Empowering public servants

Microsoft's integrated platform
for government excellence

INTRODUCTION

Gartner predicts that, by 2026, government total experience (TX) approaches will reduce process ambiguity by 90 per cent, while increasing satisfaction metrics for both customer experience (CX) and employee experience (EX) by 50 per cent.[1]

60%

of government organisations will prioritise investment in business process automation by 2026 (up from 35% in 2022).[2]
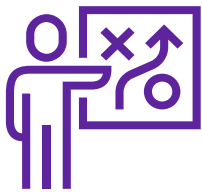
For government agencies considering or already undertaking a cloud transformation journey, or have already undertaken one, the priority is to maximise the value of this investment by enhancing and digitising business processes, driving operational efficiency, and unlocking new levels of effectiveness.

DXC Technology, with its deep understanding of both the public sector and the Microsoft ecosystem, is uniquely positioned to help government departments and agencies invest in modern, efficient, fit-for-purpose and cost-effective technology and platforms that fulfil their mandate to ensure all citizens have access to the services they need, when they need them.

For government agencies looking to standardise on the Microsoft platform, DXC's approach focuses on modernising technology by expanding Microsoft investments with Dynamics 365 and Power Platform. This strategy leverages the existing Microsoft ecosystem to reduce costs and technical risk, improving business processes through digitisation and maturation, and implementing AI and robotic process automation (RPA) to augment existing processes to support quicker decision-making.

By partnering with DXC, agencies can:

- reduce technical and delivery risk through our proven methodology, experience, and people

- implement fit-for-purpose ERP and digitise work processes

- enhance efficiency and effectiveness of services to citizens

- improve data integration and accessibility across existing Microsoft investments

- leverage AI and automation to improve efficiency and effectiveness of public services.

[1] https://www.gartner.com/en/newsroom/press-releases/2023-04-17-gartner-announces-the-top-10-government-technology-trends-for-2023#:~:text=CIOs%20should%20focus%20on%20value,when%20developing%20data%2Dsharing%20initiatives.&text=By%20 2026%2C%20government%20total%20experience,(EX)%20by%2050%25

[2] https://www.gartner.com/en/newsroom/press-releases/2024-04-16-gartner-announces-the-top-government-technology-trends-for-2024

Whether it's extending ERP, digitising processes, improving services, or navigating complex regulatory environments, DXC provides the expertise and innovative solutions needed for government agencies to respond efficiently and effectively to market demands and public service expectations.

Four critical drivers for government

1 Operational efficiency and cost management

Agencies can't simply upgrade systems for the sake of transformation; every investment must demonstrate clear value, either through cost savings or improved public services. This creates a complex landscape where agencies must navigate legacy systems, accumulated technical debt, and the need for modernisation, all while under intense scrutiny for every dollar spent.

Modernisation is about making strategic decisions that leverage existing investments, particularly in Microsoft ecosystems, to drive efficiency without compromising service quality, while still grappling with custom applications and data silos that hinder true operational efficiency. Many government employees are already familiar with the Microsoft Dynamics portfolio of intelligent business applications. The opportunity exists to improve efficiency and productivity when all processes run through familiar, connected applications.

DXC's approach helps agencies mature their digitised processes, so that technology investments translate into tangible operational improvements and cost savings, aligning with the government's need for defensible, auditable processes and the unique constraints of public-sector budgeting and approval processes.

2 Public-centric service improvement

The drive for public-centric improvements is about fundamentally transforming how agencies interact with their constituents. The challenge lies in balancing the need for enhanced services with the constraints of legacy systems, budget limitations, and the complexities of government operations. Agencies are increasingly aware that any investment in technology or process change must demonstrate a clear, positive impact on customer experience.
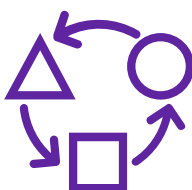
While there's a push for more accessible and integrated data to improve decision-making and service delivery, agencies must navigate the intricacies of data privacy, security regulations, and the disparate nature of government information systems.

3 Risk mitigation and data governance

Government agencies can establish a single source of truth and mitigate risks by prioritising data governance, letting all stakeholders work with consistent, validated information. This supports transparency, trust and accountability in service delivery. Maintaining these standards becomes nearly impossible without effective data governance as financial and operational data volume grows. This makes audit trails, accurate reporting, and adherence to data protection regulations non-negotiable. Automation can only deliver reliable results if the underlying data complies with regulatory frameworks and internal policies.

Secure-by-design principles, like role-based access controls, encryption, and regular security assessments, also mitigate risks of unauthorised access or data breaches. Agencies that implement these measures can manage sensitive financial data confidently while reducing the likelihood of compliance violations.

4 Agility and technological advancement
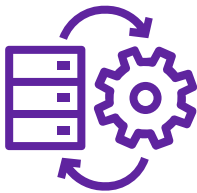
Government agility isn't about rapid, constant change, but rather about creating flexible, adaptable systems that can evolve steadily while maintaining reliability and trust.

This is not a straightforward path of adopting the latest tools. It involves a careful assessment of how new technologies like AI and Intelligent Automation can augment existing processes and enhance decision-making, as well as align with the agency's core mission and public service ethos. This requires a deep understanding of the agency's current technological ecosystem—which is often a complex mix of legacy systems and modern platforms—and how new technologies can be integrated without creating additional silos or complexities. Platforms like Microsoft Dynamics 365 and the Power Platform offer opportunities for agencies to leverage familiar technologies while advancing their capabilities. The first step is to digitise or modernise, and then to mature processes in a way that creates lasting value for both the agency and public services, moving beyond initial digitisation efforts to truly transform and optimise operations.

DXC Practice for Microsoft responds with Microsoft Dynamics 365

Dynamics 365 has reframed the way the public sector approaches the implementation of essential business systems. The Dynamics 365 platform supports agility and innovation with unified data as all the business applications are made to work together and with existing systems for a comprehensive solution that will also leverage embedded, advanced AI capabilities and Copilot.

Smaller government agencies have moved towards a more simplified set of applications, investing in Dynamics 365 business applications because they are simpler, more integrated, and importantly, more familiar to users. Dynamics 365 business applications also provide robust analytics and access to real-time data, optimising operations and service capability, and creating engaging customer and employee experiences.

Complete transformation may not be possible for larger agencies, as their core business systems have evolved to fit unique departmental processes, are modified for best practices, and are too embedded to remove.

If required, Dynamics 365 can be incorporated into existing application architectures and integrated with other core applications such as SAP, Salesforce, Workday, Oracle, ServiceNow, or other custom applications.

Rapid implementations

The pressures of time, budget, and resources are common to every project. Dynamics 365 offers low code/no code where possible, which is specifically aimed at supporting rapid implementation. DXC uses proven project methodology comprised of established best practices, prescriptive processes, and a supporting standardised toolset to drive successful implementations of Dynamics 365.

The integration of Copilot within Dynamics 365 enhances workflow efficiency to deliver faster time to value and quick proof of concept models. This AI-driven assistant is integrated into the workflow seamlessly, providing real-time insights and automating routine tasks.

Leverage existing investments in Microsoft

Microsoft technology is already widespread across the public sector, and investment in Dynamics 365 and Power Platform leverages the familiar user interface and interconnectivity provided by Microsoft 365. This reduces per-seat investment, builds user adoptability, and enhances data integrity across applications.

When Dynamics 365 is added to an existing Microsoft technology stack, it delivers a consistent and familiar environment for the business. Dynamics 365 has many out-of-the-box connections with the Microsoft productivity tools that employees are already using.

The Microsoft ecosystem, including Dynamics 365, Microsoft 365, and Azure work together seamlessly. AI is integrated throughout the business apps, offering benefits that are quick to realise. Adopting Dynamics 365 lets government agencies already using Microsoft products leverage their existing investments while gaining access to advanced capabilities.

Moving to Dynamics 365 addresses the accumulated technical debt while providing a platform for future innovation. There is substantial cost takeout potential, not just in terms of licensing and maintenance, but also in improved operational efficiency.

A single platform that enables productivity and agility

Microsoft 365 **+** Microsoft Dynamics 365 **+** Microsoft Power Platform **+** Microsoft AppSource

| Finance | Supply chain | Commerce | Human resources | Project operations |

Microsoft Security

Copilot for Finance   Copilot in Dynamics 365   Copilot Studio

A common data platform   Microsoft Dataverse   Microsoft Fabric

| Connect your entire business | Support your entire portfolio | Streamline end-to-end processes |

Cybersecurity and governance

Application governance and security is paramount for government agencies. Dynamics 365 has been designed from the ground up with governance and security in mind. The Power Platform helps organisations with the entire application lifecycle governance of environments from development and testing to production.

The comprehensive suite of security capabilities helps keep enterprise data safe while leveraging the platform's AI capabilities. Power Platform's security features augment the foundation provided by Microsoft security products and services, delivering the deepest protection across the breadth of technologies.

With local Azure data centres across Australia and now operational in New Zealand, government agencies can adopt cloud services more confidently, knowing their data remains within national borders. This localisation helps maintain compliance with data residency requirements and promises improved performance and reduced latency for cloud-based services.

CASE STUDY

WaterNSW

Partnering with DXC, WaterNSW deployed a three-part Microsoft platform consisting of Azure, Microsoft Dynamics 365, and Microsoft 365. The Dynamics 365 project at WaterNSW was the biggest implementation at an Australian state government agency at the time, due to the breadth and scope of the solution.

Within weeks of going live, WaterNSW experienced transformative change. Business processes were simplified, introducing new efficiencies to employees. Fast, comprehensive views into data facilitated better business decisions. Connectivity across the system helped workflows operate more smoothly and quickly.

"WaterNSW chose DXC as its partner because of the team's expertise and leadership in Dynamics 365, its exceptional track record of provisioning end-to-end solutions, and its skill at providing business process change and system integration. DXC brought strong capabilities for technical implementation and functional consulting, which we needed to link business processes to software configuration. During the project, the DXC team was highly professional, accessible, and disciplined in delivering our outcomes while remaining flexible to our needs.

"We've also transformed how we capture and store condition data on field assets with Dynamics 365 and the Azure cloud."

A WaterNSW spokesperson

State Police

An Australian State Police department selected DXC to implement Microsoft Dynamics 365 Customer Engagement. Running on Azure, the cloud solution leveraged out-of-the-box functionality provided by the DXC Smart Government Solutions for Microsoft Dynamics 365. These modular Accelerators are part of the DXC Justice Case Management solution that addresses specific needs related to prosecutions and matter management.

The DXC's application of agile methodology delivered a fast and seamless implementation with technology matched to user needs. The solution was implemented over nine months, with DXC translating the existing system's look and feel to the new interface.

Integration with the core operational policing system empowers police prosecutors to work more efficiently while collaborating to save time and costs associated with law enforcement.

"The DXC team was highly professional, accessible, and disciplined in delivering our outcomes while remaining flexible to our needs.

"We selected DXC as our partner for its strong technical implementation and functional consulting capabilities, and its ability to link business processes to technology."

A police spokesperson

Queensland Treasury Corporation

Striving for operational excellence and mitigating risk by eliminating inefficiencies are part of Queensland Treasury Corporation's DNA and were the driving factors for the organisation's modernisation of its financial management system.

As part of an organisational transformation, much of its operations had already transitioned to Microsoft platforms, but the finance team determined further modernisation was needed.

The organisation identified Microsoft Dynamics 365 Finance to improve access to data and streamline and automate multiple processes, while laying the foundations for ongoing innovation.

Rapid deployment was essential and the implementation was achieved in under six months, in time for the start of the financial year.

The Dynamics 365 platform is also far simpler to manage. Previously, updating its legacy and highly customised finance platform could take months to complete. Having embraced Dynamics 365 essentially out of the box, updates take only two hours each quarter.

CASE STUDY

Ports North

Headquartered in Cairns, Ports North has extensive marina and tourism facilities, and a range of strategic land holdings and properties across its ports. After completing a strategic review of its operations, Ports North found that its core line-of-business systems were not adequately supporting its corporate objectives in an economy that was becoming increasingly competitive.

The organisation was operating in silos because its legacy systems didn't communicate well with each other. That meant teams had difficulty obtaining valuable data and insights, impacting decision-making and strategic planning.

Ports North wanted to uplift business capability and maturity across sustainability, growth, and customer service management, and selected Microsoft Dynamics 365 Finance and Operations to support the uplift. Ports North engaged DXC as its systems integration partner based on its experience in leveraging Microsoft Business Applications to deliver business process improvements, efficiency, and sustainability across critical port operations.

Justice Agency

Straining under the weight of paper-based and manual processes, a diverse Australian justice agency went to market for a solution that would digitalise resources and the paper-based recording of case notes, judges' interactions, and the plethora of other supporting documentation that was becoming increasingly burdensome.

The agency's objective was to simplify and modernise the delivery of justice services to support its vision of justice for all.

DXC worked collaboratively with the agency to deploy DXC Justice Case Management Solution featuring Dynamics 365 Customer Engagement capabilities coupled with industry expertise, unique IP, and proven methodologies.

The solution delivers a secure, automated system that simplifies case initiation and processing for information sharing, tracking, and data analysis. It is a modern and easily configurable solution that facilitates court work by streamlining case management.

"[The solution] is a big leap forward in efficiency. In addition, it integrates well with the agency's other enterprise systems and delivers on the benefits of the Microsoft Dynamics 365 application features."

A justice agency spokesperson

Navigating the way forward with DXC and Microsoft Dynamics 365

Now more than ever, governments are challenged by strategic, economic, and social changes on an unprecedented scale. It is critical for modern governments to remain agile and respond to these pressures in a consistent, timely, and manageable way, while also addressing accumulated technical debt and the need for cost-effective modernisation.

With a deep understanding of the unique business requirements essential to the public sector, DXC empowers agencies to digitally transform and move to the cloud through cost-effective, rapid projects using Microsoft Dynamics 365. DXC's approach leverages existing Microsoft investments within government agencies, providing a familiar ecosystem that includes Dynamics 365, Microsoft 365, and Azure, with AI capabilities seamlessly integrated throughout.

If required, Dynamics 365 can be incorporated into existing application architectures and integrated with other core applications, leveraging data and analytics from across the government organisation.

DXC specialises in new implementations and upgrades to cloud-based solutions, powered by Dynamics 365 and the Power Platform built on the security of Azure. DXC understands the cautious approach many agencies are taking towards cloud adoption and can guide them through this transition, delivering data security and compliance within their existing Azure security framework.

A leading Microsoft Partner with experience at local, state, and federal levels of government, DXC understands the constraints and interplays within and across the public sector. Its expertise extends from traditional IT infrastructure to cutting-edge cloud solutions, positioning DXC uniquely to guide agencies through their digital transformation journey. DXC's proven methodologies, accelerators, and government-specific solutions modernise, leverage, and improve existing core business applications, facilitating interoperability and integration across complex infrastructures and legacy solutions.

Adopting a holistic view of a government organisation, DXC proposes strategies that are actionable, achievable, and directly aligned to priorities so that projects are delivered with reliable and predictable outcomes. DXC's solutions focus not just on technology implementation, but on delivering tangible benefits at the customer level while driving operational efficiencies and cost reduction.

Our goal is to make you a Microsoft customer for life and a DXC customer by choice.

Learn more:

dxc.com/au/en/practices/microsoft

dxc.com/nz/en/practices/microsoft

Get the insights that matter.
dxc.com/optin

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**.