

Enhance customer and employee experiences with innovative capabilities

Business process services for aerospace and defense from DXC

Benefits

- Personalized customer and employee experiences and contextually aware, analytical insights
- Optimized costs beyond non-core and back-office business processes
- Clear roadmap to intelligent automation aligned with business and IT goals
- Engaged workforce

Learn more at
www.dxc.technology/aerospace_defense

Engage as never before through intelligent automation at scale.

Evolving technology gives aerospace and defense (A&D) manufacturers the opportunity to engage—and build brand loyalty—with customers and consumers like never before.

Connected products, software-based robotics, intelligent automation and internet of things (IoT) can create contextually-aware analytics that tell a story about a customer's history to drive personalized experiences.

Consider this scenario: Every day your customers and employees enter electronic fingerprints in system logs that show how they get things done. If an operations leader receives a maintenance complaint or hears of a bad repair experience, the source data in these system logs can be reviewed to help uncover what went wrong.

What if you could do this at scale? What if you could create a complete view of all the processes that customers and employees experience?

This “source of truth” you rely on can actually be turned into your “secret sauce.” DXC's approach teams software robots with artificial intelligence (AI) and human workers to help you automatically capture and interpret data from existing applications.

You can ingest system information and use software to map and analyze processes and provoke conversations about how to focus your automation program to improve customer service.

Independent point of view

DXC Business Process Services (BPS) consultants bring an independent point of view to your transformation goals, including intelligent automation and customer experience.

We provide foundational services leveraging time zones, labor markets, centralized on-premises platforms and workflow business rules to give you affordable, 24x7 facilities and people coverage where, when and how you need it.

We also combine automation and analytics to help you turn the latest innovation tools into measurable business and IT process improvements.

De-risk business process automation

As you plan more automation across back- and front-office processes, BPS helps you define your needs and determine the best strategy to meet them.

Our experienced advisors conduct discovery workshops that give you a clear roadmap aligned with your business and IT “future state” goals.

We use a data-driven approach — enabled by AI — to de-risk your enterprise automation conversation and create an actionable, digital path to achieving better customer experiences through automation.

Our discovery process can highlight relatively straightforward improvements you might have overlooked or thought were too complicated.

We have found that even small steps can yield significant results. Here are some possibilities:

Process changes. Some optimization doesn't even require software. One minor change to a process approval level — lifting it from \$1,500 to \$5,000, for example — might shorten the cycle time for 80 percent of the transactions.

A creative approach can take customer service to a new level. A global aircraft original equipment manufacturer (OEM) has been flying a Learjet across the United States to bring parts and technicians to airplanes that need them. The program has been so successful that the OEM is equipping a second jet to take advantage of its parts depot in Germany to provide coverage in Europe, northern Africa, the Middle East and Russia.

Machine-to-machine (M2M) automation. A huge amount of rekeying across systems can be eliminated by small-scale systems integration that connects industrial assets and processes with existing data. IoT connectivity solutions can link machines on the production line and related nonproduction systems, eliminating the time and accuracy issues from rekeying data.

Consumerized employee experience. Create a culture of engaged employees, winning the war for talent and personalizing the employee experience.

Companies can automate repetitive HR transactions, simplifying processes and

allowing HR to focus on value-adding work, such as talent management. Automation increases speed and accuracy of tasks and minimizes the number of touchpoints, which in return keeps employees happier.

The conversational AI technologies, such as digital agents, allow real-time personalized responses, accelerate digital uptake, reduce effort and increase employee engagement.

Digitization. Some processes take days to start because invoices are still being scanned manually. Introducing electronic records can speed up processes dramatically.

Robotics. Robotic process automation (RPA) — intelligent, automated software that mimics human action to complete business tasks at digital speed — can easily make repetitive processes more efficient and compliant.

If your goal is enterprise automation and seamless service delivery at scale, DXC Agile Process Automation (APA) combines cloud-based RPA and AI to give you intelligent automation. Powered by DXC Bionix, a digital generation services delivery model, APA provides cloud-based RPA as a service so you can put AI and self-learning robots to work whenever and wherever they are needed.

You can quickly expand beyond “bot Band-Aids” with systems that flexibly scale and learn to meet your evolving needs. DXC APA can help you:

- Use visualization to create the optimal process analytics roadmap
- Compare your performance against industry benchmarks in a comprehensive library

- Boost utilization efficiency with robots on demand
- Deliver service assurances with cloud-enabled event management and monitoring

Why DXC?

Experienced. DXC provides unique best-in-class technology and consulting services for organizations worldwide. Our proven advisory, transformation and management services have helped A&D companies around the world use technology to build better businesses and engage their employees to achieve better outcomes. Our technology-enabled services have become an integral element of their business processes in a hybrid delivery model.

Comprehensive. Our digital generation services delivery model provides a comprehensive approach to intelligent automation at scale. We partner with you to define your goals and deliver just the right solution. In addition to BPS, we offer consulting, analytics, and workplace and mobility services to help you digitize your enterprise.

Reliable. You can count on us as your trusted partner to improve and automate your business processes, applications and operations.

Next steps

Talk to DXC to find out how we can help you reimagine relationships with your customers and your employees and take full advantage of digital technologies in an increasingly dynamic marketplace.

About DXC Technology

As the world's leading independent, end-to-end IT services company, DXC Technology (NYSE: DXC) leads digital transformations for clients by modernizing and integrating their mainstream IT, and by deploying digital solutions at scale to produce better business outcomes. The company's technology independence, global talent, and extensive partner network enable 6,000 private and public-sector clients in 70 countries to thrive on change. DXC is a recognized leader in corporate responsibility. For more information, visit www.dxc.technology and explore thrive.dxc.technology, DXC's digital destination for changemakers and innovators.