Succeed on your journey to service transparency and asset savings
DXC IT Asset and Operations Management for ServiceNow

DXC IT Asset and Operations Management for ServiceNow implementations leverage DXC's deep expertise and technical capabilities to streamline service-centric operations and optimize IT asset investments.

Benefits

- Gain control and secure compliancy with an integrated CMDB delivering improved governance and software compliance across your portfolio

- Increase automation and streamline workflows to achieve service optimization and resiliency

- Reduce costs through improved utilization of resources and financial clarity

- Implement proven solutions and methodologies with an experienced partner to meet your business needs

IT Asset and Operations Management continues to be a challenge for many organizations, especially large, distributed enterprises. Many companies have some level of process or solution in place, but are challenged by lack of maturity to grow and optimize their systems and processes to meet the changing demands of the business at scale.

Businesses look to IT to provide more services, faster and cheaper. IT needs to shift its focus from silos of technology to a service-oriented culture, with clear service offerings. Along with clearly defining those services, IT organizations need visibility into hardware and software components comprising the services and solutions that maximize service availability, accelerate service delivery and optimize costs.

Transform and grow

Organizations are embarking on digital transformations with an increasing virtual workforce. New mobile cloud-based solutions are bringing AI and automation like never before. Underlying these transformations is growing complexity for asset and operations managers to ensure continued control, compliance and security in an ever-changing environment. DXC Technology is uniquely positioned to be your partner and guide you through this transformation journey with deep industry expertise, best-in-class solutions, on top of one of the most stable, innovative software as a service (SaaS) platforms. Our blend of strategic road-mapping, accelerated

implementations and flexible service configurations delivers business value and increases maturity in logical, consumable steps that best guide your organization's transformation journey.

Achieve service excellence

Organizations face growing digital complexity with increased use of cloud and mobile infrastructure platforms. An ever-growing number of connected devices, increased security risks and the need to manage compliance emphasizes the importance of having mature processes more than ever. DXC IT Asset and Operations Management for ServiceNow provides quick wins, as well as a strategic roadmap for addressing these challenges, increasing maturity and harnessing the power of the ServiceNow platform. Our experience, mature processes and best practice solutions can help transform your organization and lead you on the path to service transparency and asset optimization.

- **Improve control** — DXC helped a pharmaceutical company align ITAM processes across five global regions, rationalize a multitude of data sources and standardize disparate regional data models. This led to streamlined operations, global reporting transparency, improved governance for processes and data.

- **Reduce cost** — A global retailer was spending staggering amounts on expired lease payments due to poor visibility and

process inefficiencies. DXC implemented a solution that enabled proactive tracking of leased assets and contracts with notification and workflow to drive end-of-life/return processes. At the enterprise level, this solution resulted in significant hard-dollar savings on a recurring basis.

- **Secure compliancy —** After a recently failed audit, a nationally ranked university addressed their asset management immaturity by rapidly implementing foundational processes along with an integrated CMDB. This provided transparency into tracking hardware and software, shedding light on noncompliant assets in the environment. DXC's roadmap to service asset and configuration management (SACM) maturity has provided them a guided path for continued growth.

Why DXC?

Many organizations are turning to service providers for expertise and assistance in accelerating their digital transformation journey, establishing secure, stable, and scalable IT infrastructure that is business context-aware and cost-effective. DXC IT Asset and Operations Management for ServiceNow provides the strategic vision and tactical solutions to guide you on a successful journey.

- **Global expertise —** DXC has 12 years of experience with over 1,500 ServiceNow customers across all industries including 3,300 ServiceNow implementations. We leverage over 700 ServiceNow certified resources with experience and knowledge to elevate our clients' success.

- **Lifecycle —** DXC is the only global service provider that offers full, end-to-end ServiceNow services: licensing, implementation and transformation services, go-live support and managed services.

- **Flexibility —** Onshore or offshore, remote or onsite, associate or principal, DXC offers a depth of resources to fit your exact needs.

- **Speed —** Standard deployment time is reduced by up to 50% using our best-in-industry ITAM accelerator from traditional methods, while providing a higher level of process and tool maturity.

- **Outcomes —** DXC focuses on achieving business outcomes — not simply implementing a new tool — outcomes like increased transparency of IT costs, improved accuracy of software compliance, reduced downtime of business services or advancing IT roadmap activities through accelerated delivery.

Face your mountain

Whether you need assistance in charting your path, or your organization has a vision and needs help executing the steps, DXC has the expertise and solutions that will help you meet your goals. From establishing foundational needs, such as defining processes and governance, consolidating to a single system of action, maintaining an accurate inventory of goods and services and providing intuitive user experiences to overcoming mature challenges such as process automation, predictive maintenance and issue resolution and optimizing spend with transparent total cost of ownership (TCO), DXC has the experience needed to achieve these objectives and is ready to be your partner on the journey.

Reach the pinnacle

Improve control by leveraging DXC's deep platform and industry experience. We can help you implement standardized best practice processes, driving governance and accountability into your operations while

streamlining service delivery to improve efficiencies. Optimize costs with visibility into hardware and software spend while maximizing your investments by better managing utilization of those assets and avoiding costly mistakes with software compliance. Service outages cost the business money and deflate customer satisfaction. Eliminate outages with the ability to easily monitor service health in a service-aware CMDB, proactively identify issues, and automate resolutions. As a leading partner, DXC has the proven solutions and methodologies to help you meet your goals.

Elevate your ServiceNow platform

As part of a long-term strategic partnership, ServiceNow's transformative technology is a foundational element in DXC's portfolio of enterprise service management and service desk solutions. DXC's global scope and industry expertise, combined with ServiceNow's single cloud-based platform creates value well beyond IT. Enhancing the user experience and accelerating actionable responses, we've harnessed the power of ServiceNow to modernize workflows and processes for organizations across a variety of industries, with scalable innovation for immediate success.

Take the first step

DXC can work with your leadership to discuss key business goals and objectives. With that vision, we can help you understand the different solutions available as part of our offering to help meet immediate, critical needs while developing an asset and operations roadmap that establishes a strong foundation and pathway for future activities.

Learn more at dxc.technology/enterprise_and_cloud_apps

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 **www.dxc.technology**.

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