

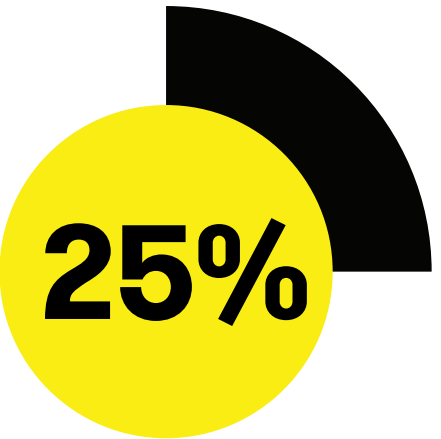


DXC.technology

Your fastest route to efficiency and cost savings

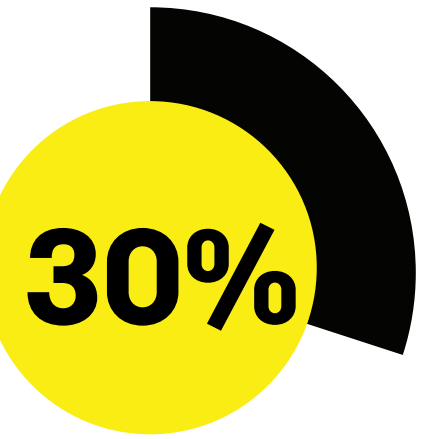
Transform application portfolio management with new DXC Application Service Automation

The case for change



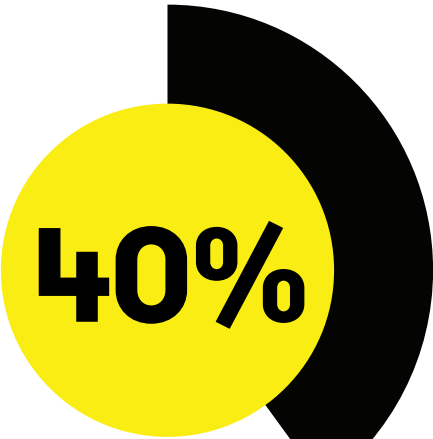
Time to Market

Application complexity has increased, resulting in 25% increase in turnaround time for managing them



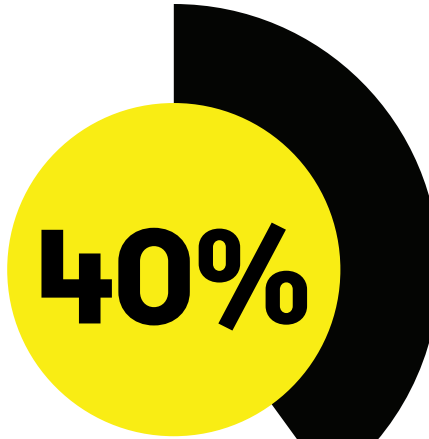
Cost Escalation

Cost of managing applications will increase by 30% if they continue to be managed in the traditional way



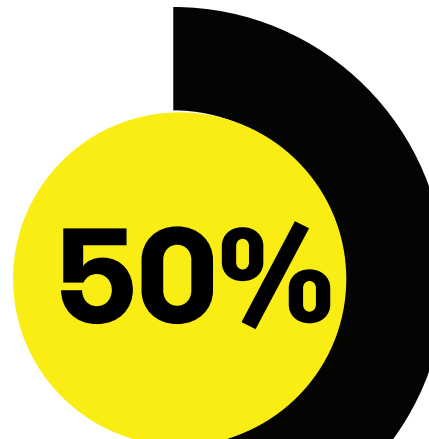
Resource Inefficiency

Redundant tasks and issues can account for up to 40% of a typical applications management task



Customer Dissatisfaction

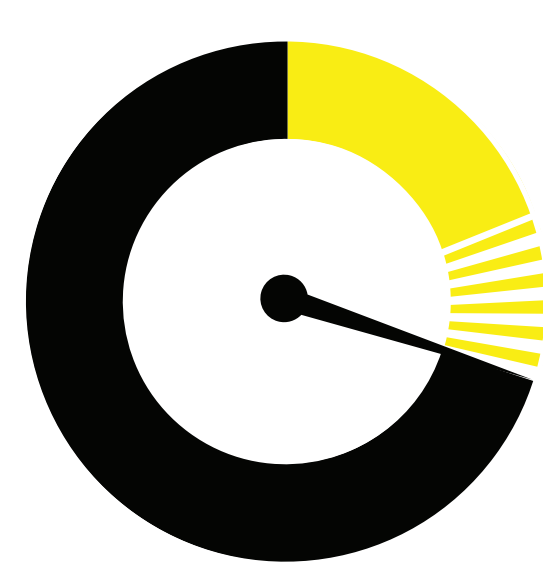
In over 40% of cases, customer dissatisfaction is due to delay in managing and resolving a problem rather than the problem itself



Inconsistent Service Delivery

Nearly 50% of business units say that their service management standards are impacted by human factors/errors

Introducing DXC Application Service Automation



30%

More Capacity. Faster.

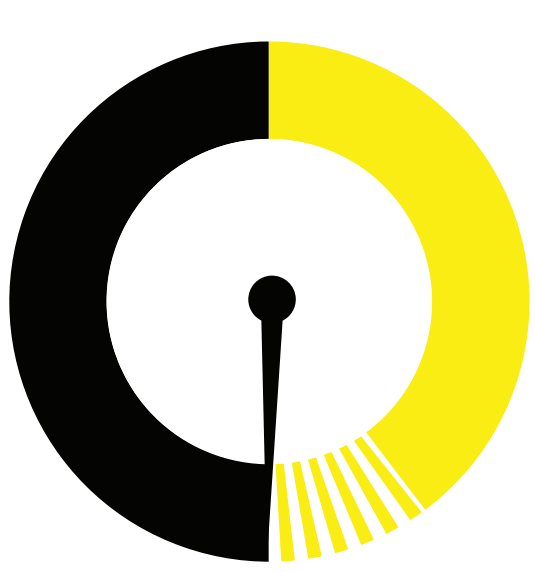
Increase the productivity of the applications-support team by up to 30% through automated service request fulfillment



40%

More Efficiency. Faster.

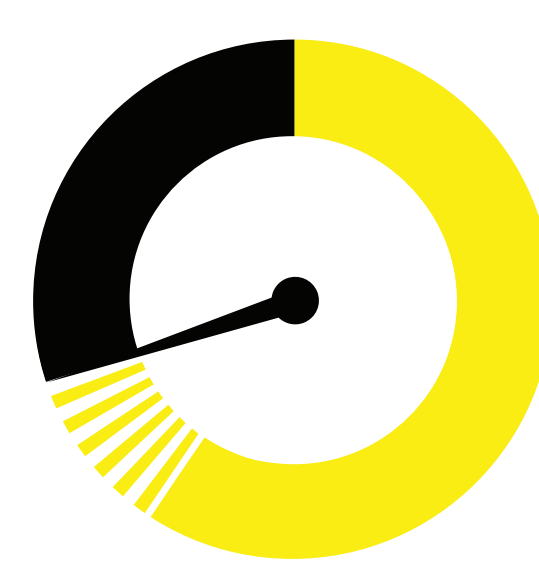
Manage applications up to 40% more efficiently



50%

Faster Resolutions.

Reduce mean time to resolution for applications incidents by up to 50% using artificial intelligence to determine the root cause of problems



60%

Improved Quality. Faster.

Improve applications quality by up to 60% through process automation and analytics

How it works

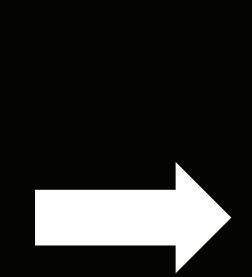
Typical use case scenario

Insurance application successfully completes user payment transaction, but fails before it sends a receipt to the user

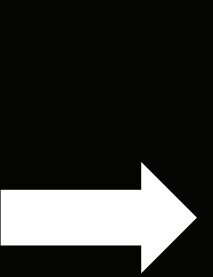
TRADITIONAL APPROACH



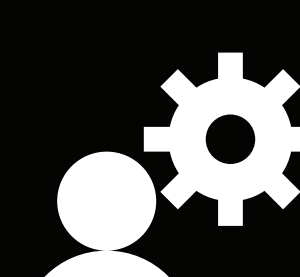
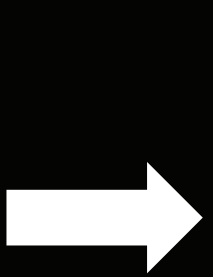
Legacy infrastructure monitoring
Fails to identify an issue



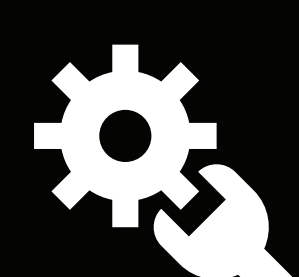
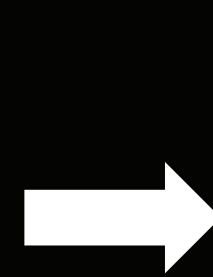
End user
Frustrated user eventually calls service desk



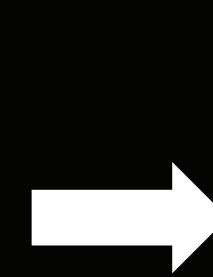
Service desk
Manually creates ticket, and ticket is raised



Dev & Ops teams
Triage the problem, manually gather data to isolate problem



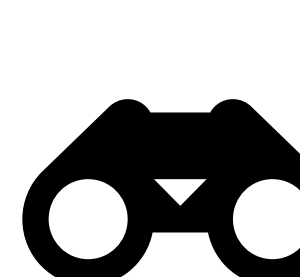
Resolver
Applies fix



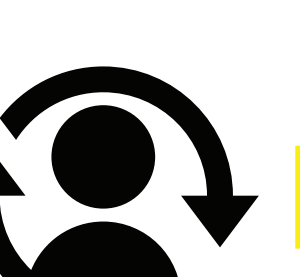
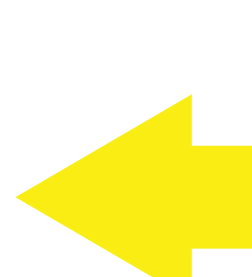
Service desk
Validates with end user that problem resolved; closes ticket

FINISH

DXC APPLICATION SERVICE AUTOMATION

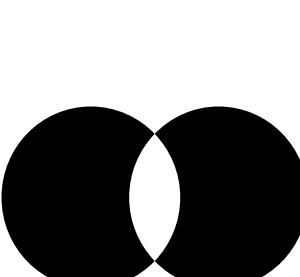
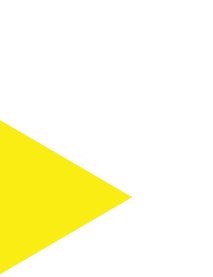


DXC autoDetect
• Failure auto detected



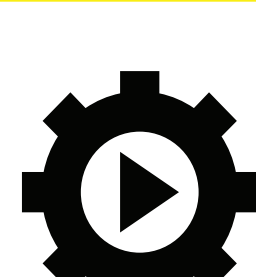
DXC autoManage

- Incident auto logged
- Root cause identified



DXC autoResolve

- Resolution identified
- Resolution executed



Ticket resolved automatically

- Automated validation that user problem is resolved

FINISH



Success stories

90%

Improvement in incidents requiring manual triage

75%

Reduction in Severity 1 incidents

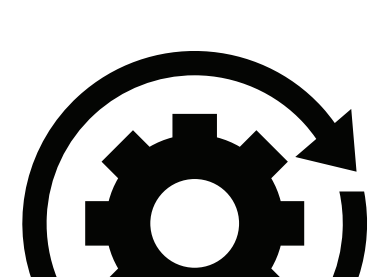
50%

Productivity improvements in key business processes

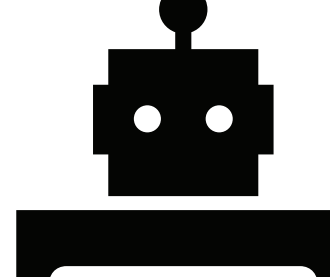
Zero

Severity 1 incidents in 12 months across in-scope apps

Why DXC?



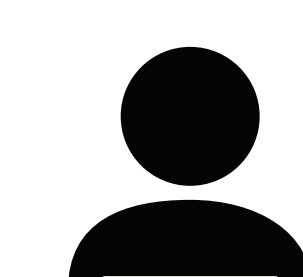
1,000,000 applications supported for 1,000 clients



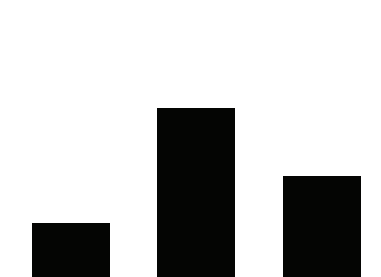
Automation Center of Excellence supporting 35,000+ applications management experts



Delivery across 70+ countries and 37 strategic delivery centers



Consistently rated as a Leader in Applications Development and Management Services



DXC's investment in **DXC Bionix** and co-investment with leading partners power **faster, more efficient approaches** to managing applications



Flexible delivery using **differentiated commercials**



DXC's investments in a network of **Digital Transformation Centers** enable us to work with/for clients to create new digital applications

Transform today

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 for your investment.

Find out how DXC can help transform your organization's applications management at www.dxc.technology/applications