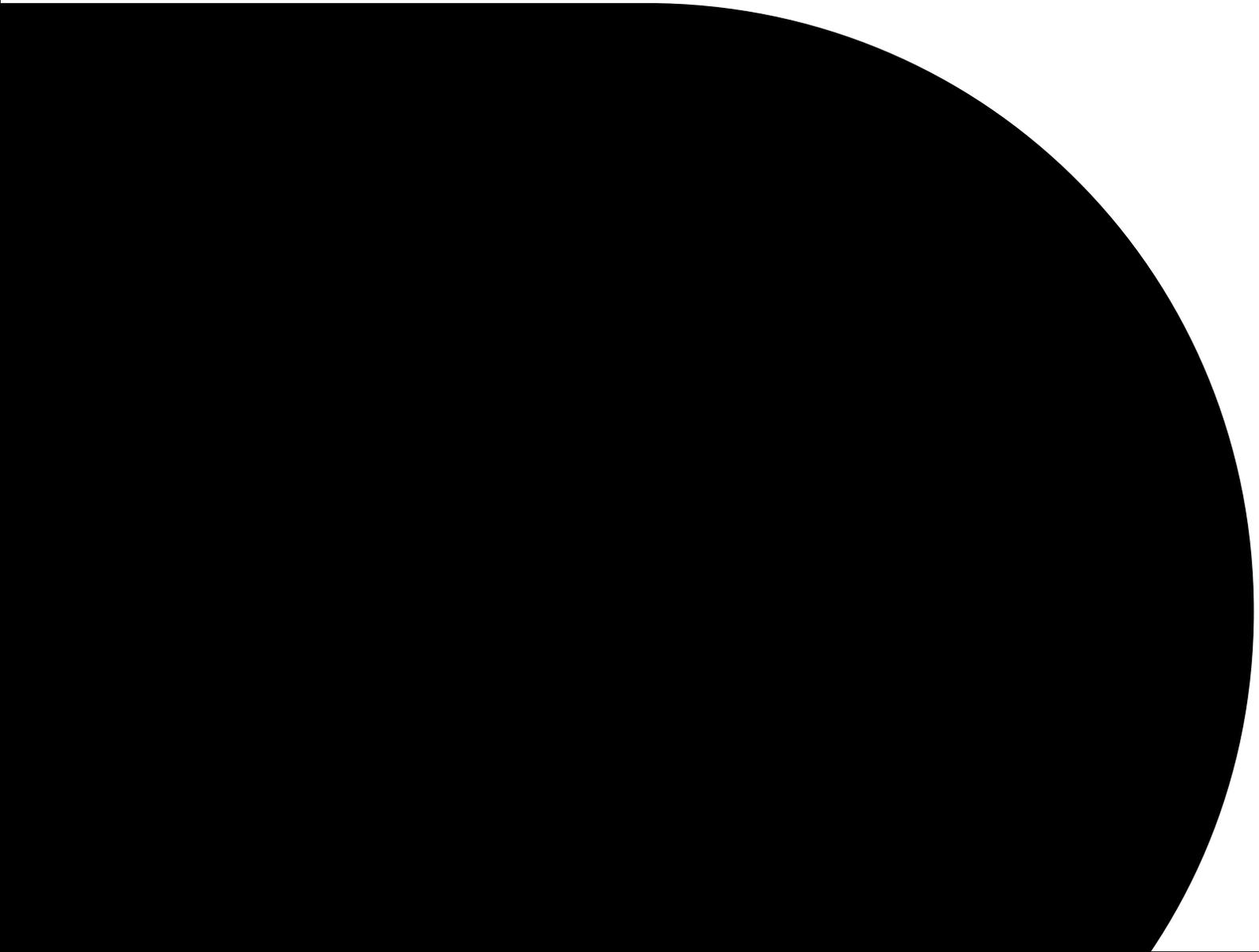




# Industry Edge

Public Sector Edition



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## Creating a positive user experience in the public sector

There is an increasing expectation that governments will deliver personalized, streamlined, and multichannel experiences.

This affects more than IT; it's about creating a positive and engaging experience for citizens, employees, and business partners alike—matching their experiences in the commercial world.

Doing so provides greater transparency and helps your agency be more responsive to citizens' needs. Consider how technology advancements can fill the gap between what citizens are thinking and the services they currently have—by creating innovations that, in many cases, they didn't even know were possible.

Delivering mobile applications and services to all ensures that citizens, employees, and partners can have digital first interactions, connecting faster and while they are on the go. By moving workloads to the cloud and using social media and other interactive options, you can offer more responsive services. Using business intelligence and analytics, you can derive patterns in behavior and respond closer to real time.

Public entities must meet citizen expectations while doing more with less, providing multichannel access to services and information, rapidly deploying new services and programs, and integrating other cross-agency services. Securing critical data to maintain the public's trust is paramount. Organizations must meet quality expectations at or above private sector levels while working within regulatory guidelines. And all this must be done while satisfying the most demanding stakeholders—from citizens to public companies.

## Helping the public sector deliver services effectively

Public sector agencies encounter numerous IT challenges: Civil workers using frequently outdated systems are faced with rapid technology advancements such as mobility, big data, social media, and cloud computing. Citizens have higher expectations for personalized, streamlined, and responsive experiences—and pressure for transparency, security, and cost-efficiency seems to only increase.

More specifically, public sector IT departments face these seemingly insurmountable obstacles:

- **Budget pressure.** The costs required to maintain legacy systems can easily become unsustainable.
- **Implementing new business processes.** Providing support for new processes and services is prohibitively time consuming and expensive.
- **Cross-channel demand.** Constituents increasingly want access via a wide variety of digital channels, including the web, mobile apps, and social media.
- **Service quality.** Citizens expect public sector services to match the service levels offered by private sector companies.
- **Analytics and business intelligence.** Agencies and partners require access to internal and external data to improve efficiency.
- **Security.** Privacy and regulatory requirements demand an increasing level of sophistication, especially as systems become more integrated.

#### **Partnering for public sector IT transformation**

When agencies are faced with these types of challenges, simply maintaining the status quo is rapidly becoming a less viable option; however, finding and implementing solutions may seem daunting without the assistance of an experienced and innovative technology services partner.

DXC Technology has nearly five decades of experience providing solutions and services to transform how government agencies manage their missions, employees, data, time, and costs. With DXC, public sector agencies have integrated their legacy systems with new modes of data delivery in secure environments that include mobile channels and the cloud.

Through our Advise, Transform, and Manage services, we assist our clients in their journey to move to digital-first interactions, deliver a superior citizen experience, and reduce IT sustainment costs.

#### **Accelerating improvements across the enterprise**

The current focus is the DXC Case Management for Public Sector offering. Built on the Microsoft Dynamics platform, the offering includes point solutions and industry vertical accelerators that enable rapid configuration and deployment of case management solutions.

The DXC Case Management for Public Sector is a global offering that can be used by country-level, regional, or local government agencies—from defense to social services to justice and public safety. Specific solutions currently available include DXC Case Management, Social Benefits Administration, and Citizen Services: Portals and Call Centers.

DXC Case Management for Public Sector enables agencies to:

- **Roll out new programs** rapidly through the use of an agile and flexible solution that is easy to modify as business needs change.
- **Improve the citizen experience** by providing access to government services through multiple channels.
- **Use new and developing technologies** such as social media, cloud services, mobility, and Big Data to develop new citizen-centric services.
- **Reduce sustainment costs** through the use of off-the-shelf software solutions that are less expensive to maintain.
- **Replace CapEx with OpEx** by moving to a software-as-a-service model.

### **Combining a powerful solution with deep experience**

The offering is built on the powerful Microsoft Dynamics platform, which provides numerous valuable features, including these: an easily configurable workflow engine and an account management system to track constituent information; a familiar user interface; integration with commonly used Microsoft Office products; a robust dashboard; flexible reporting capabilities; and a knowledge base to manage shared content. At DXC, we are more than a Microsoft Dynamics systems integrator. The solutions in our offering are built using DXC, Microsoft, and partner products. Our deep industry and domain expertise enables us to tailor solutions to meet our clients' challenges and goals.

Specifically, the offering is part of a broad DXC portfolio that helps government at all levels. We bring the best of DXC together to deliver innovative solutions that matter to our clients.

For more information or to schedule a strategy workshop about DXC Case Management for Public Sector solutions, contact your DXC account executive or sales representative.

### **DXC Technology and Microsoft Dynamics: Meeting your public sector needs**

DXC and Microsoft have built an extensive portfolio of business process accelerators to address industries' most challenging processes, delivering them as Business Process as-a-Service solutions, and enabling improved digital, mobile and social interactions with customers and citizens.

DXC has nearly five decades of experience providing solutions and services to transform how government agencies manage their missions, employees, data, time, and costs.

## **Accelerating time to value globally with Microsoft Dynamics**

When a business partnership is named after a mountain range, you might expect an ambitious partnership. In this case, you'd be right.

Project Cascadia is named after the Cascade Range in western North America. DXC is partnering with Microsoft Corporation to help organizations solve common industry business challenges, deliver differentiated solutions, and generate new revenue using cloud, mobile, web, and social channels.

Here's what makes Cascadia such a mountain-sized achievement: While the solutions are fully customized, they are more cost-effective and faster to implement than ever before.

### **Using repeatability to develop crucial industry solutions**

According to Anthonie Withers, General Manager of the DXC Microsoft® Dynamics® Practice, "Over the last few years, HPE (now DXC) has been focused on delivering business solutions to our clients—including some key global clients in banking, the public sector, and the automotive market. As we've been doing this, we've seen a lot of repeatability in what customers want. For example, automobile manufacturers want to build a closer relationship with their end consumers like their dealers have and deliver an enhanced customer experience."

Other examples of business-critical needs include digitized case management for the public sector and loan process digitization for the banking industry.

To respond to these needs, DXC and Microsoft developed a series of partially preconfigured modules for key industry solutions. These modules, several of which are available now, are called "accelerators"—and for good reason.

"What gets accelerated is the time to value," Withers says. "With the accelerators, we can go to a client with a v.1, off the shelf. The time to realize the value of that solution has dramatically decreased from the days when it took 12 to 18 months to build a v.1 product and then launch it. An accelerator gives customers the opportunity to have a v.1 up and running within 90 to 120 days."

### **Tapping into developing technologies and as-a-service models**

Another advantage of the accelerators is their built-in ability to maximize social media, mobility, and big data. According to Withers, "Today the average person goes into a dealership 1.5 times before buying a car. Twelve years ago it was 13 times. Our automotive industry accelerator can help identify the customer based on their website history, social media interactions, and other inputs, such as buying preferences or insurance needs. So when they walk into the dealership, the salesperson has that information ready to transact."

“This helps the salesperson understand what the customer wants—from specific model configurations to trade-in information to loan preferences. It dramatically shortens the sales cycle and decreases the cost of sales while delivering to a delighted customer,” says Withers.

These solutions also offer the flexibility of a consumption-based, as-a-service cloud model that can be priced in different ways such as the number of users or transactions—all based on the business’ specific needs. Hosting options are also flexible.

“We can provide an on-premises or cloud solution—either our cloud or Microsoft’s cloud,” Withers says. “These options significantly lower the cost risk for our clients.”

### **Building on both companies’ strengths**

The partnership maximizes Microsoft’s software expertise as well as the decades-long experience DXC developed from working with many industry verticals. In addition, both companies bring to the table deep relationships with business and government. With Cascadia, DXC takes the responsibility for maintaining client relationships; Microsoft is a development partner as well as a sales and go-to-market partner. Microsoft and its industry leaders provide great insights into where they see the trends in the marketplace going.

And although the solutions are optimized for the DXC Managed Virtual Private Cloud hardware platform, Microsoft Dynamics was the logical choice as the underlying software platform. “Dynamics is web-architected, and it provides for multi-tenant solutions. This enables rapid delivery of industry solutions to our clients, so it’s extremely flexible,” Withers says.

### **A shared strategic vision**

According to Microsoft Vice President of Global Enterprise Sales, “The relationship between Microsoft and HPE (now DXC) has been in place for about 30 years. This Dynamics-based partnership is a shared strategic vision as well as the latest project in a long and productive history.”

Expectations are high for this solution—in terms of multiple solutions for existing target verticals and for additional verticals. Withers explains, “We are now starting to evaluate other industries for us to collaborate on, such as healthcare, retailing, and travel and transportation. Our Business-Process- as-a-Service solutions enable clients in a variety of industries to modernize existing applications and simplify the process to deliver a better client experience.”

### **Anthone Withers,**

Director & General Manager Worldwide, Microsoft Business Applications  
Project Applications and Industry  
DXC Technology

## Helping to digitize governments

Nicole Taylor has seen a lot of changes over the years. She began her career with DXC in 1989, when it was still Electronic Data Systems. For a bit of context, 1989 was the year HP launched its first x86 server.

Currently the DXC Technology Director of Microsoft Business Solutions for the Worldwide Public Sector, Taylor says her role at DXC has changed as well. As she describes it, “I’ve had a great career with HPE (now DXC), mostly in our applications business. It has given me the opportunity to support a number of different clients and industries, including the public sector, financial services, and manufacturing.”

### Optimizing solutions for the public sector

These days, Taylor’s focus is firmly on the public sector. “My current role is to define our global business offerings for the public sector, oversee solution development, create our go-to-market strategy, and assist our regional teams with pre-sales and client implementation activities,” she says.

Taylor works with a worldwide group that has been around since 2004. “We have a global approach to offering development,” she explains. “But our delivery resources and our sales and solutioning resources are organized regionally: the Americas, Europe/Middle East/Africa, and Asia/Pacific/Japan. Within those regions, we have advisers and solution architects who are assigned to specific industries. I work closely with these experts to find out what they’re seeing in terms of client demand.”

### Improving the lives of citizens

One of the most exciting aspects of working with DXC public sector solutions is helping agencies roll out new services to their constituents. “An example of this is a solution that we built to enable case workers to deliver medical and other social services to citizens in rural areas,” Taylor says. “These citizens live in remote areas where they lack access to government services. The case workers travel to these locations to meet with citizens directly to provide them with information on services and assistance that can be provided to them. The solution that we built supports the management of the case and citizen data.”

### Incorporating mobility to improve flexibility and response times

Taylor expects this mobility trend to accelerate. “Mobile-enabled solutions are a common requirement these days. One example is enabling case workers to use mobile devices to manage their cases from the field. This enables the case workers to spend more time out in the field with their constituents and less time in the office. Another example of mobility is providing citizens with the ability to access information or request services through a mobile phone or tablet. A key trend that we’re seeing in the market globally is a movement toward digitizing government services. Citizens today expect multichannel delivery of services.”

### **Finding and expanding opportunities**

In many cases, Taylor says, a client will start with a single solution and quickly see the value that the HPE (now DXC) and Microsoft Dynamics partnership can bring to other service areas. In one case, Taylor says, “We started discussions with one organization because they were looking at modernizing their call center technology. Now we’re looking at building out an industry accelerator solution for them that includes call center, case management, knowledge management, and citizen self-service solutions. When that happens, you know that they like your message.”

### **Maintaining a strategic focus**

Taylor grew up in North Carolina, where she graduated from Duke University with a degree in mechanical engineering. Today, she lives in Florida with her husband and son. Miami is her official DXC office location, but she spends far more time on the road meeting with DXC customers and account team members.

It’s a lot of travel, but it leaves plenty of time for her to focus on the strategic development side of the business. According to her, “I really enjoy designing our public sector offering—which involves defining the solutions, creating the go-to-market strategy, and working with clients as they transition to the New Style of IT.”

#### **Nicole Taylor,**

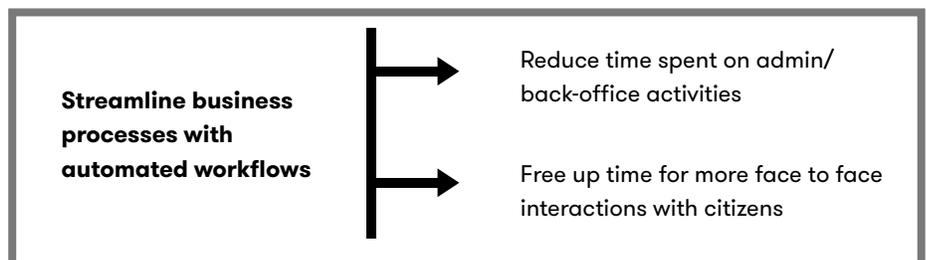
Worldwide Public Sector Offering Director, Microsoft Business Solutions,  
DXC Technology

## **Accelerate your journey to a digital government**

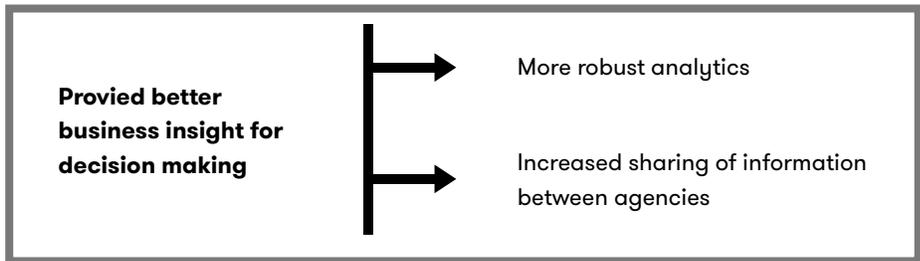
Create a more collaborative, interactive and user-centric organization better serving citizens, business partners and employees with DXC Technology Case Management for Microsoft Dynamics.

### **Delivering outcomes to agencies**

#### **Improve productivity**



**Improve business performance**



**Unlock the value for citizens and constituents**



**Reduce costs**

**Multiple hosting options**

Deploy on Microsoft CRM Online, on premise or in a hybrid Cloud model

**Lower your TCO**

Implement off-the-shelf based solutions that are less expensive to maintain

**Replace CapEx with OpEx**

Take advantage of subscription or consumption based pricing

**Increase speed to market**

Roll out new programs and services more quickly

**Partner with a global leader**

75

successful solutions



14

countries

- DXC is a dedicated government ally.
- We listen to your ideas and make them a reality, bringing you the innovations that advance your work.
- We know your mission is unique, and your work is sensitive and often complex.
- Our services are designed from the ground up—especially for you, not just adapted from a commercial solution.

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**About DXC**

DXC Technology (NYSE: DXC) 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 alliance 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](http://www.dxc.technology).