

# DXC Connect

## Services for the agile enterprise



### Managed services

DXC Connect Managed Services are designed to help you focus on core business objectives whilst leading you through your transformation from traditional to digital.

We have a highly skilled team of technical experts, meaning we can manage as much or as little of your IT environment as you like. Our clear service-level agreements ensure that our service is predictable.

Our pricing models allow for both fixed and variable pricing. Fixed price is available when you need to control your budget. Variable pricing can be applied on a consumption-based model, meaning you will only pay for what you use.

An important part of our managed service is our monitoring and alerting tools. This means that if there's an outage at any time – 24 hours a day, 7 days a week – we will know about it and start the resolution process.

Our team is passionate about partnering with you. At the tactical level, our

technical teams know how important it is to reduce disruption to your business through quick response times. At the strategic level, our account team is there to help you navigate the evolving technology landscape, and what it means to your technology roadmap.

Connect's Managed Services customers benefit from:

- **Reduced cost:** Our investments in platform, staff, management tools and support are used across multiple clients, reducing the cost of operation to your organisation
- **Increased competitive advantage:** Focus on your corporate objectives and strategies, not on IT infrastructure management
- **Reduced risk:** We proactively manage the diverse, distributed and ever-increasing complexity of the IT environment that supports your business to ensure you have the ability to meet your corporate objectives

## Support services

Connect provides a wide range of solution support services to help you minimise downtime risk for your business. We make it easy for you to select the right support option for your organisational requirements by tailoring the services we can provide.

These are categorised into Vendor Support, Certainty or Certainty Plus.

### Vendor Support

Connect has an established and mature vendor partner network. We can work with your organisation's requirements to ensure that the right support vendor is selected to meet your needs.

- Software downloads and updates
- Remote support options
- Parts replacement

### Certainty Support

With locally based specialist engineering teams coordinated by a central service desk here in Australia, Connect Support Services provide you with 24/7 support, fast incident response and expedited restoration of services across multiple technology solutions.

Enhancing basic vendor support across a wide range of technologies in conjunction with a number of additional services, Certainty Support is focused on restoration of business service with the added understanding of your business and technical requirements and needs.

Certainty Support provides the following:

- 24x7 ITIL service desk
- Level 1-3 technical support with on-site and/or remote support options
- Access to DXC Connect Technical Assistance Centre, as well as support managing vendor escalations
- Service level management
- Incident and Problem management
- Leveraged sparing model
- Advanced parts replacement

### Certainty Plus Support

Certainty Plus is our premium support option, which can include all aspects of the Certainty Support model, plus:

- Proactive alarm monitoring
- Proactive scheduled maintenance and servicing
- Service Delivery Management including detailed Reporting and Analysis

## Professional Services

Connect's Professional Services team provides expertise and support for a wide range of technologies, across a wide range of industries. With an established presence across Australia, our team brings decades of proven success in delivering infrastructure projects for our customers with a strong focus on

quality. Our Professional Services team's success is built on:

### National Coverage and Expertise

We manage projects for ~3,000 customers across Australia, through a highly skilled and certified engineering team with the ability to leverage a mature and established partner network.

### Project Management

Connect's Project Managers provide leadership and accountability for all of our projects. Underpinned by a proven Project Management methodology and structured governance, we manage an active National portfolio of over 500 projects every month.

### Customer Focus

We work with our customer to understand the business value and success factors of each program. The focus on our customer's success and quality engagement has enabled Connect to win repeat business and establish long-term customer relationships, some of which span over 22 years.

### Established Vendor Partnerships

Connect's partnerships with the industries top technology vendors and distribution partners enables us to deliver the right solution for our each of our customers. These relationships allow us to ensure that partner support is prioritised during our projects, implementation designs are certified and endorsed, and it helps us remain at the forefront of technology roadmaps.

**DXC Connect** is leading customers through accelerating change, helping them harness the power of technology to deliver effective business outcomes. We remain customer focused and agile, so we can continuously provide innovative ICT infrastructure solutions that help our customers retain their business advantage.

### DXC Technology

DXC Technology (DXC: NYSE) is the world's leading independent, end-to-end IT services company, serving nearly 6,000 private and public-sector clients from a diverse array of industries across 70 countries. The company's technology independence, global talent and extensive partner network deliver transformative digital offerings and solutions that help clients harness the power of innovation to thrive on change. DXC Technology is recognized among the best corporate citizens globally. For more information, visit [dxc.technology](https://www.dxc-technology.com).

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