



# DXC Service Accelerator for SAP Service Cloud

Achieve rapid time-to-value and provide exceptional Customer Experience

**SAP®** Qualified  
Partner-Packaged Solution



# The DXC Practice for SAP Customer Experience

We empower our clients to deliver outstanding customer experiences that drive growth and loyalty.

We do this by providing expert consulting, design and implementation services, and cutting-edge technology that help our clients understand their customers better, optimise their operations, and continuously improve customer interactions.

We are committed to delivering measurable results, exceeding expectations and helping our clients build strong, differentiated brands.



# Deliver Exceptional Customer Experience

In today's competitive market, delivering exceptional customer experiences drives growth and loyalty. At DXC, we understand this imperative. That's why we've developed the DXC Service Accelerator for SAP Service Cloud, a solution designed to empower businesses to understand their customers better, optimise operations, and continuously improve interactions.

Our DXC Service Accelerator for SAP Service Cloud is an SAP Qualified Partner Packaged Solution, offering transparency, predictability, and speed. With fixed-priced scope and a clear value proposition, we ensure affordability and return on investment for our customers.

As part of our commitment to deliver measurable results that exceed expectations, we offer the following:



**Expert Consulting:** Our team of experts provides consulting, design, and implementation services, tailoring solutions to your unique business objectives and needs.



**Cutting-Edge Technology:** We leverage the latest technologies to deliver transformative solutions that drive business results.



**Proven Track Record:** We have a proven track record of successful implementations, demonstrating our ability to deliver on our promises. With the DXC Service Accelerator for SAP Service Cloud, you're investing in a solution and a partnership.

We're committed to helping you build a solid and differentiated brand through exceptional customer experiences.

# Key Features



Service agents provide personalised service based on the customer's history and preferences. SAP Service Cloud provides a 360-degree view of the customer, consolidating all customer interactions and history into a single platform.



Service agents are empowered to create, and process requests efficiently, leading to quicker resolution times and improved customer satisfaction.



Intelligent routing of service requests to relevant teams and individuals, ensuring that the most suitable person or team handles each request.



Surveys and questions guide agents when collecting customer data, ensuring that all necessary information is gathered effectively. This leads to more accurate service and a better understanding of customer needs.



Agent Handling times and Service Ticket SLAs, giving you valuable insights into your service efficiency and areas for improvement.



The DXC Service Accelerator for SAP Service Cloud supports end-to-end processes using SAP ERP systems master data, ensuring seamless integration and consistency across your business operations.

# Package Benefits

Experience the transformative power of the DXC Service Accelerator for SAP Service Cloud, designed to deliver unparalleled benefits to your business. This solution enhances your customer service operations and drives growth, efficiency, and customer satisfaction.

With our Accelerator, you can unlock many advantages, including faster time-to-value, reduced operational costs, and improved customer experiences. It's time to elevate your business to new heights of success with our innovative solution that puts your customers at the heart of everything you do.

**50%.**

Service agent efficiency improvement\*

**10%.**

Increase in net new revenue\*

**8-12%**

Reduction in customer churn\*



**Faster time to value:** With predefined templates, workflows, and configurations, customers can quickly implement and benefit from the solution.



**Lower cost:** Reduced development time and resources lead to cost savings.



**Reduced complexity:** The pre-packaged solution allows organisations to focus on their core business operations without the need to manage complex software implementations.



**Adherence to best practices:** The solution is built on industry best practices, ensuring optimal performance and results.



**Strong support:** As an expert partner of SAP, DXC provides robust support for the solution, ensuring smooth operation and prompt resolution of any issues.

# Investment

Invest in the future of customer service with the DXC Service Accelerator for SAP Service Cloud. For a fixed price, you gain access to a transformative customer service solution with guaranteed outcomes. This investment encompasses all costs, including project management and other resources, ensuring full value realisation. Available at a starting price of NZ \$265,000, including a 10-week implementation and ten users.

With DXC, you're not just purchasing a product but investing in a partnership that promises growth, efficiency, and customer satisfaction. Make the strategic choice for your business today.



## Case Study: Transforming Rheem's Service Operations with DXC Technology & SAP

**Overview:** Rheem, a market leader in water heating products, sought to modernise its complex service processes. Collaborating with DXC Technology, the company has streamlined its operations, achieving significant cost savings and revenue gains.

**Solution:** Integration of SAP Service Cloud and SAP Field Service Management (FSM) Cloud-native SAP applications integrated with existing SAP ERP Real-time data and analytics for enhanced visibility and control.

**Key Takeaway:** By partnering with DXC Technology and leveraging SAP's advanced solutions, Rheem has effectively transformed its service operations, gaining efficiency, customer satisfaction, and profitability.

### Outcomes:

- **Operational Efficiency:** Unified customer service teams, and simplified job booking.
- **Data-Driven Decision Making:** Live reporting via SAP provides actionable insights.
- **Time & Cost Savings:** Direct integration with existing warranty system for better job tracking.
- **Enhanced Customer Experience:** Immediate dispatch of job reports and prioritised customer service.
- **Safety & Compliance:** Risk assessments integrated into each job via SAP FSM.
- **Profitability:** Shift to a high-margin, customer-centric, scheduled service model.

*"The integration with our existing warranty system has helped the company save significant time and money, as jobs are tracked through comprehensive data and photo records."*

Bruce Kemmis, National Manager Commercial and Service, Rheem Australia

# Customer Success

Over the years, DXC Technology has established a strong presence across Australia and New Zealand, demonstrating our expertise and commitment to customer success. Our track record showcases our ability to understand unique business needs and deliver impactful solutions.

We have worked closely with diverse clients, providing tailored solutions that drive growth. With DXC Technology, you're not just choosing a service provider. You're choosing a partner dedicated to supporting your journey towards exceptional customer experiences.







## Get in touch

DXC Technology (NYSE: DXC) helps 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).

Contact us directly: [talk\\_to\\_us@dxc.com](mailto:talk_to_us@dxc.com) or [find out more here](#)