Empower your employees with personalized, self-service IT support
DXC MyWork Portal

Why DXC?

As a global leader in delivering digital transformation to enterprises, DXC Technology offers the following:

- Expertise in self-service solutions built on best practices learned from thousands of ServiceNow implementations

- Digital technology know-how to provide an easy, personalized service that anticipates employee needs

- Delivery of a unique set of contextually aware options that adapt to each employee

- A pre configured solution that initiates improved self-service experiences in weeks, not months

- Knowledgeable support to ensure your services evolve as employee needs change

- A large global presence — DXC experts operate in over 70 countries and speak the languages required for the project.

DXC MyWork Portal offers an innovative way to deliver self-service IT support that benefits employees and your enterprise. Built on the industry-leading ServiceNow platform, DXC MyWork Portal uses smart analytics and bot automation to provide a self-service experience that boosts employee satisfaction, saves money and frees up IT support teams for higher-level work.

Delivering personalized support

In today's digital workplace, users expect personal, contextual experiences. Increased mobile and cloud technologies are expanding support demands, while consumerization is drastically changing user expectations. As proliferating automation and analytics enable new work styles, support teams are caught in the middle, and enterprises are challenged more than ever to deliver compelling support experiences.

Employee experience is the focal point in most IT support conversations. Employees want support options that are fast, simple and liberating. Enterprises must give their employees the same satisfying experience they provide to customers, making them feel more engaged, valued and productive. Another challenge for global companies is to deliver multichannel support in a multilanguage landscape where users expect personalized service options.

Empowering employees

To address these challenges, MyWork Portal helps enterprises implement self-service channels — as a complement to the traditional service desk —

so employees can complete simple tasks quickly, optimizing their time and improving their support experience. The solution not only provides employees with new levels of personalization and automation, it frees up IT support staff to work on more complex and valuable tasks.

Among the many benefits:

Employee satisfaction. MyWork Portal delivers new levels of employee satisfaction. Using analytics and automation to deliver an individualized, visually engaging experience, MyWork Portal makes the support experience easier and more enjoyable. Contextually-aware features dynamically adapt to what people need, making it easier for employees to get their work done.

Improved productivity. By simplifying support and presenting resolutions employees truly need, MyWork Portal reduces confusion and saves time. The solution integrates all aspects of the employee's work life by providing cohesion across functions such as IT, human resources (HR) and finance.

Reduced support costs. MyWork Portal proactively helps employees easily resolve items, reducing the need for costly manual support. Moreover, the intuitive solution anticipates employee needs, driving repeat use and high adoption rates.

Speed to value. MyWork Portal is an innovative as-a-service digital offering that stays up to date as technology evolves. By leveraging DXC Technology's experience with hundreds of ServiceNow portal implementations, enterprises can launch MyWork Portal in just 4 to 5 weeks.
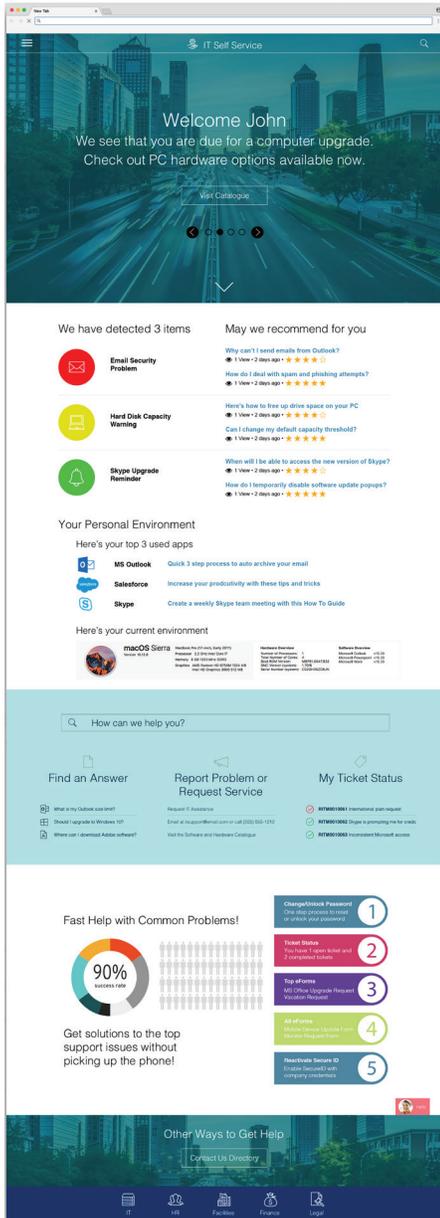
A screen sample from the self-servicing MyWork Portal

A visual and intuitive experience

MyWork Portal provides a visually striking self-service experience that is completely intuitive and easy to use, allowing users to resolve support problems without picking up the phone. The channel delivers a rich user experience because it is built on digital analytics. Your self-service portal can be transformed into a solution that understands an individual's environment, resulting in a service that dynamically adapts to what employees need.

Do-it-yourself service. MyWork Portal features everything you would expect in an advanced self-service solution. Employees find solutions to problems by browsing the service catalog or searching the knowledge base. Users can also view service alerts and notifications, submit and track the status of incidents and requests, and view their current personal work environment. All of this takes place in a highly intuitive modern interface that is easy to navigate.

Advanced robotics and artificial intelligence (AI). DXC provides the ultimate in service automation, leveraging AI, machine learning and natural language processing technologies to deliver contextually aware options that dynamically adapt to each user. We provide remote support analytics, multimedia knowledge bases, password-reset automation, self-healing scripting and more.

Built-in recommendations. MyWork Portal's built-in recommendation system provides rapid knowledge and automatic fixes to enable swift resolutions to common problems. Each employee gets access to a personalized point of view relevant to their individual environment.

"Actionable Moments" feature. MyWork Portal's Actionable Moments feature reduces employee work by detecting current issues and presenting instant resolutions that fit specific employee needs. The feature is powered by DXC's analytics, AI and automation capabilities.

Unified support experience. Employee support goes beyond IT to encompass areas such as HR, facilities and finance — taking care of your employees across their entire work life by providing a seamless support experience across all corporate functions.

Next steps

DXC's MyWork Portal is built on the expertise of DXC professionals who have delivered over 3,000 ServiceNow implementations and more than 700 ServiceNow portals, and it is a key part of DXC's Digital Support portfolio. As part of the DXC MyWorkStyle philosophy, we understand that when employees need support, their work has been disrupted. Our well-designed self-service capability makes sure that your employees' support experiences get them right back to work as quickly as possible.

Learn more at www.dxc.technology/ workplace_and_mobility

About DXC Technology

DXC Technology (DXC: NYSE) 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 network 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**.