

Transform applications management

DXC Application Service Automation

The fastest route to efficiency and cost savings

Key insights

- Increase the applications support team capacity by up to 30 percent through automated service request fulfillment.
- Manage applications up to 40 percent more efficiently than with traditional methods, creating savings that can then be reinvested in digital initiatives.
- Reduce mean time to resolution for applications incidents by up to 50 percent by using artificial intelligence to determine the root cause of problems.
- Improve applications quality by up to 60 percent through process automation and analytics.

Many organizations today are managing mission-critical applications in complex hybrid environments while trying to transform their applications to stay competitive. They grapple with increasingly complex technologies, budget constraints, and a need to maintain both a legacy set of skills for the aging portfolio and a next-generation set of skills for transformation activities and the modernized portfolio.

There is a simpler way.

Through a comprehensive and integrated suite of automation services, DXC Technology can help you transform and manage applications — painlessly and effectively. DXC application experts deploy automation powered by artificial intelligence (AI) to guide you to a no-ops, zero-incident enterprise with automated real-time monitoring, incident resolution, service request fulfillment and workflow.

DXC Application Service Automation is scalable, repeatable and designed for rapid implementation. This surprisingly fast approach minimizes risk, maximizes efficiency and improves the customer experience across digital ecosystems and legacy platforms. It reduces human intervention to improve productivity, quality and service consistency, as well as substantially lower applications costs. In fact, for a typical portfolio, the solution requires up to 40 percent less human effort than a traditional, nonautomated service.

Additional benefits include:

- Increasing the applications support team capacity by up to 30 percent through automated service request fulfillment
- Reducing mean time to resolution for applications incidents by up to 50 percent by using AI to determine the root cause of problems
- Improving applications quality by up to 60 percent through process automation and analytics

The solution is powered by DXC Bionix™, our digital-generation services delivery model that provides a comprehensive approach to intelligent automation. DXC Bionix uses analytics, AI, lean processes and leading automation capabilities to produce greater insight, speed and efficiency at enterprise scale.

Resolve incidents automatically

DXC Application Service Automation relies on intelligent incident analysis and AI to detect and automatically measure and resolve incidents. The solution features the following four DXC components:

DXC autoDetect: A next-generation applications performance management service to measure performance and identify problems, focused on what really matters most to the business: the end user perspective. AI reduces mean time to resolution by automatically

correlating multiple alerts into single problem tickets. AI also applies deterministic causation across the application and infrastructure stack to identify the root cause of an issue.

DXC autoResolve: Automated robotic tooling to manage the fulfillment of service requests and resolution of repetitive incidents. This provides consistent quality with reduced manual effort — resulting in faster request and resolution times.

DXC autoImprove: An analysis tool that examines application source code and identifies inefficiency, redundancy, unreachable code and flawed logic. This reduces defects and improves code maintainability and quality by validating that new changes to code do not add to technical debt.

DXC autoManage: A tool that optimizes the workflow associated with operational service delivery and provides analytics to proactively identify hotspots and trends across incident and service requests. The tool optimizes service delivery times and work backlogs and creates digital channels through bots and portals, improving the service experience for end users.

Partners

In addition to our own tools, the standard DXC Application Service Automation solution integrates the latest technologies and best practices from partners that include Dynatrace and Micro Focus.

Learn more at
**[www.dxc.technology/
applications](http://www.dxc.technology/applications)**

Business outcomes

Many of DXC's customers have derived significant benefits by implementing our service automation modules:

- A large insurance company saved more than 7 percent year over year, and avoided any high-severity incidents for 12 months across a complex application portfolio.
- A large retail manufacturer in consumer goods derived a 94 percent improvement in incidents requiring manual triage and root cause analysis, yielding significant cost savings in applications management.
- An automobile manufacturer saved more than \$10 million by improving overall business flows through automation.

Why DXC?

DXC offers these advantages:

- **Business-outcome oriented:** Every solution we create, build and offer can be measured with a business outcome. Everything we do has a return on investment for our clients.
- **Speed to value:** Our investment in DXC Bionix — as well as in leading-edge technology and solutions with leading partners — enables faster, more efficient approaches to managing digital ecosystems. In addition, our rapid implementation methods yield faster returns, enabling organizations to redeploy resources to strategic digital initiatives.
- **Scale and skills where they are needed:** Our 35,000 applications management experts across the globe

are available to operate on-premises, onshore or offshore. They couple their applications expertise with in-depth industry domain knowledge.

- **Cost savings:** Our continuous improvement across service delivery — through efficiency, automation, and tooling, skills and transformation — delivers cost savings of up to 40 percent on applications service management costs.
- **Flexible approaches, engagement models and contract metrics:** Our adaptable engagement options support clients' varying needs. Our four-stage applications management maturity model provides clients with real choices, including consumption-based models.
- **Reputation for excellence:** Clients consistently award some of the highest satisfaction scores in the industry to DXC's applications services teams. We bring more than 50 years of experience, global reach through 37 strategic delivery centers, and an established automation Center of Excellence (CoE) staffed by highly skilled professionals.

Next steps

Engage our automation experts and advisors to assess your current level of automation and recommend an implementation roadmap to rapidly streamline your service management functions. By analyzing a representative sample of applications as a proof of concept, we can generate dashboards and a business case to substantiate your investment.

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.