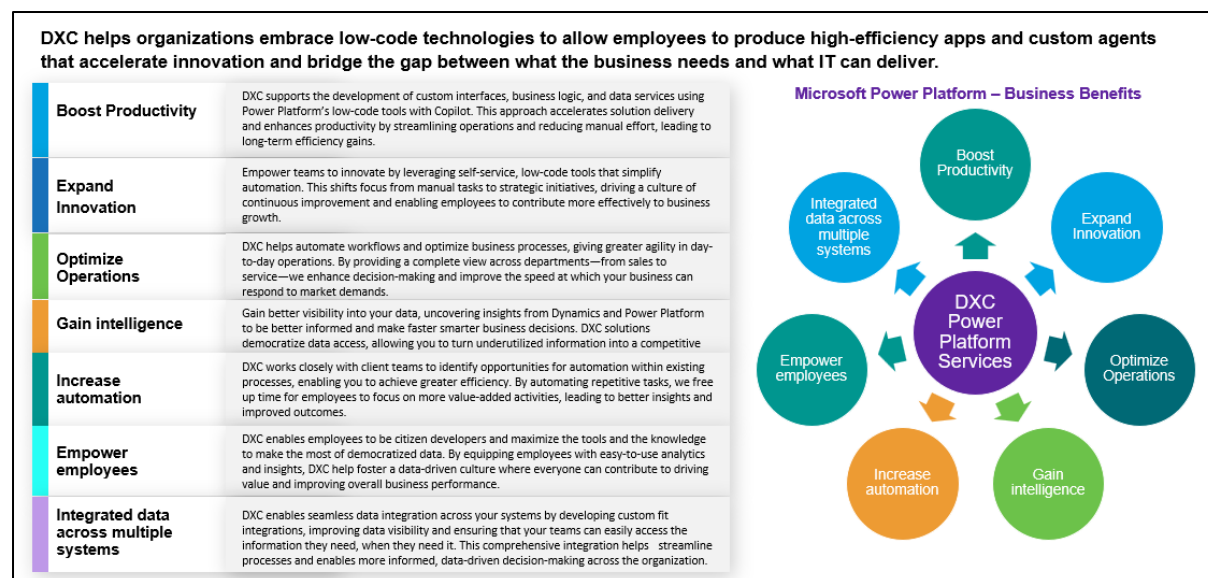
DXC's POV for Copilot in Business Applications

MS Dynamics and Power Platform Copilot embedded into the product and will amplify outcomes already being done by core ERP / CRM systems and Power Platform

Extending of the Core ERP / CRM can be made faster and easier with Copilot having the right data sources – whether clients need guidance on the right steps for purchase orders or pre-drafted email response to clients via Viva Sales, or creation of new PowerApps capturing attendee information to support a Marketing event, or mixing MS Dynamics and non-MS Dynamics as Datasources in Dataverse for AI model analysis of financial information.

2.2 What We Do

2.2.1 Microsoft Power Platform Business Benefits



DXC helps organizations use Microsoft Power Platform to rapidly build applications, automate processes, and gain insights—while maintaining enterprise governance, security, and scalability.

Boost productivity

Enable faster solution delivery through low-code apps and automation, reducing manual work and accelerating business outcomes.

Expand innovation

Empower business teams to create solutions quickly, shifting focus from routine tasks to higher-value initiatives.

Optimize operations

Streamline and standardize business processes across departments to improve efficiency, agility, and responsiveness.

Increase automation

Automate repetitive and rule-based tasks using Power Automate to reduce errors, cost, and operational effort.

Gain intelligence

Leverage data and analytics through Power BI and AI capabilities to drive informed, real-time decision-making.

Empower employees

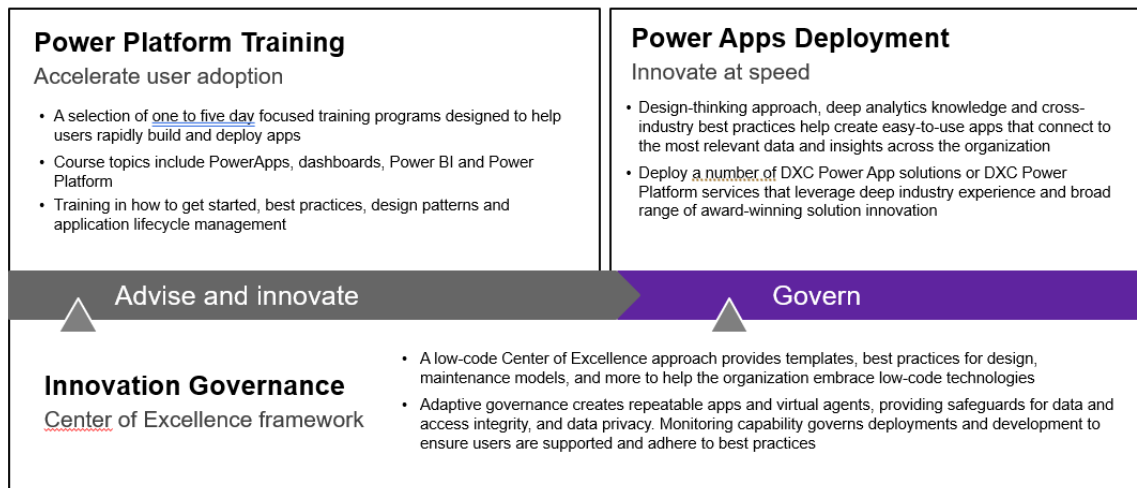
Enable citizen developers while applying DXC-led governance to ensure quality, compliance, and reuse.

Integrated data across systems

Connect data from Dynamics 365, Microsoft 365, Azure, and third-party systems to create a unified business view.

2.2.2 DXC Power Platform Service and Capability

Accelerate Innovation



Power Platform Training

Accelerate user adoption through focused, short-duration training that enables teams to quickly build and deploy apps. DXC provides hands-on guidance covering Power Apps, Power BI, dashboards, best practices, design patterns, and application lifecycle management.

Power Apps Deployment

Innovate at speed by designing and deploying user-friendly applications that connect to relevant enterprise data. DXC applies design-thinking, analytics, and industry experience to deliver scalable Power Platform solutions tailored to business needs.

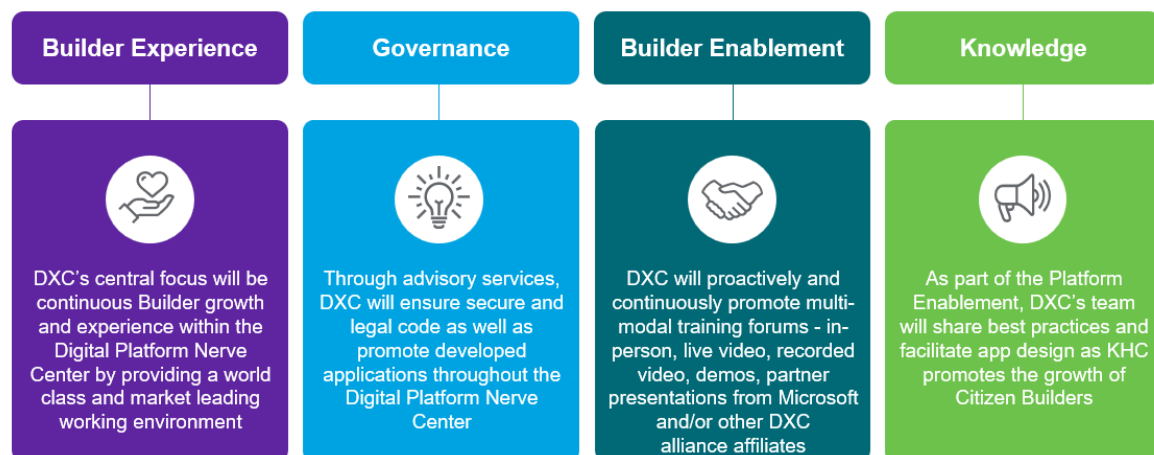
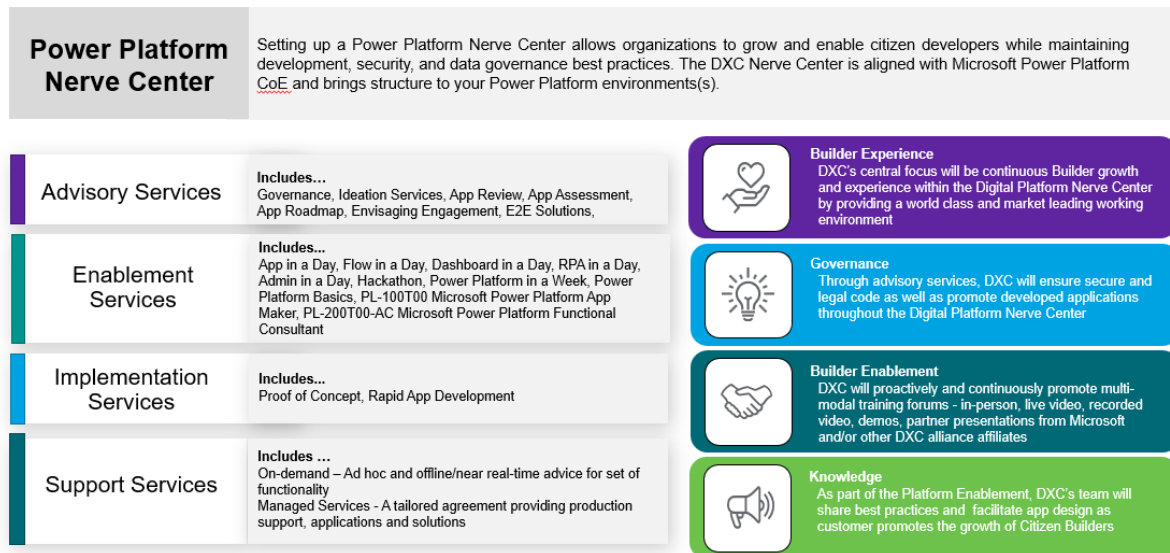
Innovation Governance (Center of Excellence)

Enable safe and sustainable innovation through a Low-Code Center of Excellence. DXC provides governance models, templates, standards, and monitoring to ensure security, compliance, data integrity, and controlled scaling of apps and virtual agents.

Outcome

Faster innovation, empowered users, and governed low-code adoption across the enterprise.

2.2.3 DXC Nerve Center for Microsoft Power Platform



Power Platform Nerve Center

The Power Platform Nerve Center enables organizations to scale citizen development while maintaining strong governance, security, and data controls. It is aligned with Microsoft Power Platform CoE and provides a structured operating model for sustainable low-code adoption.

Advisory Services

Define the foundation for success through governance, app reviews, assessments, roadmap planning, and end-to-end solution design aligned to business priorities.

Enablement Services

Accelerate adoption through hands-on enablement such as App-in-a-Day, Flow-in-a-Day, dashboards, hackathons, role-based training, and Microsoft-aligned certifications.

Implementation Services

Deliver rapid value through proof-of-concepts and fast-track Power Apps development tailored to specific business use cases.

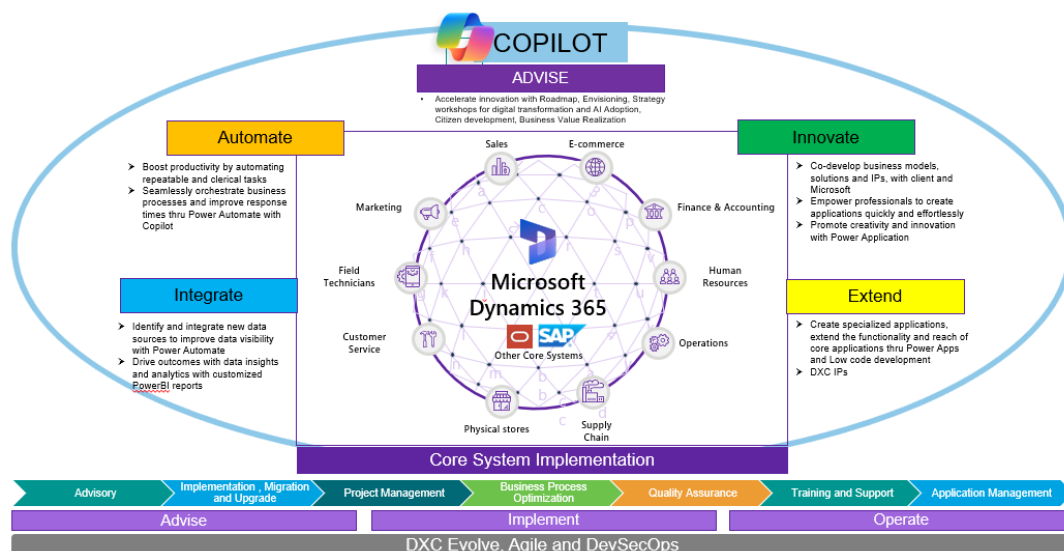
Support Services

Provide ongoing guidance and production support through on-demand advisory and managed services for applications and automations.

Key Outcomes

- Strong builder experience and continuous skills growth
- Secure, compliant, and governed low-code development
- Faster delivery of business solutions
- Reusable knowledge and best practices across teams

2.2.4 Build an AI-Powered Enterprise and Accelerate Innovation with Low Code and AI



Copilot-Enabled Dynamics 365 Transformation

DXC uses Microsoft Copilot, Dynamics 365, and Power Platform to help organizations advise, implement, and operate intelligent, connected business solutions across the enterprise.

Advise

Define the roadmap for AI, Copilot, and business transformation through strategy workshops, envisioning, citizen development planning, and value realization.

Automate

Increase productivity by automating repeatable and manual tasks using Power Automate with Copilot, improving process speed and consistency.

Integrate

Connect Dynamics 365 with SAP and other core systems to unify data, improve visibility, and enable insights through analytics and reporting.

Innovate

Enable new business models and solutions by embedding Copilot and Power Platform into business processes, encouraging creativity and rapid experimentation.

Extend

Build specialized applications and extensions using Power Apps and DXC IPs, expanding the reach of core systems without heavy custom code.

Core System Implementation

DXC delivers end-to-end implementation of Dynamics 365 across sales, marketing, finance, operations, supply chain, HR, customer service, and field services.

Delivery Model

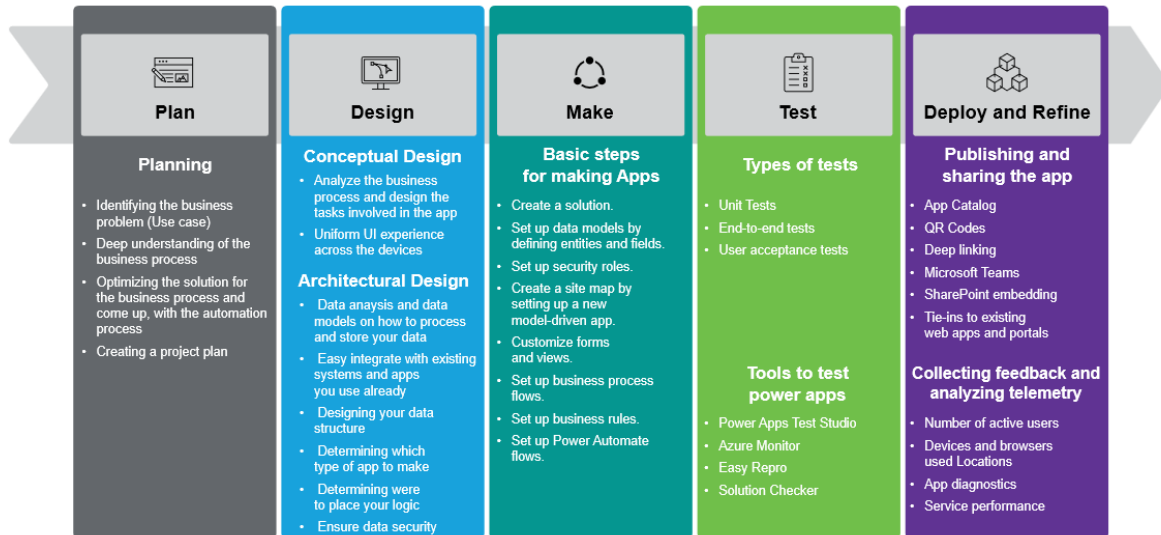
Advisory → Implement → Operate

Supported by DXC Evolve, Agile, and DevSecOps

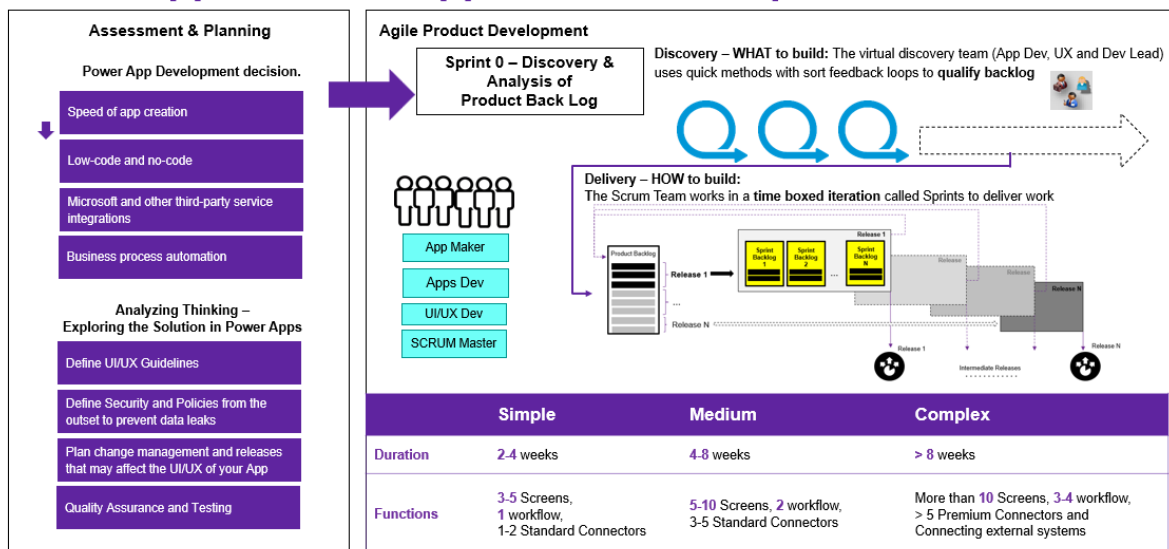
Covers implementation, migration, optimization, QA, training, and application management

2.2.5 How We Deliver

Power Platform Custom Application Development Process



Power Apps Custom Application Development Process



Power Platform Custom Application Development

DXC delivers Power Apps using a structured, agile, and governed approach to ensure speed, quality, and scalability.

Plan

Define the business use case, understand processes, optimize automation opportunities, and establish scope and governance.

Design

Create the app concept and architecture, model data, design user experience, integrate existing systems, and apply security standards.

Make

Build the app using Power Apps and Dataverse, configure business rules, forms, views, and automate workflows with Power Automate.

Test

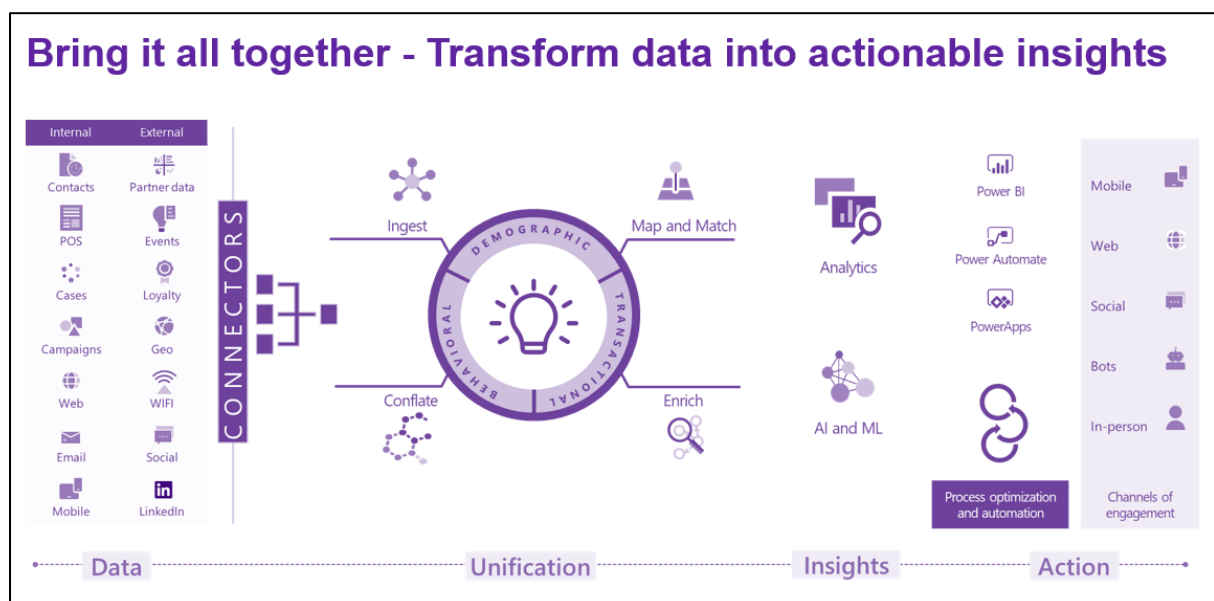
Validate functionality through unit, end-to-end, and user acceptance testing using Power Platform testing tools.

Deploy & Refine

Publish and share apps, manage environments, monitor usage and performance, and continuously improve based on feedback.

Delivery Model

Agile, sprint-based development aligned to complexity (simple, medium, complex), ensuring predictable timelines and controlled releases.



DXC helps organizations connect, unify, and activate data across the enterprise to drive smarter decisions and measurable business outcomes.

Data

Ingest and connect internal and external data sources including customer, partner, transactional, digital, and social data.

Unification

Cleanse, map, match, and enrich data to create a single, trusted view across demographics, behavior, and transactions.

Insights

Apply analytics, AI, and machine learning to generate real-time insights and predictive intelligence.

Action

Turn insights into action through Power BI, Power Apps, Power Automate, and omnichannel engagement across web, mobile, bots, and in-person interactions.

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

DXC TECHNOLOGY

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

Microsoft 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

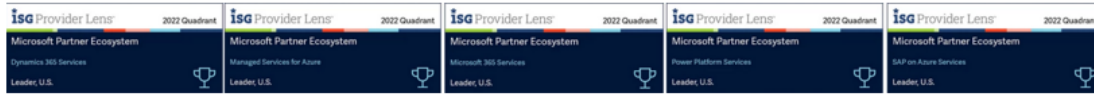
Microsoft Business Applications Inner Circle Partner	Azure: Datacenter Migration – Finalist	Modern Workplace: Modern Endpoint Management – Finalist
Business Applications: Proactive Customer Service Finalist	DXC emerged as Leader in Everest Group's SI Capabilities on Microsoft Azure Services PEAK Matrix 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
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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

4 Success Highlights

4.1 Success Stories

Customer	Challenge	Solution	Benefit
National Trust 	Support data entry in the field by volunteers, replace excel, paper notes, and yearly update process.	Realtime tablet based mobile data entry solution with <u>role based security</u> built with a Power App.	Rapid implementation of a solution that provides near-real-time data and as a result, allows immediate operational insights.
American Airlines 	Centralized Event Management (weather, security, health) for American Airlines Hubs	Solution allows users to Enter upcoming events. It then automates proactive notification of events to impacted parties. This allows operations to be aware <u>of, and</u> prepare to respond to impending events <u>in order to</u> decrease operational impacts. Graphical UI using Canvas Power App, and Power Automate for workflow, notifications and document generation and distribution.	Increased awareness of, and reduce reaction time to, events, which leads to optimized operations. Audit history allows better insight into event impact <u>in order to</u> future event handling processes.
Genus 	Validate and write data to complex external back end systems unsuitable for LOB users.	Microsoft Power Platform (Power Apps, Power Automate, Common Data Service) Solution.	Employees empowered via a self-service onboarding solution that reduced the core HR team's workload and cost to onboard.
Metro Bank 	Support position as financial industry technology leader by creating intelligent technology to support the first touchpoint of customer interaction.	Tablet based Customer Service Power App, Dynamics 365, and <u>back end</u> connectivity to multiple business processes. System assigns customers to service reps or financial advisors based on availability. Provides estimated wait times and notifies customers via text or phone.	Shortened customer service cycles and improved the in-store customer experience. The app has led to an increase in Metro Bank's NPS score around in-store customer experience.

Three unique COVID 19 responses with Power Apps



Pandemic Symptom Checker

Allows individuals to self-check their symptoms and provides a triage tool to determine the best course of action for monitoring themselves.

- Can be deployed in less than a week
- Built on Azure and the Microsoft HeathCare Bot



Inmate/Staff Tracking App

Tracks individuals with symptoms and who they interact with to map out "contact tracing" of relationships. If a staff member tests positive for COVID, this application allows the client to connect that staff member with other individuals they may have come in contact with at the jail and tracks.

- Deployed in less than a week
- Built on PowerApps and Azure



Employee Welfare Platform

Built for large enterprises, employee communications combine with business operational data to provide a 360 view of employee welfare and operational effectiveness. Deep analytical capabilities ensure you can interpret your workforce health to take action.

- Can be deployed in less than a week
- Built by DXC on proven Microsoft template; powered by Microsoft's Power Platform

Transport Claims Management System for a manufacturing company



CHALLENGE	SOLUTION	RESULTS
- Formalize a process of closing insurance claims on goods damaged in transit. - Excel spreadsheets, manual coordination over phone and email was used. - Reduce claim processing time from the current 30-day average to half. - Ability to track real-time and <u>current status</u> of any claim registered in the system.	- Forms development done with PowerApps. All business process related workflow automation and email notifications are automated using Power Automate. - Event and/or date-based triggers for workflow actions can be dynamically configured and are restricted to the administrative role. Tools used: PowerApps, Power Automate, SharePoint Online, Exchange Online	32% - Reduced delivery timelines. 90% - Infra Setup time reduction. 45% Project Team Reduction 32% more efficient audit and data analytics at all stages of a claim's lifecycle

Fixed Asset Management System for a manufacturing company



CHALLENGE	SOLUTION	RESULTS
- Maintain inventory of 'fixed assets' available across various geographical locations. - Standardize the inventory management of all assets which is currently maintained in Excel spreadsheet. - Register, tag (bar code) and log all processes for each fixed asset's lifecycle such as auditing, transfer, resale and scrapping. - Ability to audit the system at any stage of a 'fixed assets' lifecycle.	- Forms development done with PowerApps. All business process related workflow automation and email notifications are automated using Power Automate. - Administrative access is dynamically configurable to be assignable to specific individuals. - Event and/or date-based triggers for workflow actions can be dynamically configured and are restricted to the administrative role. Tools used: PowerApps, Power Automate, SharePoint Online, Exchange Online	60% Reduction in Infrastructure cost 32% -Reduced delivery timelines. 40% Project Team Reduction Decrease in 24% of the processing effort for tags, auditing, transfer and resale (Previous excel based solution). Integrated Power BI dashboard with online automated report updates.

4.2 Case Studies

DXC Technology: The partner for retail/CPG customer experience		
	Personalization - Contextual customer engagement - Clienteling - Virtual/augmented reality - In-store customer detection and recognition - Product recommendations - Frictionless payment and checkout	 Retail Commerce  Operations  Azure Cognitive Services  PowerApps  Azure Service Bus
	Omnichannel - Integrated channels/e-commerce (BOPIS/ROPIS/BORIS) - Omnichannel wishlist/gift registry - Inventory visibility - RFID inventory automation and product locator - Loyalty management - Electronic shelf label processing	 Retail Commerce  Operations  PowerApps  Azure Service Bus
	Operations excellence - Frontline operations - Distributed order management - IoT and field service integration - Store warehouse/backroom management - CPG DSD Automation - Retail purpose business intelligence/reporting	 Operations  Field service  Microsoft Teams  IoT Hub  Mixed Reality  PowerApps  Power BI
	Intelligent customer service - Automated Q&A and shopping assistance - Web co-browse - Contact center	 Customer Service  Marketing  Sales  USD  LUIS  Power BI
	360° customer view - Customer engagement and social insight - Marketing/campaign automation - Enterprise customer automation - Advanced analytics	 Sales  Marketing  AI Builder  D365 Customer Insights  D365 Marketing Insights  Power Automate  Power BI



Customer Name: **tna solutions**



tna solutions

CUSTOMER NAME
tna solutions

LOCATION
International

INDUSTRY
Food processing

DXC SERVICES

WEBSITE
<https://www.tnasolutions.com>

 **Challenge**

- Digital transformation was essential to reaching future revenue and growth plans
- Rapid growth due to multiple acquisitions across business
- Business strained by manual processes and aged infrastructure

 **Solution**

- Five-year strategy to transform its business
- Transformation through series of small technology changes
- Standardize operations across business with Microsoft platform
- Work with a global technology partner to drive transformation journey

 **Results**

- Completely cloud-based, highly disciplined and data-driven business
- Incredibly fast, simple and effective improvements across business
- Real-time visibility to powerful insights, enabling data-based judgements

"We wanted more than a partner who could simply implement technology. We wanted a true partnership, with a team able to work with us on evolving the infrastructure that drives the business. DXC brought outstanding technical skill, the global reach we needed, excellent talent and connections to Microsoft in Seattle, which helped refine our five-year transformation strategy." - Pravin Singh, chief information officer, tna solutions



Customer Name: Macmillan Cancer Support



Macmillan Cancer Support

CUSTOMER NAME
Macmillan Cancer Support

LOCATION
International

INDUSTRY
Charity

DXC SERVICES

WEBSITE
<https://www.macmillan.org.uk>



Challenge

- Macmillan operated with an outdated 2011 Customer Relationship Management (CRM) solution that caused internal issues with IT and key stakeholders, misaligning its essential management of data support for people living with and affected by cancer.



Solution

- Existing D365 Direct Grants Solution, D365 Indirect Grants Solution, Supporting and Replacing Existing CRM 2011 Solution, Proposed CXM new solution that transitions into long-term IT support.



Results

- DXC built a new Customer Experience Management (CXM) platform with D365, that will be transitioned to support on a long-term partnership between DXC and Macmillan Cancer Trust.
- DXC are delighted to be confirmed as the strategic partner for Macmillan Cancer Trust, supplying D365 solutions for a new CXM platform and continued IT support.



Customer Name: Mainstream Renewable Power



Mainstream Renewable Power

CUSTOMER NAME
Mainstream Renewable Power

LOCATION
International

INDUSTRY
Renewable energy

DXC SERVICES

WEBSITE
<https://www.mainstreamrp.com>



Challenge

- Reduce technical debt, automate/outsource non-core functions, and reduce carbon footprint to support sustainability.
- Streamline laborious onboarding processes to increase capacity for new projects and market growth.
- Automate and speed testing of new releases, enhancements and upgrades.



Solution

- Decommissioned data centre to enable move to a pure-cloud enterprise utilizing software as a service (SaaS) and Microsoft Azure.
- Implemented Microsoft Dynamics 365 for Finance and Operation, deploying robotic process automation (RPA) and AI to accelerate user acceptance testing and IT administration.



Results

- Enabled savings of €150,000 in data centre costs annually while avoiding €212,000 infrastructure upgrades.
- Reduced onboarding process from hours to seconds.
- Freed Finance and IS staff to do higher value, more strategic tasks.



Customer Name: Midwich



Midwich

CUSTOMER NAME
Midwich

LOCATION
International

INDUSTRY
Audio and visual solutions

DXC SERVICES

WEBSITE
<https://www.midwich.com>



Challenge

- Rapid growth from 1 site to 26 sites in 16 countries and technology to support it.
- Multiple interfaces and lack of IT governance.
- Certainty over one-version-of-the truth with company data.



Solution

- Microsoft Dynamics 365, including finance, procurement, inventory management & warehousing, supply chain planning, customer service, sales and marketing.
- Programme and solution rollout over 4 years to keep pace with the company expansion.
- 4,000 days of DXC services.



Results

- Full visibility of finance (in multiple territories), warehousing, purchasing & inventory.
- Control of Inventory levels through forecasting.
- Improved management reporting both financial and operational.
- Improved management of the supply chain.



Customer Name: British Sugar UK



British Sugar UK

CUSTOMER NAME
British Sugar UK

LOCATION
International

INDUSTRY
Sugar processing

DXC SERVICES

WEBSITE
<https://www.britishsugar.co.uk>



Challenge

- Complex operating procedures with limited expertise shared across multiple sites.
- Need for guided training for less experienced engineers.
- Supporting the workforce during the COVID-19 crisis.



Solution

- Remote set-up and training for the Microsoft HoloLens 2 Mixed Reality device.
- Technical support and training for Dynamics 365 Guides.
- Creation of 3D models and content to create a simple step-by-step guide to operate the complex auto-wrench machine.



Results

- On-site technicians can complete complex procedures without the need for an expert to travel to the site.
- Knowledge capture and simplification of complex procedures.
- Reduced travel time and downtime costs.



Customer Name: Leading UK Homebuilder

Leading UK Homebuilder

Top 10 UK homebuilder to manage the entire build lifecycle with Microsoft Dynamics 365 and DXC Homebuilder One

CUSTOMER NAME
Leading UK Homebuilder

LOCATION
UK

INDUSTRY
Property

DXC SERVICES

WEBSITE



Challenge

- Respond quickly to evolving market demands
- Support business growth – Build more homes
- Standardise and streamline processes and procedures.
- Current systems were inefficient, heavy on administration for our customer facing teams, based largely on old technology, and made making business decisions slow and challenging.



Solution

- Enterprise Resource Planning (ERP) system, DXC Homebuilder One built on Microsoft Dynamics 365, to manage the entire builder lifecycle from land feasibility to development, sales, construction, finance and post sales customer service



Results

- Generated detailed insights into the profitability of the business to make more informed decisions
- Allowed more units to be built at greater efficiency, with consistent repeatability and better quality
- Reduced time to create plans, open new communities and expand into new markets