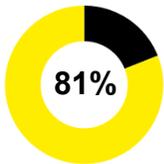


Ground to Cloud for Customer Relationship Management (CRM)

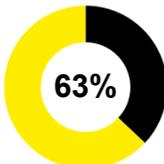
Roadmaps for technology and business transformation

Why cloud-based CRM software?

Simplify your IT infrastructure with cloud-based CRM software. Personalize service with 360-degree customer views to deliver value at every touchpoint.



81% of marketers now operate their CRM platforms from multiple devices.



63% of businesses prefer cloud-hosted CRM systems over on-premise.

Source: "Finances Online"

Is it time to upgrade your existing on-premises Microsoft Dynamics CRM solution to a cloud-based model, or migrate to Microsoft Dynamics 365? Are you looking to gain a competitive edge in the marketplace with business transformation? If so, DXC can help with our Ground to Cloud upgrade and business transformation assessments. Leverage a cross-functional team of experts within business application, cloud, industry, AppDev and Artificial Intelligence (AI) to create a customized roadmap tailored to your unique business needs to provide you, with a clear path forward.

If you are like many customers your CRM solution has been in place for many years, and although your business has evolved, your current solutions and processes may have not. Ask yourself, is it time to evolve, leverage best practices to digitally transform and modernize your solutions?

Why Microsoft Dynamics 365 Customer Service?

With Microsoft Dynamics 365, customers are moving beyond the standard features of CRM and exploring the power of the Microsoft Cloud. Dynamics 365 Customer Service enables:

- Personalize every interaction
- Optimize agent performance
- Drive efficiencies across the business
- Resolve cases faster

Ground to Cloud Assessments

When deciding to move forward to a Dynamics 365 solution, it is imperative to take the proper steps of performing a current-state technical and function review. This will help determine whether you need all of your legacy processes, identify areas that can be streamlined and what's needed to create the best plan to move forward.

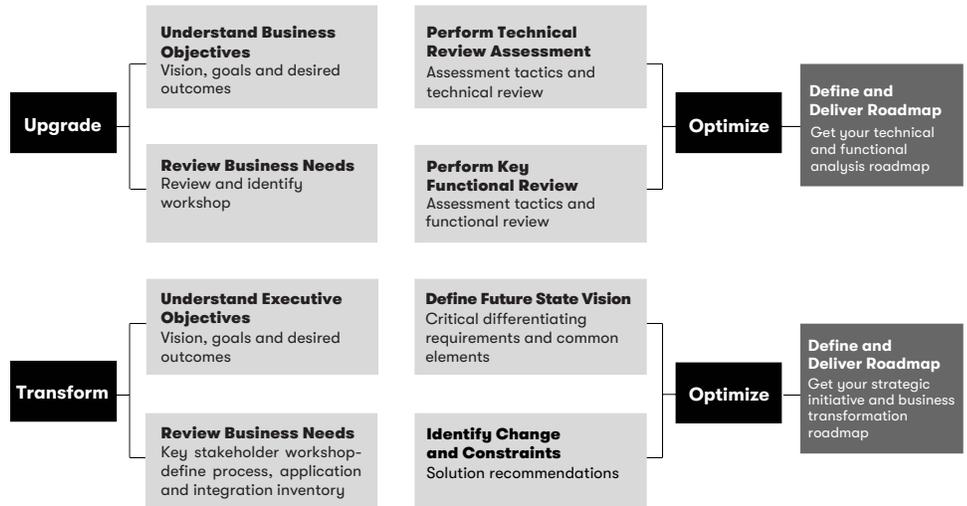
DXC Ground to Cloud options include both technology and business transformation assessments. Utilizing a cross-application team of experts within business application, cloud, industry, AppDev and AI we will create a full 360 view and analysis of your business.

- **Upgrade Assessment:**
Delivered by a team of application and technical experts, focused on the technical state of your on-premises CRM application and what it will take to move to a cloud-based model. Gain a valuable roadmap on 'as-is, optimized and net new processes' to provide you with a clear path forward.
- **Business Transformation Assessment:**
Delivered by a team of cross-application and technical experts across business application, cloud, industry, AppDev and AI. Focused on the future state of your organizations business, technical and organizational needs. Gain a detailed roadmap of 'What's Possible' for a clear path forward.

On-premises to cloud considerations:

- Want to proactively plan for Microsoft’s Dynamics CRM end of support deadline?
- Want to transform the way you interact with your customers and modernize the way you do business to gain a competitive edge?
- Want to identify the timelines and most cost-effective way to migrate your Dynamics CRM solution to a cloud-based model?
- Want to gain insights and education around cloud infrastructure, application development and reporting and don’t know where to start?
- Want to leverage a cross functional team of application, cloud, DevOps and AI experts working on your behalf to build you a cloud roadmap?
- Want a roadmap to migrate to the cloud, leverage technology best practices, and gain insights specific to your business?
- Want to rid yourself of multiple, older systems that don’t talk to one another and to a modern, supportable solution?

Upgrade and Business Transformation Assessments:
Pick your path, or choose to do both for a discounted price



Assessment Benefits

- Fast, low risk way to understand the likely cost, impact and timeline for upgrading, migrating or re-implementing your CRM solution, or transforming your business applications across the entire business
- Helps decision-makers reach alignment on process improvement, best practices and technology solutions required to achieve goals
- Aims to accelerate business processes, customizations, reports, integrations and data migration across all applications
- Based on years of best practices, application and cloud expertise, we deliver an effort estimate and provide an actionable roadmap
- Establishes clear priorities, based on business-drivers and informs budget planning

Ground to Cloud for CRM in 4 steps:

- 1** Execute an assessment.
- 2** Review assessment outcomes and follow roadmap.
- 3** Choose an implementation path forward.
- 4** Choose a support plan.

Regardless of where you are within your cloud transformation journey, DXC will help you choose the best path forward that suits your business. Contact us today!

About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. With decades of driving innovation, the world’s largest companies trust DXC to deploy our enterprise technology stack to deliver new levels of performance, competitiveness and customer experiences. Learn more about the DXC story and our focus on people, customers and operational execution at www.dxc.technology.



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