Dealing with digital disruption

DXC helps telecommunications companies adopt new technology to stay competitive amid industry convergence

DXC helps telecom companies:

- Create a digital core (IoT, telematics, security, cloud)

- Improve the customer experience

- Implement software-defined networks

- Adopt new communications platforms

- Develop applications that leverage analytics, artificial intelligence (AI) and automation

- Implement managed security services to maintain trust

With revenue yield on traditional services declining at an exponential rate, telecommunications companies need to redefine their business models and create new opportunities by leveraging technologies such as 5G, internet of things (IoT), data-driven analytics and blockchain. Time is of the essence, and the most expeditious way forward is for telecom companies to team with a trusted and experienced partner to help navigate the digital transformation journey.

Delivering a seamless, positive customer experience is a primary challenge for telecommunications companies. The ability to use advanced analytics to understand buying patterns and produce better products and services is essential to gaining a competitive advantage. The convergence of telecom (network) with media and entertainment (content) has triggered a wave of merger and acquisition activity, which presents the additional challenge of quickly integrating disparate systems while delivering the content seamlessly. DXC Technology can help.

Shifting marketplace demands action

The industry is quickly evolving as content, distribution and streaming video services converge, transforming telecom companies from communication service providers to digital service providers, a DXC core competency. This shift has put telecom companies under pressure to transform their existing business models to stay relevant. Companies must not only invest in new architecture (what DXC calls the "digital core") to streamline network operations, but they must also expand their offerings and address the following trends:

- **Move to 5G.** Telecommunications companies are racing to make 5G a reality. Among many benefits, 5G will enhance mobile broadband capabilities and fixed wireless access services as a facilitator of next-generation IoT and enable widely divergent customer-facing capabilities, such as augmented reality and self-driving cars. In DXC's experience, implementing 5G takes deep technology know-how in the integration of software-defined networking (SDN) and network function virtualization (NFV) stacks, along with the cloud enablement of tech stack elements.

- **Rise of OTTs.** Competition from over-the-top (OTT) media players is forcing telecom companies to partner with and become OTT solution providers. Providing quality content not only drives new revenue streams but builds customer loyalty, which in turn allows telecom companies to reinvest in their network capabilities.

- **Harnessing the data explosion.** Analytics and machine learning are helping telecom operators put data to work to reduce customer churn, make better marketing decisions and optimize network design. And to keep customers loyal, telecoms are moving into predictive maintenance to detect and fix problems, and they're also leveraging social media and deploying chatbots and other forms of automation to improve the customer experience.

What DXC offers

DXC has the scale, technology, industry experience and partner network to help telecom companies meet today's complex challenges. Our experienced professionals in more than 70 countries give us the regional expertise to help navigate complex regional and local regulatory environments. We have invested in a vast portfolio of software and services that helps telecommunications companies across the globe implement cost-effective solutions that bring value to customers in the following areas:

- **Digital diversification.** Our technology portfolio runs the gamut of IoT, telematics, security and analytics solutions that enable telecom transformational objectives. We help companies deal with the disruption of traditional value chains by deploying analytics and enterprise applications that focus on driving business outcomes.

- **Customer experience excellence.** DXC helps telecoms implement tightly integrated "digital first" omnichannel customer experience management systems that leverage highly correlated and actionable information. With our user experience (UX) design expertise, you can tap into technology such as artificial reality (AR), virtual reality (VR), artificial intelligence and machine learning to enhance the customer experience. In addition, DXC can provide fully integrated contact center services to create satisfying customer experiences.

- **Platform and product innovation.** With a focus on digital cocreation, we help telecom companies incubate new business models that

leverage technologies such as 5G, IoT and blockchain. DXC uses agile methodologies to help clients speed the development of new products and engage in product rationalization to better align with network and corporate strategies.

- **Network modernization.** DXC provides flexible, highly automated digital infrastructure solutions based on a consistent architecture and open standards. Our capabilities span SDN/NFV development and testing, designing network architecture and security planning. For example, as 5G networks are built, DXC creates value by helping telecoms bridge the gap between 4G and 5G networks through the deployment of APIs and microservices.

- **Business Model Agility.** DXC helps companies develop organizational framework with fluidity to adapt to changing priorities, as well as new opportunities and partnerships. Our services include capacity and inventory management capabilities that can improve essential network processes.

Why DXC?

In addition to providing technology capabilities on an unmatched global scale, there are many ways DXC provides differentiation. This includes offering DXC Bionix™, a digital-generation delivery model that allows enterprises to capitalize on advanced data analytics and drive continuous improvement through lean methods. With DXC Bionix, telecom companies

can begin to orchestrate infrastructure functions across virtual environments and start to embed automation solutions into technical and business operations.

Applying our expertise in areas such as IoT, we help telecommunications companies monetize their investment in 5G. We can help telecom companies apply IoT to tap into the power of next-gen devices for uses such as boosting download times and avoiding network outages.

DXC has extensive experience in predictive analytics and IoT for use cases such as optimizing investments across complex networks and discovering customer behavior trends. In addition, our analytics tools and platforms help telecoms advance their business with disruptive value creation.

The DXC Partner Network gives us unparalleled access to technology and expertise that can deliver innovative solutions and accelerate time to market. DXC strategic partners such as Microsoft, AWS and ServiceNow help us provide best-of-breed technologies to enable the automation of tasks, processes and workflows that increase network speed and quality while improving customer service.

Learn more at www.dxc.technology/telecom

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**.