

# Optimize IT operations with AI and automation

## DXC IT Services Optimization and Automation Consulting

### Benefits

- Drive cost savings and significant improvements in operational efficiency by optimizing business processes.
- Achieve up to 70 percent automation rates with artificial intelligence.
- Significantly reduce the cost of IT operational support with service optimization and intelligent automation.

Deliver unprecedented IT service performance and significantly reduce support costs using artificial intelligence and automation.

IT organizations must balance their time addressing operational issues, coordinating service providers and fighting fires — leaving less time for supporting strategic business initiatives, driving innovative solutions and leading continuous improvement programs. Even worse, when you focus primarily on tactical needs, company executives may start to perceive IT as a problem to manage rather than as an asset to tap to differentiate the business.

The difficult reality is that managing IT is becoming increasingly complex and expensive. To succeed in the digital age, enterprises are extending their operations into the cloud while retaining their traditional services. They are struggling to control costs, supplier performance and service delivery. They spend much of their IT budget simply keeping the lights on and responding to support issues, with minimal resources remaining to apply to the digital innovation that drives business growth. And if they try to offload some of the day-to-day tasks, chances are they face challenges integrating and managing services from an increasing number of internal, outsourced and cloud service providers.

If this sounds familiar, you're not alone. The service provider landscape in the hybrid IT environment is outpacing the typical enterprise's ability to provide

services in an integrated and efficient way. The consequences: low service quality, limited flexibility and increased time to market.

### Optimize IT operations

Imagine, instead, a future-proofed, artificial intelligence (AI)-enabled enterprise with unprecedented operational efficiencies. You enjoy all the benefits and control promised by a digital transformation of your IT operations, while reducing your IT support footprint significantly.

DXC Technology, a leader in managing globally dispersed hybrid computing for our clients, now offers a service that can make these operational efficiencies a reality. IT Services Optimization and Automation Consulting optimizes your IT operations using our state-of-the-art AI capabilities, managed service integration services, and world-class IT operational processes and procedures.

Our solutions are powered by Bionix, DXC's digital-generation services model that provides a comprehensive approach to intelligent automation. Our problem-solving AI capability combines dynamic reasoning with machine learning to give you leading-edge IT operations automation that optimizes your services now and fine-tunes efficiencies over time.

**Simplify and automate service management**

IT Services Optimization and Automation Consulting highlights new opportunities to digitally transform business processes with a high degree of automation and efficiency. By applying a standard IT governance and delivery framework paired with market-leading AI, you can decrease IT outages, increase process efficiencies, improve supplier performance and reduce costs.

Service management optimization allows you to streamline and automate processes and improve delivery, while reducing the cost of IT operational support. Our automation solutions resolve incidents and events by retaining operational knowledge in intelligent objects with continuous machine learning and delivering an in-year return on investment.

We implement mature IT Service Management (ITSM) processes with structured service management governance to minimize outages and improve execution of planned tasks and issue resolution. Applying this structure also helps manage the complexities of a hybrid environment — including in-house IT, hardware vendors and multiple IT service providers. You gain control of supplier performance and standardize your multisourcing strategy.

An integrated governance model we implemented for a logistics client, for instance, unified interactions between the client, its vendors and its services integrator. The result: a modernized and stable environment that lowered costs and improved the customer and employee experience.

**Access consulting and management expertise**

Our world-class consultants give you the expertise and direction you need to optimize and automate your IT and business processes. Our consulting offerings provide end-to-end services, from strategy to business to technology. Our services include:

- Guidance on how to transform your IT operating model from a traditional, high-cost model to a lower-cost, optimized and automated digital operating model
- Best-in-class IT operations and service management, with flexible service delivery
- Implementation of industry best practices and standards such as ITIL, IT4IT and more
- Intelligent automation capabilities and platforms to optimize and automate IT services
- Operational excellence through a managed Service Management Platform (SMP) that integrates with enterprise systems
- Expansion of the automation approach beyond IT processes to other areas of your business

**Why DXC?**

DXC's staff of more than 16,000 consultants brings extensive hands-on experience with business and technology transformations — across industries — to every solution we develop.

We deliver hundreds of high-quality projects around the world each year.

These projects provide a rich source of credentials, methods, project templates and other accelerators that we leverage in our solutions to deliver faster and reduce risk.

Our consultants draw on their direct experience with the latest technologies to give you insights.

We offer a range of solution deployment options with the global reach and scale to meet enterprise demands. Our solutions deliver regulatory compliance, alignment with industry standards and best practices processes such as ITIL and IT4IT for services integration and management.

The results of our project successes and thought leadership have been widely recognized by the industry. DXC has received Management Consultancies Association (MCA) awards for Innovation, Digital Technology and Consultant of the Year; the Information Technology Senior Management Forum (ITSMF) Award for Thought Leader of the Year; and the Lauréat from the IT Innovation Forum for our blockchain with homomorphism solution.

**Contact us**

Contact us at [www.dxc.technology/contact\\_us](http://www.dxc.technology/contact_us) to discuss how DXC IT Services Optimization and Automation Consulting can guide you on your digital transformation journey.

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

**About 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](http://dxc.technology).