

Rapidly create, deliver, automate and manage enterprise services

DXC and ServiceNow® strategic partnership

DXC and ServiceNow at a glance

- Strong partnership delivers next-generation service and integration management across the enterprise with proven “as-a-service” capabilities and a single system of action
- Expanded service management platform enables enterprise-wide cloud services including security operations, customer service management, financial service management, IT operations and HR management
- More than 4,000 successful joint DXC and ServiceNow customer implementations worldwide
- DXC Fruition, DXC Technology’s global ServiceNow practice, has delivered more ServiceNow implementations than any other ServiceNow partner
- DXC is a ServiceNow Global Strategic Partner, Gold Sales and Gold Services Partner

About ServiceNow

With the ServiceNow System of Action™, every employee, customer and machine can make requests on a single cloud platform. Every department working on tasks can assign and prioritize, collaborate, get down to root cause issues, gain real-time insights and drive to action. Your employees are energized, your service levels improve, and you realize game-changing economics. Work at Lightspeed™. Learn more at www.servicenow.com

Working together, DXC Technology and ServiceNow deliver world-class proven solutions that modernize workflows and processes across every aspect of an enterprise and accelerate technology-driven business transformation for a variety of industries.

Client benefits

As part of a long-term strategic partnership, ServiceNow’s transformative technology is a foundational element in DXC’s portfolio of enterprise service management and service desk solutions. DXC’s global scope and industry expertise, combined with ServiceNow’s single cloud-based platform creates value well beyond IT.

With the expertise and methodologies of DXC Fruition, DXC Technology’s global ServiceNow practice, we drive the operating model of the modern technology-based company – a highly scalable cloud-based system of action that enables each part of every organization to work at lightspeed – IT, HR, customer service, project and portfolio management, security, and beyond.

Enhancing the user experience and accelerating actionable responses, we’ve harnessed the power of ServiceNow to modernize workflows and processes for organizations across a variety of industries, with scalable innovation for immediate success. Among them:

- Financial services
- Healthcare

- Transportation & logistics
- Retail
- Higher education
- Government

DXC’s deep implementation experience with long-term ServiceNow clients enables us to shorten time to value and maximize benefit over time. And, as one of the industry’s largest ServiceNow service management consulting firms, DXC creates powerful service integration and management offerings for clients with unique and complex needs. The resulting next-generation IT management solutions accelerate technology-driven business transformation in a variety of ways:

- Delivering proven IT as-a-service capabilities and a single source of truth
- Providing accelerated best practice implementations of ServiceNow, including process and proven configurations for ITSM, IT Asset Management, and beyond
- Managing the run state of enterprise ServiceNow environments with a flexible and expert ServiceNow Center of Excellence

- Simplifying operations, improving resource utilization, automating common functions and facilitating movement to the cloud
- Improving service quality – quickly, repeatedly and cost effectively
- Driving automation throughout our offering portfolio and delivery capabilities
- Moving from high-touch to high-tech services while streamlining workflows, boosting employee productivity and reducing incidents

Joint offerings/solutions

ServiceNow delivers cornerstone technology to DXC's service management, service desk, and service integration and management offerings. With the ServiceNow System of Action™, you can replace unstructured work patterns of the past with intelligent workflows of the future. Now every employee, customer and machine can make requests on a single cloud platform. Every department working on these requests can assign and prioritize, collaborate, get down to root cause issues, gain real-time insights and drive to action. ServiceNow also provides a mature environment that supports streamlined end-user self-service capabilities for most common tasks, including knowledge, access requests and environment deployment.

Learn more at
www.dxc.technology/servicenow

ServiceNow provides cloud services for the entire enterprise:

IT - Increase agility and lower costs by consolidating legacy tools into a modern, easy-to-use service management solution in the cloud.

Security operations - Close the loop between Security and IT to resolve real threats fast—using a structured response engine to prioritize and resolve incidents based on service impact.

Customer service - Drive case volume down and customer loyalty up—by assessing product service health in real time and working across departments to quickly remediate service issues.

HR - “Consumerize” the employee service experience with self-service portals and get the insights they need to continually improve service delivery.

Building business apps - Quickly build business applications to automate processes—with reusable components that help accelerate innovation and streamline integration to all your existing systems.

Our joint goal is to make sure our clients are managing their business based on both existing and future data needs. For clients seeking quick time-to-value and managed services, ServiceNow lets us provide consistent and familiar interfaces while leveraging DXC-standardized processes, global metrics and reports.

For clients with specific user interface or workflow needs, ServiceNow is highly

configurable and supports a suite of accelerators. The cloud-based ServiceNow platform also makes it easier to manage change. There's no longer a need to shut systems down during an upgrade.

Differentiation

The strategic partnership between DXC and ServiceNow means our joint clients can better realize the benefits of managed outsourcing engagements. Together, we have strengthened our ability to:

- Bond business objectives and technology into a single, aligned utilization of resources
- Simplify multi-vendor complexity with service integration and management, providing a single platform for governance
- Provide more advanced analytics to drive greater levels of proactive operations
- Consolidate legacy and redundant IT service systems into a single system of record for IT
- Standardize and globalize service processes across IT and the enterprise
- Implement lights-out, zero-touch automation to replace manual and redundant tasks
- Deliver an intuitive, approachable and consumer-like service experience for all users

DXC is one of the largest ServiceNow global enterprise customers.



About DXC Technology

DXC Technology (DXC: NYSE) is the world's leading independent, end-to-end IT services company, helping clients harness the power of innovation to thrive on change. Created by the merger of CSC and the Enterprise Services business of Hewlett Packard Enterprise, DXC Technology serves nearly 6,000 private and public sector clients across 70 countries. The company's technology independence, global talent and extensive partner network combine to deliver powerful next-generation IT services and solutions. DXC Technology is recognized among the best corporate citizens globally. For more information, visit www.dxc.technology.