



**A transformation roadmap  
to unlock business value  
and mature IT services**

Discover | Solve | Deploy | Sustain

# Rapid digital transformation

**Identify and solve key IT challenges for short- and long-term success and sustainability.**

## What is DXC Service Uplift?

The DXC Service Uplift Program is a **rapid assessment that maps out the current IT performance and maturity** of your organisation's ecosystem and creates a **roadmap of priority activities** to achieve short-term and long-term goals.

## What makes DXC Service Uplift different?

**Speed:** DXC's proprietary 4x4 Maturity Assessment is a targeted and streamlined approach that lets us assess your organisation, identify opportunities, and make recommendations through an implementation roadmap within weeks, not months. This is achieved with minimal time investment from your organisation. Where possible, we work within your environment and constraints to avoid unnecessary technical debt.

**Partners and customers:** We are vendor, software, technology, and tool agnostic. Our customers have access to DXC's extensive network of partners, industry experts, education institutes, global reach, and learnings from a broad customer base across key sectors. We leverage these cross-industry learnings to accelerate transformation while keeping your business safe.

**An end-to-end approach:** Our methodology framework, tools, and delivery expertise ensure we can baseline and measure the current information technology infrastructure library (ITIL), platform, and service performance and maturity of your IT estate. This end-to-end approach looks at an organisation's entire ecosystem.



### Operational stability and maturity

Permanently reduce unplanned activities and downtime, baseline key production environments, and achieve data-driven decision making.



### Profitability: minimise cost and drive growth

Minimise run costs, consolidate and rationalise tools, drive lean best practices, and reinvest in growth.



### Accelerated transformation and strategy

Focus on zero-touch through automation, deliver a future state strategy aligned with business and IT, and navigate organisational change.



### Protect and reduce risk

Achieve risk management maturity, implement early cyber-vulnerability detection, improve audit and policy adherence, and protect brand reputation.



### Our customers, our people, our environment

Deliver an enhanced customer experience, empower and motivate the workforce through meaningful engagement and the right skills in the right roles, and reduce the impact of IT.

# How we do it

Proven DXC Service Uplift methodologies achieve targeted success.

We will partner with you to identify and prioritise activities that unlock value and deliver tangible results through a four-phased approach.

## A four-phased approach

**The kick-off:** one-hour scoping workshop to validate the transformation opportunity and understand key business priorities.

The information gained through the workshop lets us tailor an Uplift proposal to your organisational challenges. The Uplift proposal will outline the appropriate phases and timings for your organisation to unlock real business value.

Discover

### 6 weeks

#### Understanding the problem and key business challenges

A rapid response maturity assessment that provides a baseline of the current state, risks, gaps, and desired outcome.

#### How

Through access to subject matter experts, service owners, and stakeholders who provide relevant data extracts from various IT and business systems, our team rapidly identifies problems, target areas, and opportunities across the organisation.

#### Delivers:

- A baseline of current IT performance and operational maturity
- Identification of immediate tactical improvements
- Recommended longer-term strategic roadmap plans

Solve

### 2 weeks

#### Identify solutions to improve overall maturity

Create actionable roadmaps aligned to value streams for tactical (zero to 12 months) and strategic (12 to 24 months) next steps.

#### How

Through a customer journey roadmap, business value is delivered where it matters most, letting customers leverage existing technology and solutions where possible to reduce cost of change.

#### Delivers:

- Operational stability and maturity
- Design, standards, and practices
- tools, data, reporting
- Automation, transform, and strategy

Deploy

### 3 - 12+ months

#### Expedited deployment at scale in a planned manner

We work with customers to prioritise the sprint schedule and realise value benefits based on priority, impact, complexity, and duration.

#### How

The best way to implement change is by enabling the workforce to be part of the journey. Our AdoptATHON approach brings together multi-disciplinary teams in an agile and collaborative environment to coordinate the adoption of new ways of working.

#### Delivers:

- Expedited deployment of continual service improvements
- Focused sprints that deliver tangible results
- Unlocked value for the business and customer base
- Transformational innovation activities

Sustain

### 4 weeks

#### Ensuring ongoing stability and continuous improvement

Governance practices are put in place to measure and ensure ongoing performance. This allows for the identification of the next opportunities for deployment.

#### How

At the end of a DXC Service Uplift engagement, the business is equipped with the tools to continue the constant journey of evolution and change in a safe and sustainable manner, using achievements and results from DEPLOY to create change advocates in the organisation.

#### Delivers:

- Data, reporting, and dashboards
- Clear roles and responsibilities
- Timebound activities
- The ability to adapt and thrive quickly during periods of rapid change

The DXC Service Uplift Program delivers real results in condensed time frames.

# DXC Service Uplift in action

**Government | Insurance | Life Science**

## **Government: operations stability and upgrading technologies**

In response to the global pandemic and enormous pressures on critical online systems, the DXC Service Uplift Program was integral to upgrading and scaling key government technology through streamlined processes, improved system testing, and the implementation of new governance measures.

## **DXC Service Uplift delivered:**

- **Stabilisation** of a critical 24x7 platform
- **Increased capacity** for platform max concurrent users (50K to 350K)
- **8 critical services** mapped across the entire technology stack in 4 days
- **10,000 hours** per year reduced effort
- 27 reports automated + 21 reports retired
- **75% reduction** in aged incidents (40K to 9K)
- **60% reduction** in service request stockpile

## **Insurance: identifying \$21.5M in annual savings**

Our insurance customer had a target of 30% (\$18 million) cost reduction across their operational technology spend, including people, infrastructure, and software. Over the course of a six-week engagement, the DXC Service Uplift Program identified 34 opportunities to reduce the customer's operational IT spend, totalling \$21.5M in annual savings.

## **DXC Service Uplift has identified:**

- **\$2-3m** full-year saving opportunity in Cloud through right-sizing and removing resource waste
- **\$6m** saving based on review and rationalisation of all on-shore customer IT FTE
- **\$4.7m** saving through accelerated decommission of nonstrategic aligned applications
- **\$3m** saving based on the rationalisation of a highly complex application landscape to streamline and consolidate functionality
- **\$0.6m** saving through accelerated digital channel deployment to reduce contact centre engagements
- An additional **\$2.6M** of cost avoidance opportunities

## **Life Sciences: strategic service delivery improvements and accelerated transformation**

Our customer's outsourced IT operating model was experiencing repeated service failures and excessive Priority 1 and Priority 2 incidents, resulting in significant interruption to business operations. To address these ongoing systemic failures, there was an urgent need to audit the current state of the IT environment, identify risks to the business, and obtain tactical and strategic recommendations to move forward.

## **DXC Service Uplift provided:**

- **7 maturity assessments** for service management practices
- **5 IT platforms** baselined against industry benchmarks
- **101 tactical recommendations** tabled to immediately improve overall service delivery and stability
- **134 strategic initiatives** presented to set the organisation on a new trajectory of service excellence

## DXC Service Uplift at DXC Technology

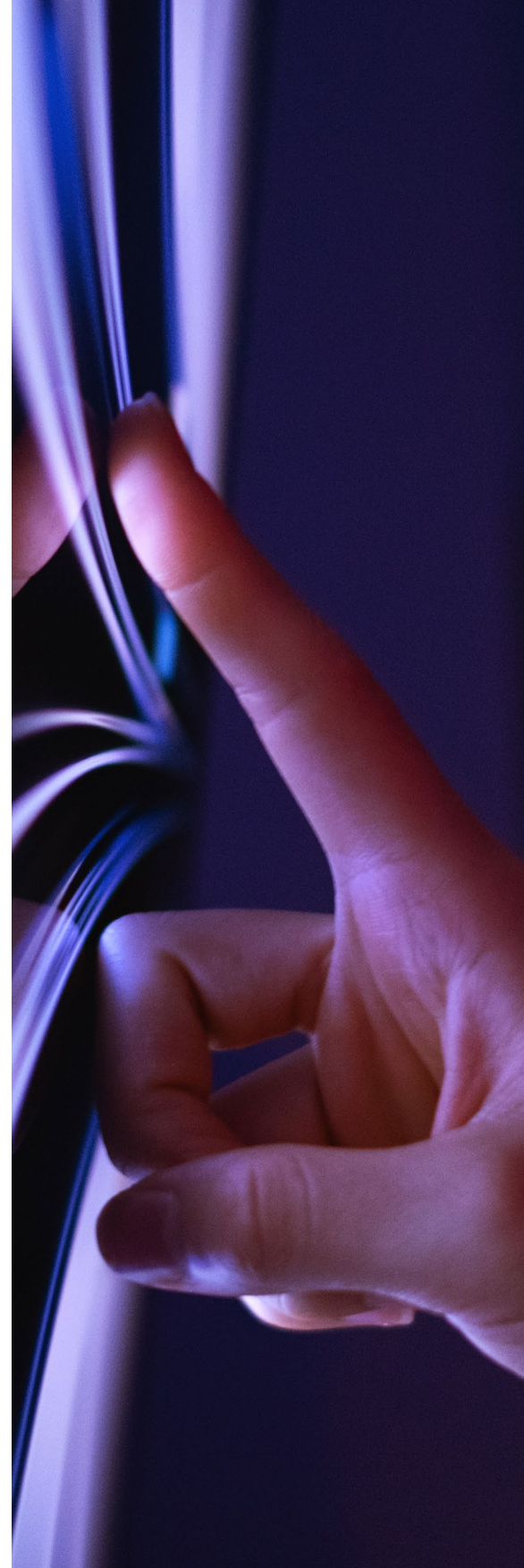
The DXC Service Uplift Program maps out the current IT performance and maturity of a client's eco-system and creates a roadmap of activities to achieve short-term and long-term goals, which are prioritised against the customer's value benefits.

The frameworks and methodologies that underpin DXC Service Uplift were developed internally to improve the quality and efficiency of the services we provide to our customers.

Within our own business, DXC Service Uplift delivered the following results\*:

- 0** P1s over critical peak periods
- 77%** Reduction in aged incidents
- 71%** Health check automation
- 61%** Of incidents resolved by automation
- 80%** Reduction in time and effort for raising change requests
- 40%** Reduction in IT costs

\* Results were achieved in the Australia and New Zealand (ANZ) region of DXC Technology



Get the insights that matter.



### About DXC Technology

DXC Technology (NYSE: DXC) 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 and public sector organisations 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://www.dxc.com).