DXC Technology | servicenow.

DXC Practice for ServiceNow

We simplify complexity with great digital workflows

At DXC, our Practice for ServiceNow is simplifying the complex IT landscape to increase productivity and drive engagement with great digital workflows.

DXC Technology and ServiceNow - working together

"Business leaders recognise their technology strategy is their business strategy. As the platform leader for enterprise workflow automation, we are inspired to team up with DXC. Their global reach combined with their deep technology expertise will help customers harness the full value of digital transformation. We expect this signature partnership to continue expanding in the years ahead."

Bill McDermott
CEO, ServiceNow

DXC Practice for ServiceNow transforms business with great digital workflows

Digital transformation is a journey with the same destination for all organisations. The only difference is where you start and the tools you leverage to reach it.

The DXC Practice for ServiceNow is a part of the DXC Enterprise Applications Services and SaaS offerings that sits within DXC's Enterprise Technology Stack.

Our practice simplifies complex IT landscapes to increase productivity and drive engagement with great digital workflows. We focus beyond the problem to reimagine what success will look like and how to get there with employee and customer-centric workflows that reduce technical debt.

Since introducing the ServiceNow product 15 years ago to Australia and New Zealand, we have been leading and innovating with the successful delivery of over 1500 ServiceNow projects.

We work alongside our customers and act as an extension of their business to understand their specific challenges, prioritise high-value improvements, and define a modernisation roadmap that delivers incremental ROI at each meaningful step on their transformation journey.

As a trusted advisor, we bring in the right team, expertise and technologies to address critical business challenges and replace unstructured work patterns with intelligent, optimised and automated workflows to accelerate deployments and minimise project risk.

DXC is one of only six ServiceNow Global Elite Partners worldwide. We focus on delivering the right customer outcome, driven by past and future successes, to achieve the most value from your ServiceNow investment.

We have already solved your problems with other customers. We can transform your business too.
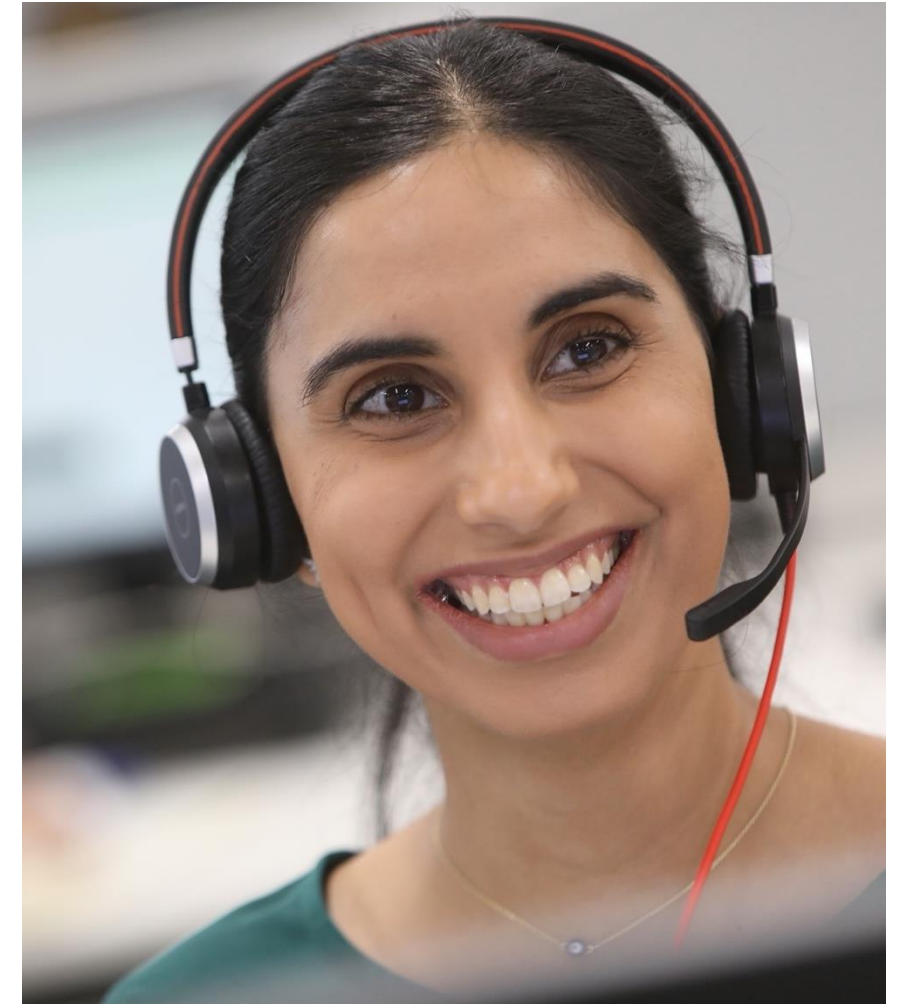
Five reasons why DXC Practice for ServiceNow leads the way in business transformation with great digital workflows

Our IP is your advantage

We are the leading, strategic ServiceNow partner with over 15 years' experience in delivering innovative models, unique IP and project accelerators that automate and optimise workflows, and streamline processes for our customers.

The best expertise

Our certified Master Architects and ServiceNow product experts bring industry, process, systems integration, and technical delivery experience to drive innovation and value in helping customers transform their businesses.

A solution for your exact needs

We work closely with customers to understanding their challenges, prioritising high value improvements and productivity gains wherever possible. We are then able to extend the out of the box ServiceNow capability, delivering bespoke applications to address our customers' specific business requirements.

Partnering for better outcomes

We are an extension of our customers' team, working along-side the business to add value and make an impact with consulting-led thinking, methodology and deep product expertise that is outcome oriented, not scope driven.

Proven track record

DXC is one of only six ServiceNow Global Elite Partners worldwide focused on delivering value and driven by past and future successes with a long heritage of project achievements. In 2021, DXC was the only vendor named by Everest Group with a "high capability" rating in the "Value Delivered" category, and one of only three vendors to receive the highest capability marks in the "Vision & Strategy" category.

"Working with the experienced people at DXC meant the Hudson team was constantly challenged to think about how to improve, simplify and streamline processes. We chose to work with DXC because we saw them as a trusted partner, having brought ServiceNow to Australia originally. As a known partner with extensive knowledge, it made sense to partner with DXC."

Brett Reedman
IT Director, Asia Pacific
Hudson

# When our customers want to transform their business, they turn to us

Our customer engagement is based on four important focus areas that we know drive sustainable business improvements and maximise application value.

Simplify IT platforms and remove complexity to help operations run more efficiently, drive out costs and remove technical debt.

Modernise to reduce risk and optimise all levels of engagement for agility and resilience in uncertain times.

Accelerate time to market, drive business process improvements enabling rapid business growth and improve employee and customer experiences.

Reimagine new possibilities in response to changed business rules with innovation from the ground up and the top down.

Simplify · Modernise · Accelerate · Reimagine
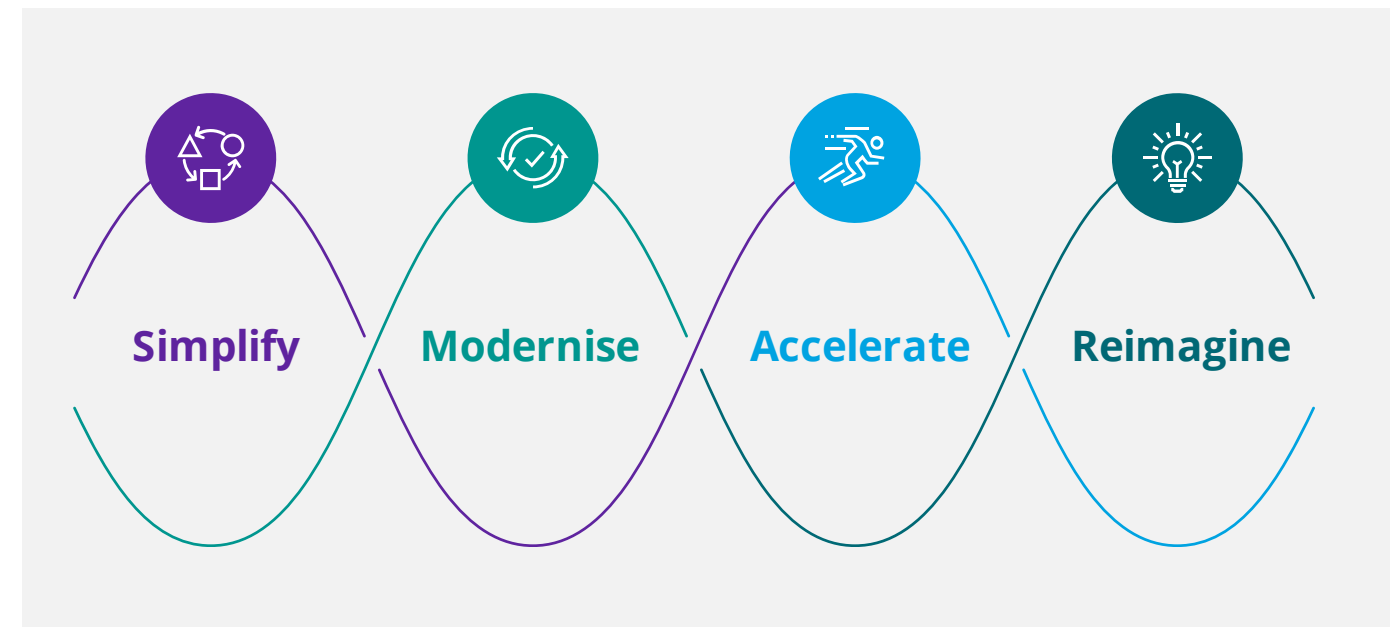
We use these principles to rethink enterprise applications and deliver services and solutions that truly transform business.

Business transformation
- simplify

Agile transformations are implemented to improve the customer experience. Those organisations who experience the most success in achieving this goal ensure the needs of their workforce are addressed along the way.

At DXC, we understand how to deliver employee and customer centric, digital workflows with ServiceNow. We put the emphasis on user experience to help drive engagement and productivity across the organisation.

We simplify and replace unstructured work patterns with intelligent and automated workflows, to transform service management, operations management, and customer service operations, creating a smarter and more connected enterprise.

We deliver the digital foundation with ServiceNow to transform, run and innovate solutions that will deliver efficiencies, simplify and optimise workflows, and reduce technical debt to bring business agility and incorporate new ways of working.

"This is our first engagement with DXC. The relationship has been entirely positive from the outset — a true partnership with DXC playing a leadership role. The close collaboration was one of the highlights of the project. It worked extremely well and achieved the result we needed."

Government department
Spokesperson

Case study: Australian government department

This Australian government department manages the development and implementation of laws, regulation and policy in various areas of the state and ensures all elements of the community safety system are working efficiently and effectively. The department is undergoing a transformation to better meet the evolving needs of its citizens. This transformation is supported by comprehensive strategy and wide-ranging reform, ensuring a whole of government approach to the community safety system.

Key to the transformation was legislative reform driving the need for visual representation of key infrastructure and assets. The government department was working with outdated Microsoft Excel and SharePoint legacy solutions which offered limited functionality and low security for the high level of confidentiality that was required.

How DXC helped

- ServiceNow solution holding all the data, geo-mapping layers, information and user access security controls

- A secure repository of detailed infrastructure and asset information

- Visual representation of complex data with geo-mapping integration

Business outcomes

- Ease of access and use for distributed and varied users

- A dynamic visual representation of assets

- Robust security controls easily manage different access levels

Read case study

Business transformation - modernise

> "We didn't just want a vendor to implement ServiceNow and walk away. That's where DXC excelled — we wanted added value through ongoing managed services and the ability to sustain a long-term relationship to support us through our journey beyond implementation."
>
> Robert Parlane ,
> Technology Support Supervisor MediaWorks

Helping our customers navigate the uncertainty of today, and plan for a better tomorrow is our goal. Achieving competitive advantage now requires businesses to consider modernising their operating models.

DXC understands how to transform mainstream business functions into modern, digital workflows and build a digitally enabled enterprise with the ServiceNow platform supported by our highly qualified teams, unique IP and methodologies.

We deliver IT modernisation and managed services transformations, moving from high-touch to high-tech services with a whole-of-business approach using ServiceNow. We do this securely, at speed and scale through our industry-specific workflows and depth of experience. We are able to offer a hybrid delivery model, balancing onshore consulting skills with offshore technical delivery to provide the most cost-effective delivery model for ServiceNow projects.

We help modernise business operations with a holistic framework for operational resilience. This framework strengthens an organisation's operational resilience, providing an end-to-end workflow management solution that helps quickly and proactively identify and manage corporate incidents, manages compliance and risk, and prioritises and remediates vulnerabilities and security incidents.

Case study: MediaWorks

MediaWorks is New Zealand's leading radio, outdoor advertising and interactive media company. The company has several mobile-first radio websites and services, including a 24/7 streaming app, where NZ radio stations stream live content and feature podcasts. The company has over 2.5 million weekly listeners and over 5,000 outdoor touchpoints nationwide.

A major business separation drove the need for the implementation of a new IT Service Management (ITSM) tool. The organisation had outgrown its outdated, highly customisable on-premise solution and needed to move to a full automation of its service desk.

How DXC helped

- Cloud-based ServiceNow IT Service Management (ITSM) tool
- DXC ServiceNow implementation services
- DXC ongoing managed services

Business Outcomes

- Time savings, improved convenience; achieved in just seven weeks including training, live incident and asset data migration
- Significantly improved field information with remote access for technicians to log work and track assets in the field
- A backbone upon which a fully ITIL managed environment can be built

Read case study

Business transformation - accelerate

DXC gives businesses an accelerated start at implementation with our robust industry templates developed through learned best practices, the capture of IP and industry knowledge.

At DXC we work to deliver the right solution, with the right team to address our customers' niche, complex and critical business challenges. We can do this by implementing a ServiceNow point solution to rapidly digitise processes and user experiences to deliver immediate business results. Alternatively, we can tackle broader organisational transformation and advanced service management, operations management, and customer service projects using the entire ServiceNow platform.

Our unique solutions built on ServiceNow technologies, combined with our focused industry knowledge, deliver digital IT models for enabling workforces, managing partners, and keeping the enterprise secure.

We accelerate and transform your business operations because we use proven, repeatable processes that reduce project risk, improve business outcomes, and enhance your customer experience. Our ServiceNow QuickStarts offerings help you take the first steps towards ServiceNow-led transformation. These offerings are designed to let you start small before you fully invest, which minimises risk and maximises business benefits.

"DXC has been integral to the growth of the system. We couldn't have done half as much without them. They've set very high standards for all the other companies we deal with. The big thing is they've always been very invested and committed to the success of our rollouts. And, because they've helped us so much in minimising costs, we have been able to bring them on to do more, to carry out complex builds and discovery."

Lucy Armstrong
Systems Manager, IPCA

Case study: Independent Purchasing Company Australia

Independent Purchasing Company Australasia (IPCA) provides supply chain management and business solutions to over 3,000 SUBWAY franchisees in 13 countries across Asia-Pacific, including Australia, New Zealand, China and India. Within the last five years IPCA has grown from a staff of 10 to more than 70 employees. It has also grown geographically, with offices located in Sydney, Auckland, Shanghai, Delhi, Seoul and Singapore.

For IPCA to achieve continual expansion of services during a period of such rapid growth required the implementation of good support management systems and exceptional visibility of issues management activity. Previously reliant on Microsoft Excel and Access, the company needed to adopt more scalable software solutions that provided agility and responsiveness to manage queries and connect information.

How DXC helped

- ServiceNow, a cloud-based platform focused on automating and standardising business processes
- Development of customised applications and standard modules to capture additional information
- Simplified and cost-effective self-service functionality and licensing structure

Business outcomes

- Reduced maintenance demands and easy access, as well as clear audit trails and process flows
- Ability for franchisees to track the progress of their requests, and for suppliers to enter sales information or queries directly
- A complete record of every query or request, creating a single source of truth for service

Read case study

Business transformation - reimagine

The key to transformation success is not only embracing digital and automation technologies but capturing value from them to reimagine your business model.

DXC helps customers identify new and improved ways of working by digitising their workflows and developing and realising their service management strategy. Our advisory services provide strategy, roadmaps and key performance indicators (KPIs) to guide this effort. We then create and initiate a program by drawing on our in-depth expertise, flexibility and objectivity.

We focus beyond the initial problem to reimagine what success will look like and how to help you get there. We believe that behind every successful customer or employee experience, there is a great workflow making it happen. We build these great digital workflows with ServiceNow.

We help to optimise your service management strategy, grow your business, reduce operating costs, and transform your user experience with advice on getting the most value out of your ServiceNow investment. We deliver advice on digital transformation and determine the correct license mix using a phased implementation approach, enhanced with best-practice templates, our IP accelerators and project methodologies to complete your project quickly with low risk.

"It was clear from DXC's response to the RFP that it had the experience necessary to successfully deliver the self-service portal we needed. Discussions with DXC's professional referees confirmed that the company was the right choice for UTAS.

Even talking to the DXC team before we started the work gave us a sense that we would work well together. The team was friendly and professional, with the skills and know-how we needed."

Nathan Tenaglia
Manager of enterprise services & networks
University of Tasmania

Case study: University of Tasmania

The University of Tasmania (UTAS) is Australia's fourth-oldest university, established in 1890. It has won more teaching awards than any other Australian university, and ranks in the top two per cent of universities worldwide. This recognition emphasises the high calibre of education offered across numerous academic disciplines at UTAS. The university has more than 33,000 local, national and international students and 2,600 academic and administrative staff across four campuses.

With tens of thousands of IT users, UTAS needed to improve its responsiveness to IT issues and requests. The university had no easy way to let people know what services the IT team offered, or how to access those services. The help desk was managed manually; staff and students called, emailed or simply walked into the IT department to ask for help. This made it difficult for staff and students to work effectively, since IT issues disrupted their ability to access networks and drives. The average help desk ticket closure time was five days.

How DXC helped

- A Service Portal, based on ServiceNow, which enables self-service
- A knowledge base which enables users to solve their own issues
- A service catalogue which enables users to find out what services are available and log a request

Business outcomes

- The Service Portal is now the most popular channel for communicating with the IT department
- With fewer phone calls and emails, the IT team are freed up to add more value
- A service delivery strategy has improved the customer experience and resource use

Read case study

DXC empowers business with ServiceNow offerings

DXC Practice for ServiceNow accelerates enterprise service management across your organisation. We keep environments optimised while meeting any challenges in platform expertise and staffing.

DXC Advisory for ServiceNow
Overcomes challenges in governing and managing the ServiceNow platform.

DXC IT Modernisation
Accelerates business transformation with ServiceNow applications to achieve the agility needed to meet ever changing customer and employee demands.

DXC Operational Resilience
A holistic framework to effectively manage risk and strengthen operational resilience with key DXC solutions on the ServiceNow Platform.

DXC ITSM Implementation and Transformation
Provides process guidance, technology expertise and organisational support.

DXC CSM for ServiceNow
Drives case volumes down and customer loyalty up by improving customer service operations and engaging customers with digital workflows.

DXC ITOM for ServiceNow
IT operations management (ITOM) delivers a consistent and strategic approach to planning, building, and operating digital services, technology, components and applications requirements.

DXC Practice for ServiceNow

People

80+ ServiceNow experts with consulting skills supported by offshore technical delivery skills

11 Certified Master Architects

Certified resources have 10+ years ServiceNow development and consulting experience

Industry expertise

More than 15 years leading the ServiceNow ecosystem in region

More than 1500 successful ServiceNow projects delivered in the Asia Pacific region and over 150 customer instances currently managed in the Asia Pacific region

More than 10 bespoke solutions/applications integrated or built on the ServiceNow platform

Success in market

Five ServiceNow awards in 2020 and 2021 including Global Partner award

Leader – Everest Group PEAK 2021 Matrix for ServiceNow

4.5 out of 5 customer satisfaction score (provided directly to ServiceNow)

Vendor relationship

Global Elite Partner – One of only six worldwide

Preferred workflow partner for DXC Platform X

Largest global partner with over 6500 ServiceNow implementations

DXC will help achieve your business goals with ServiceNow

As a leading ServiceNow partner, DXC Technology has the deep industry knowledge and strong line-of-business offerings needed to streamline processes and unlock business success for its customers.

For more information on how DXC can help your business harness the power of ServiceNow to build and maintain a competitive advantage in a changing market landscape, contact the team today.

https://dxc.com/au/en/practices/servicenow
https://dxc.com/nz/en/practices/servicenow

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.