



# Start small and think big with DXC Technology

We're here to help – no matter where you are in your ServiceNow journey.

Through building and sustaining technology solutions, we help public sector agencies improve citizen engagement, support economic development, protect national interests, and manage the engines of government securely.

# DXC in the Australian public sector

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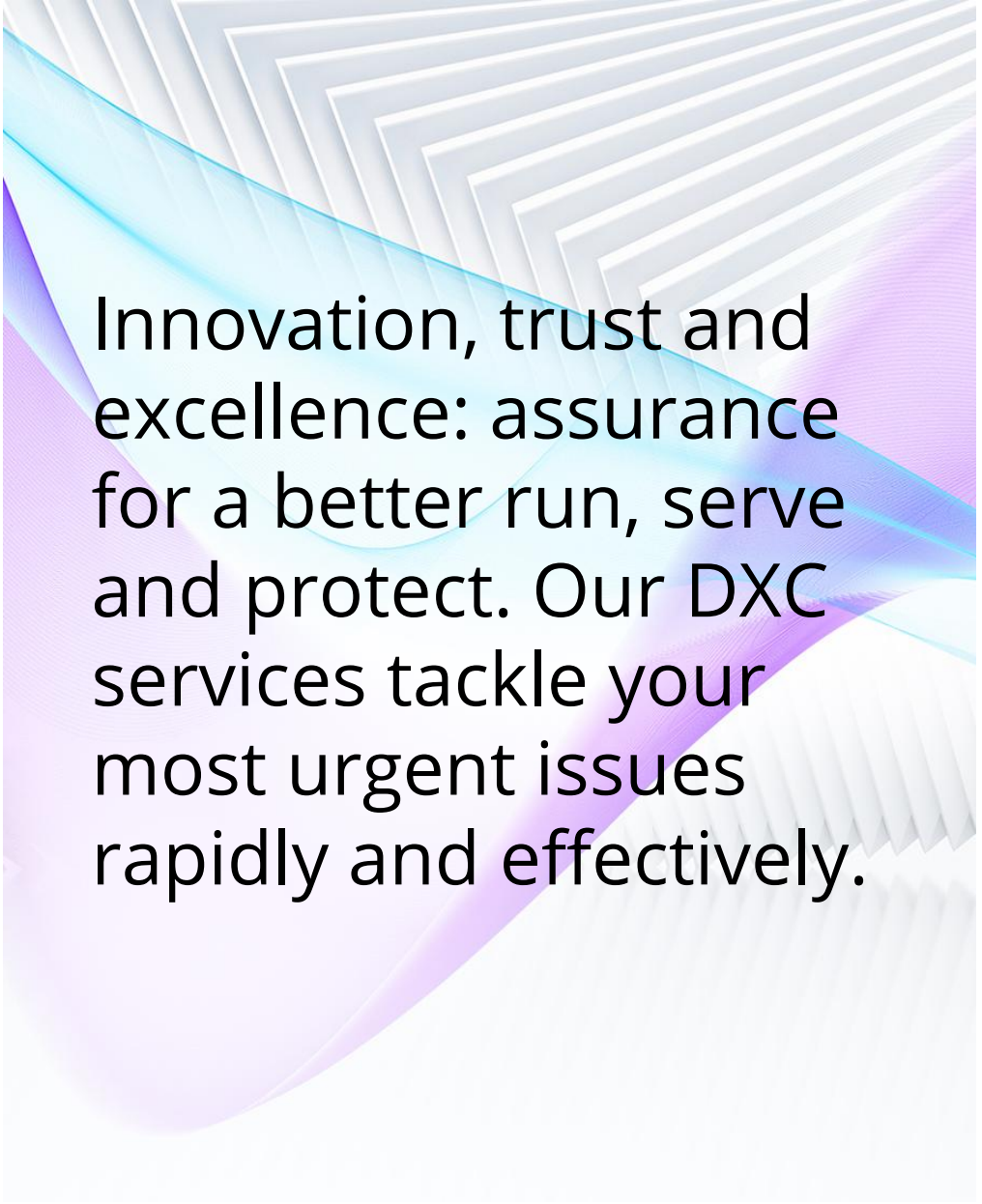
Government agencies need to support local and national policies, deliver a return on taxpayer funds, achieve transparency, and impact citizens' lives positively.

We've worked closely with the Australian public sector for more than 50 years, making our experts the ideal partners to sustain your systems while futureproofing and optimising your technology environment to deliver on your agency's core objectives.

With decades of experience, DXC's pragmatic implementation of mission-critical services and solutions has kept dozens of ministries, departments, agencies, private organisations and armed services around the world operating smoothly, efficiently and cost-effectively.

As trusted advisors, we strategically incorporate cloud, automation, data analytics, artificial intelligence, machine learning, security and more into government operations while helping you continue to draw value from legacy systems.

Our services and systems help manage healthcare, education, business, transportation, home affairs, tourism, agriculture, defence, justice and cyber threats. With DXC, you can confidently handle public safety and emergencies, lower costs and personalise interactions with staff and customers.



Innovation, trust and excellence: assurance for a better run, serve and protect. Our DXC services tackle your most urgent issues rapidly and effectively.

# DXC and ServiceNow transform business with great digital workflows

Digital transformation is a journey with the same destination for all organisations. The only difference is where you start and the tools you leverage to reach it.

At DXC we simplify complex IT landscapes to increase productivity and drive engagement with great digital workflows and deliver impact with AI to move industries and companies forward. We focus beyond the problem to reimagine what success will look like and how to get there with employee and customer-centric workflows that reduce technical debt.

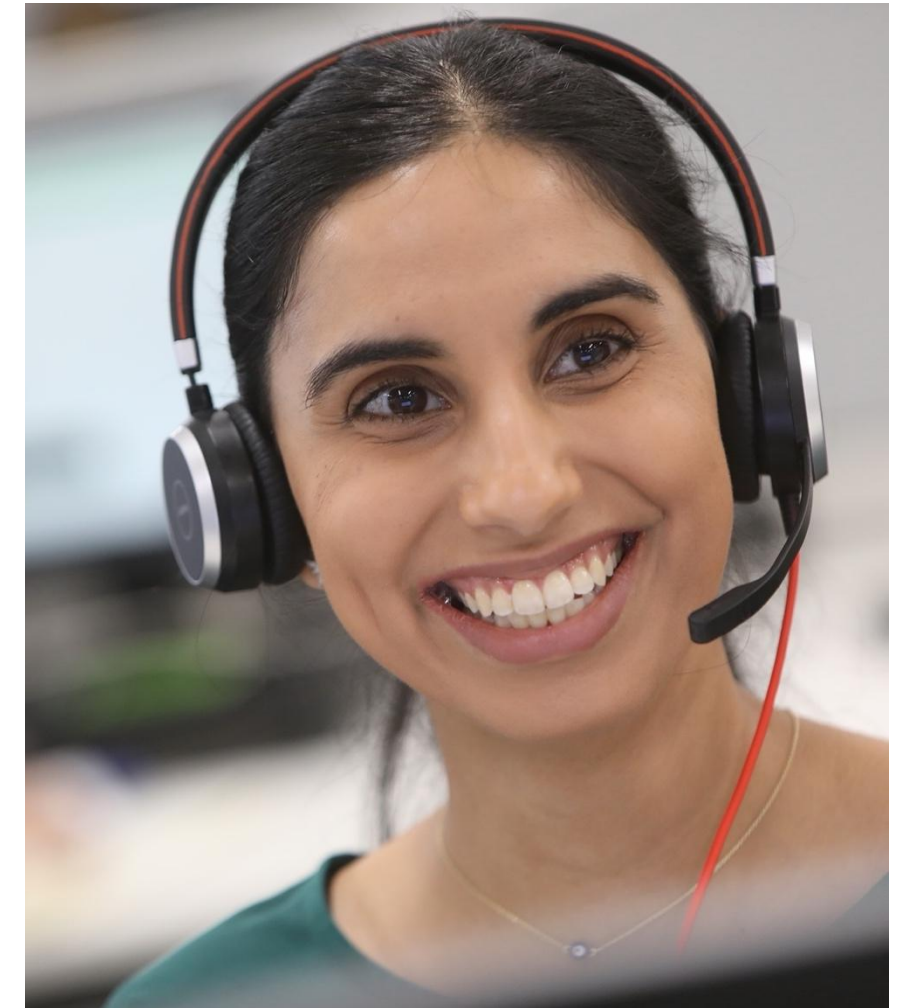
Since introducing the ServiceNow product 15 years ago to Australia and New Zealand, we have been leading and innovating with the successful delivery of over 1,500 ServiceNow projects.

We work alongside our customers and act as an extension of their business to understand their specific challenges, prioritise high-value improvements, and define a modernisation roadmap that delivers incremental ROI at each meaningful step on their transformation journey.

As a trusted advisor, we bring in the right team, expertise and technologies to address critical business challenges and replace unstructured work patterns with intelligent, optimised and automated workflows to accelerate deployments and minimise project risk.

Our dedicated GenAI Centre of Excellence delivers insights and expertise gained from our extensive experience implementing the largest GenAI solution within the ServiceNow ecosystem.

DXC is a global ServiceNow Elite partner. We focus on delivering the right customer outcome, driven by past and future successes, to achieve the most value from your ServiceNow investment.



# Five reasons why DXC leads the way in business transformation with great digital workflows powered by ServiceNow



## Our IP is your advantage

We are the leading, strategic ServiceNow partner with over 15 years' experience in delivering innovative models, unique IP and project accelerators that automate and optimise workflows and streamline processes for our customers.



## Partnering for better outcomes

We are an extension of our customers' team, working along-side the business to add value and make an impact with consulting-led thinking, methodology and deep product expertise that is outcome oriented, not scope driven.



## The best expertise

Our certified Master Architects and ServiceNow product experts bring industry, process, systems integration, and technical delivery experience to drive innovation and value in helping customers transform their businesses.



## Proven track record

DXC is a global ServiceNow Elite partner focused on delivering value and driven by past and future successes with a long heritage of project achievements.

DXC is a member of ServiceNow Advisory Board co-innovating with ServiceNow to design use cases for Agentic AI.



## A solution for your exact needs

We work closely with customers to understand their challenges, prioritising high value improvements and productivity gains wherever possible. We are then able to extend out-of-the-box ServiceNow capabilities, delivering bespoke applications to address our customers' specific business requirements.

"This is our first engagement with DXC. The relationship has been entirely positive from the outset — a true partnership with DXC playing a leadership role.

The close collaboration was one of the highlights of the project. It worked extremely well and achieved the result we needed."

Government department  
**Spokesperson**



## Case study: Australian State Rail Operator

This state-owned Australian railway operator manages local and long-distance passenger services, as well as owning and maintaining rolling stock and thousands of kilometres of track and related infrastructure..

DXC guided the railway operator in establishing a holistic vision and roadmap for creating an optimised enterprise self-service solution incorporating a tailored, leading-edge design. During the concept phase, DXC undertook a current state analysis on the legacy IT portal to identify user pain-points and areas that lacked design consideration.

To address the shortcomings, a design for the optimised enterprise portal was proposed which incorporated a new and holistic information architecture designed to simplify user navigation. DXC also re-engineered some of the ServiceNow portal's complex content management processes which helped simplify the process for non-technical content owners to maintain and publish content.

The new portal is a significant improvement on the legacy solution. Thanks to its human-centred design principles, staff can now fully self-service without the need for training or having to constantly seek assistance with their day-to-day tasks.

### How DXC helped with ServiceNow

- Current state usability assessment with human-centred design methodologies
- Enterprise portal leveraging latest ServiceNow technology: Employee Centre Portal
- Bespoke portal analytics application
- Consulting and content management enablement

### Business outcomes

- Employees are empowered to be fully self sufficient
- Simplified self-service enables increased productivity
- Visibility to self-service performance provides capability for continuous improvement.

### [Read case study](#)





## Case study: Australian government department

This Australian government department manages the development and implementation of laws, regulation and policy in various areas of the state and ensures all elements of the community safety system are working efficiently and effectively. The department is undergoing a transformation to better meet the evolving needs of its citizens. This transformation is supported by comprehensive strategy and wide-ranging reform, ensuring a whole of government approach to the community safety system.

Key to the transformation was legislative reform driving the need for visual representation of key infrastructure and assets. The government department was working with outdated Microsoft Excel and SharePoint legacy solutions which offered limited functionality and low security for the high level of confidentiality that was required.

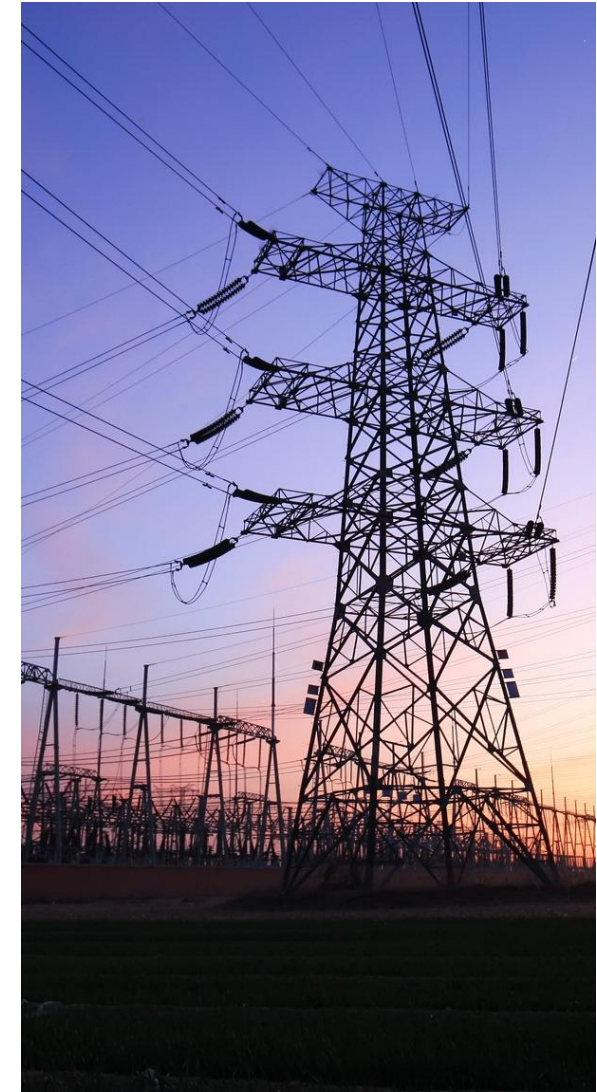
### How DXC helped with ServiceNow

- ServiceNow solution holding all the data, geo-mapping layers, information and user access security controls
- A secure repository of detailed infrastructure and asset information
- Visual representation of complex data with geo-mapping integration

### Business outcomes

- Ease of access and use for distributed and varied users
- A dynamic visual representation of assets
- Robust security controls easily manage different access levels.

[Read case study](#)





## Case study: Australian government department

This commonwealth department wanted to move away from its existing on-premises contact centre to a future-proofed, evergreen cloud contact centre solution with true omnichannel capability. The department recognised an opportunity to increase productivity, lower costs and improve customer experience (CX) through a contact centre transformation. The customer needed a resilient cloud-based contact centre solution with the flexibility to quickly scale up and down for agents as required.

ServiceNow was integrated into the Genesys Cloud platform. This included web service data actions to retrieve caller details (from ServiceNow), as well as scripts to present callers' details to the agent on-call, and links to open relevant pages/URLs supported by ServiceNow. The integration with ServiceNow means agents are prompted with critical customer information to improve call efficiency, service levels and flow.

### How DXC helped with ServiceNow

- Genesys Cloud omnichannel contact centre solution on AWS with ServiceNow integration for automatic retrieval of customer data at the start of the call
- Provided agents with the ability to work from anywhere with an Internet connection and a browser

### Business outcomes

- Evergreen environment providing continuous innovation with reduced hardware, software, and maintenance costs
- More personalised customer experiences with real-time data integrated from core systems and live ServiceNow integration
- Reduced call waiting times and smoother transfers between agents.

### [Read case study](#)





## Case study: University of Tasmania

The University of Tasmania (UTAS) is Australia's fourth-oldest university, established in 1890. It has won more teaching awards than any other Australian university, and ranks in the top two per cent of universities worldwide. This recognition emphasises the high calibre of education offered across numerous academic disciplines at UTAS. The university has more than 33,000 local, national and international students and 2,600 academic and administrative staff across four campuses.

With tens of thousands of IT users, UTAS needed to improve its responsiveness to IT issues and requests. The university had no easy way to let people know what services the IT team offered, or how to access those services. The help desk was managed manually; staff and students called, emailed or simply walked into the IT department to ask for help. This made it difficult for staff and students to work effectively, since IT issues disrupted their ability to access networks and drives. The average help desk ticket closure time was five days.

### How DXC helped with ServiceNow

- A Service Portal, based on ServiceNow, which enables self-service
- A knowledge base which enables users to solve their own issues
- A service catalogue which enables users to find out what services are available and log a request

### Business outcomes

- The Service Portal is now the most popular channel for communicating with the IT department
- With fewer phone calls and emails, the IT team are freed up to add more value
- A service delivery strategy has improved the customer experience and resource use

### [Read case study](#)





## Spotlight : AI agents power the public sector

Globally, AI is becoming a powerful force in helping organisations make decisions, improve services and get work done. This new way of working is starting to show up in government agencies, which often struggle with time-consuming tasks and mountains of data that need to be managed, and inefficient processes that can drain resources and hinder productivity.

AI can be a powerful force in helping government organisations make decisions, improve services and get work done. And we're starting to see examples of how AI agents are being used by governments to analyse vast datasets at incredible speeds, provide public sector bodies with insights they can put to work immediately, automate hundreds of processes, and enhance the services offered to citizens.

### How DXC helped with AI

- DXC is working with the Brussels Tax Department team exploring options for improving first-time call resolution through real-time coaching, formulating personalised responses to citizen queries, and consolidating data across multiple systems to reduce call times.
- The department is using AI agents to help streamline and simplify the entire tax administration process, leading to freed-up capacity to introduce new services and improve the user experience.

### [Read industry spotlight](#)



# DXC empowers business with ServiceNow

At DXC we accelerate enterprise service management across your organisation. We keep environments optimised while meeting any challenges in platform expertise and staffing.

## **DXC GenAI Centre of Excellence**

Dedicated GenAI CoE with 100+ AI certified engineers delivers insights and expertise gained from our extensive experience implementing the largest GenAI solution within the ServiceNow ecosystem. DXC is a member of ServiceNow Advisory Board co-innovating with ServiceNow to design use cases for Agentic AI.

## **DXC Advisory for ServiceNow**

Overcomes challenges in governing and managing the ServiceNow platform.

## **DXC IT Modernisation**

Accelerates business transformation with ServiceNow applications to achieve the agility needed to meet ever changing customer and employee demands.

## **DXC Operational Resilience**

A holistic framework to effectively manage risk and strengthen operational resilience with key DXC solutions on the ServiceNow Platform.

## **DXC ITSM Implementation and Transformation**

Provides process guidance, technology expertise and organisational support.

## **DXC CSM for ServiceNow**

Drives case volumes down and customer loyalty up by improving customer service operations and engaging customers with digital workflows.

## **DXC ITOM for ServiceNow**

IT operations management (ITOM) delivers a consistent and strategic approach to planning, building, and operating digital services, technology, components and applications requirements.

“It was clear from DXC’s response to the RFP that it had the experience necessary to successfully deliver the self-service portal we needed. Discussions with DXC’s professional referees confirmed that the company was the right choice for UTAS.

Even talking to the DXC team before we started the work gave us a sense that we would work well together. The team was friendly and professional; with the skills and know-how we needed.”

Nathan Tenaglia  
Manager of enterprise services & networks  
**University of Tasmania**

# DXC will help achieve your business goals with ServiceNow

As a ServiceNow Elite partner, DXC helps organisations thrive – transforming, modernising, and driving business impact with AI. We bring our engineering heritage, deep industry experience, and 15+ years of ServiceNow expertise to every client engagement.

For more information on how DXC can help your business harness the power of ServiceNow to build and maintain a competitive advantage in a changing market landscape in the era of AI, contact the team today.

Find out more about our [DXC Practice for ServiceNow](#)  
Find out more about DXC in the [Australian Public Sector](#)

## 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 [www.dxc.com/au/en](http://www.dxc.com/au/en)