



Tip sheet:

## **How IT leaders can streamline IT operations and drive innovation with DXC Modern Workplace for Apple**

IT leaders today are tasked with driving modernisation journeys while navigating rapid technology shifts, talent shortages, system complexity, and escalating cyberthreats. The demand for increased employee productivity through artificial intelligence (AI) continues to grow, but many must manage these advancements while keeping control of budgets. On top of that, stricter regulations and an increasing number of breaches create added pressure to keep systems secure and compliant.

To succeed, technology leaders need solutions that streamline operations, reduce complexity, and enhance security — all while giving employees an improved experience. DXC Modern Workplace for Apple offers the ideal solution. This winning combination simplifies management offers employees choice, enhances efficiency, and delivers unmatched security — empowering organisations to modernise confidently while staying ahead of emerging threats.



## How DXC Modern Workplace for Apple helps overcome your IT challenges

IT leaders face the ongoing challenge of managing complex IT environments, optimising costs, and keeping pace with rapid technological advancements. Here's how DXC Modern Workplace for Apple can help overcome these challenges:

1

### Boost productivity with advanced AI and automation

The DXC Uptime™ Experience Platform leverages AI to automate routine tasks such as system monitoring, data analysis, and service desk support.<sup>1</sup> This automation significantly reduces IT workload to help teams focus on key modernisation initiatives. For example, DXC Uptime™ Digital Assistant, powered by AI, can understand more than four billion phrases to help resolve employee IT issues quickly, while DXC Uptime™ Device Management uses machine learning (ML) to predict and prevent system failures, extending device life cycles and reducing downtime.

Meanwhile, Mac devices powered by Apple silicon M series chips, with their integrated Neural Engine, revolutionise workflow automation. The Apple M3 chip has an enhanced Neural Engine that accelerates powerful ML models, making AI and ML workflows even faster while keeping data on the device to preserve privacy.<sup>2</sup> This reduces development cycles, accelerates decision-making, and brings innovations to market faster.

IT leaders must modernise operations, manage rapid technology changes, control tight budgets, and tackle sophisticated cyberthreats while freeing up resources for high-impact projects.

<sup>1</sup> <https://dxc.com/us/en/offerings/modern-workplace/dxc-uptime-experience-platform>

<sup>2</sup> <https://www.apple.com/newsroom/2022/06/apple-unveils-m2-with-breakthrough-performance-and-capabilities/>



Given the increasing complexity of cyberthreats, IT leaders must partner with their cybersecurity leaders to secure hybrid workforces across all environments.

Managing diverse platforms adds complexity to IT operations, requiring IT leaders to adopt a unified approach for efficient device management.

## 2

### Secure your IT environment with advanced built-in protections

DXC's comprehensive security services provide proactive threat detection and vulnerability management, and enforce a zero-trust architecture that protects cloud, hybrid, and on-premises environments for end-to-end security for all devices and applications.<sup>3</sup> At the same time, Mac devices offer robust, built-in security features such as FileVault for full-disk encryption, Gatekeeper for app verification, and XProtect for real-time malware detection.<sup>4</sup> These features deliver immediate protection upon deployment to reduce vulnerabilities and safeguard data from the outset.

Together, DXC's security services and Apple's hardware protections offer IT leaders a layered defence for seamless security integration across all endpoints, devices, and networks while maintaining compliance and reducing the risk of breaches.

## 3

### Simplify multi-platform management across your organisation

DXC's experience in cross-platform management tools, including Jamf, Microsoft, Apple, ServiceNow, and more, helps IT leaders to manage both Mac and PC devices from a unified interface. This creates seamless device provisioning, policy enforcement, and security management across platforms.

With Apple's zero-touch deployment, devices can be configured and deployed remotely, while Apple Business Manager integrates smoothly with DXC's tools for consistent security policies, real-time updates, and streamlined operations for both Mac and PC environments. This combination reduces complexity, enhances security, and improves operational efficiency across diverse platforms within the organisation.

<sup>3</sup> <https://dxc.com/au/en/offerings/security>

<sup>4</sup> <https://www.apple.com/au/business/enterprise/security/>



## 4

### Maximise long-term cost efficiency

DXC's Modern Workplace model spreads the cost of technology over time, providing predictable, flexible financial planning and letting organisations stay current with device upgrades without large upfront investments.<sup>5</sup> This keeps IT infrastructure modern and scalable while preserving financial stability.

Mac devices, known for their durability and efficiency, offer extended lifespans and retain significantly higher residual value, reducing total cost of ownership, according to a commissioned study by Forrester Consulting on behalf of Apple.<sup>6</sup> The study found that after four years of use, Mac devices retain three times the residual value of other devices, offering IT leaders a cost-effective, long-term investment that supports ongoing innovation while controlling expenses.<sup>7</sup>

DXC's Modern Workplace for Apple can help organisations to maximise long-term cost efficiency without sacrificing access



With budgets tightening, IT leaders must manage costs while maintaining access to the latest technology.

<sup>5</sup> <https://dxc.com/in/en/offerings/modern-workplace/modern-device-management>

<sup>6,7</sup> Commissioned study by Forrester Consulting on behalf of Apple, "The Total Economic Impact™ (TEI) of Apple", available at <https://tei.forrester.com/go/Apple/TEI/?lang=en-us>



5

## Reduce IT support demands with reliable devices

The DXC Uptime™ Experience Platform offers proactive device management through AI-powered monitoring and predictive analytics, identifying potential hardware and software issues before they disrupt operations. This automation reduces IT support tickets by predicting failures and automating fixes, freeing IT teams to focus on higher-level strategic initiatives.

Mac devices, renowned for their reliability, generate 60 per cent fewer support tickets filed per device per year than other devices.<sup>8</sup> Their stable macOS environment, automatic software updates, and integrated security features like Gatekeeper and XProtect help reduce troubleshooting time, so IT teams can concentrate on driving innovation and long-term technology initiatives.

Together, DXC's platform and Apple's robust devices

Reducing IT support burdens is crucial for IT leaders looking to enhance productivity while controlling costs.

<sup>8</sup> Commissioned study by Forrester Consulting on behalf of Apple, "The Total Economic Impact™ (TEI) of Apple", available at <https://tei.forrester.com/go/Apple/TEI/?lang=en-us>

# The DXC Modern Workplace for Apple difference

IT leaders operate in a fast-changing technological landscape that demands strategic solutions to address security, productivity, and cost challenges. Mac, supported by DXC's expertise, provides a future-proofed solution for modern businesses. With over 700,000 Apple devices under management and 60 remote support centres, DXC delivers the infrastructure and support needed to maintain a flexible, secure, and high-performing IT ecosystem.

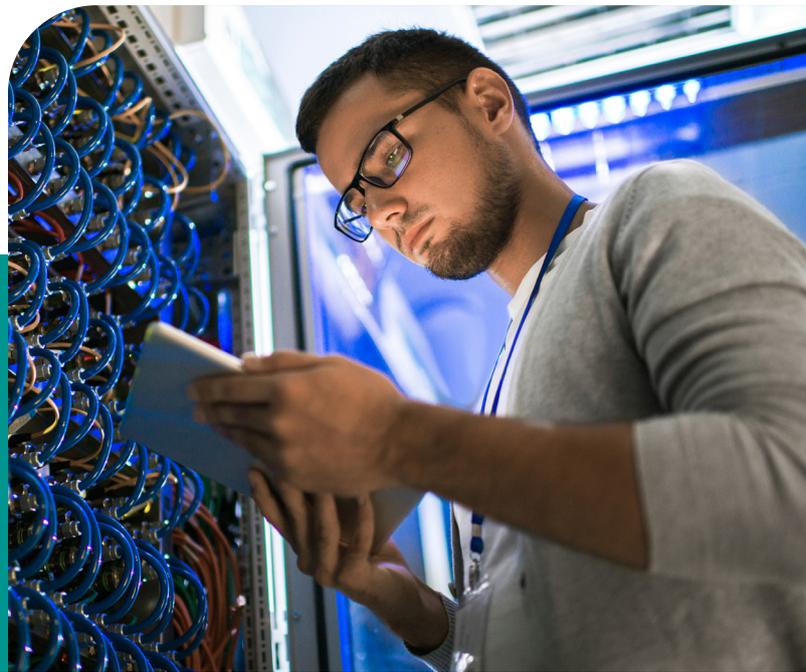
Apple Business Manager facilitates zero-touch deployment for seamless security, compliance, and automated management. Combined with DXC best practices, and Apple Professional Services, this guarantees deployment readiness and service excellence. DXC's service desk and site support cover all Mac environment needs, providing integrated OS support and AppleCare for Enterprise to minimise downtime and keep user satisfaction high.

With its global presence and extensive enterprise experience, DXC is the ideal partner to help you modernise your workplace services. DXC continues to build its Apple expertise, delivering best-practice services in security, infrastructure integration, device optimisation, and user support.

By partnering with DXC, you can leverage cutting-edge technology to drive modernisation, lower costs, improve the employee technology experience, and future-proof your IT strategy.

**Learn more about how DXC Modern Workplace can support your Apple technology, at:**

[dxc.com/au/mwp-apple](https://dxc.com/au/mwp-apple)



**Get the insights that matter.**  
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## About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission-critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private, and hybrid clouds. The world's largest companies and public sector organizations trust DXC to deploy services to drive new levels of performance, competitiveness, and customer experience across their IT estates. Learn more about how we deliver excellence for our customers and colleagues at [DXC.com](https://dxc.com).